



LEADTM System



**A step-by-step, achievable, time-sensitive system
to improve and sustain patient experience scores**

Deliverables

Mastering HCAHPS Webinar Series

- 12, 1-2 hour webinars, each focused on a specific HCAHPS Domain
- Presented as a library so it can be scheduled monthly at your convenience

LEAD™ System Launch

- Program Coordinator & Domain Owners orientation of roles and expectations
- Everyone's a Caregiver™ App review with the Program Coordinator

6, 1 hour Monthly Coaching Sessions

with your Executive Implementation Coach to

- Assist Domain Owners to assess progress after each webinar and effectively prepare for the next
- Provide leaders a coaching observation checklist for each domain
- Provide ongoing coaching as required

Everyone's a Caregiver® App

- 96 bite-sized, 3-12 minute webinar modules that can be accessed via a smart phone, tablet, or computer

Customized Web Portal

- All tools needed for the LEAD™ System, including Micro-Gap Analysis, Close-the-Gap Coaching Tools, Advertising Posters, etc.
- All resources needed to conduct the 12 Mastering HCAHPS Leadership Series Webinars



“The LEAD™ System is really about culture change and focus. I’m happy we are doing this. It’s making a difference!”

Peter Karadjoff FACHE,
President,
St. John Providence
Health System



LEAD™ SYSTEM Timetable

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|---|--|--|--|---|
| <p>MONTH 1 </p> <p>LEAD™ System Launch, Orientation & Introductory Coaching Call</p> <p>01 <i>Domain Champion Orientation</i></p> | <p>MONTH 1</p> <p>WEBINAR 1 The C-Suite Leader Role in HCAHPS Transformation™</p> <p>02 <i>Leadership Engagement</i></p> | <p>MONTH 1</p> <p>WEBINAR 2 Relationship-Based Nurse Communication™</p> <p>03 <i>Communication with Nurses</i></p> | <p>MONTH 2</p> <p>WEBINAR 3 Skillful Physician Communication™</p> <p>04 <i>Communication with Doctors</i></p> | <p>MONTH 3 </p> <p>LEAD Implementation Coaching Call #1</p> <p>05 <i>HSC & DC to Attend</i></p> |
| <p>MONTH 3</p> <p>WEBINAR 4 Revolutionize Staff Responsiveness™</p> <p>06 <i>Responsiveness of Staff</i></p> | <p>MONTH 4</p> <p>WEBINAR 5 Cleanliness Matters™</p> <p>07 <i>Cleanliness of Patient Rooms</i></p> | <p>MONTH 5 </p> <p>LEAD Implementation Coaching Call #2</p> <p>08 <i>HSC & DC to Attend</i></p> | <p>MONTH 5</p> <p>WEBINAR 6 Rest Assured™</p> <p>09 <i>Restfulness of Hospital Environment</i></p> | <p>MONTH 6</p> <p>WEBINAR 7 The Quiet Revolution™</p> <p>10 <i>Quiet at Night</i></p> |
| <p>MONTH 7 </p> <p>LEAD Implementation Coaching Call #3</p> <p>11 <i>HSC & DC to Attend</i></p> | <p>MONTH 7</p> <p>WEBINAR 8 Medication Education Imperative™</p> <p>12 <i>Communication about Medicine</i></p> | <p>MONTH 8</p> <p>WEBINAR 9 Seamless Care™</p> <p>13 <i>Care Coordination</i></p> | <p>MONTH 8</p> <p>HCAHPS Frontline Webinar Series Begins</p> <p>14 <i>Everyone's a Caregiver®</i></p> | <p>MONTH 9 </p> <p>LEAD Implementation Coaching Call #4</p> <p>15 <i>HSC & DC to Attend</i></p> |
| <p>MONTH 9</p> <p>WEBINAR 10 Discharge Satisfaction Guaranteed™</p> <p>16 <i>Discharge Information</i></p> | <p>MONTH 10</p> <p>WEBINAR 11 Healing Signals™</p> <p>17 <i>Information About Symptoms</i></p> | <p>MONTH 11 </p> <p>LEAD Implementation Coaching Call #5</p> <p>18 <i>HSC & DC to Attend</i></p> | <p>MONTH 11</p> <p>WEBINAR 12 Compassionate Pain Care™</p> <p>19 <i>Pain Care</i></p> | |
| <p>MONTH 12</p> <p>WEBINAR 13 Care Transitions Done Right™</p> <p>20 <i>Transition of Care</i></p> | <p>MONTH 13 </p> <p>LEAD Implementation Coaching Call #6</p> <p>21 <i>HSC & DC to Attend</i></p> | <p>MONTH 13</p> <p>WEBINAR 14 High-Performing Overall Hospitals™</p> <p>22 <i>Overall Rating</i></p> | | |
| <p>MONTH 14</p> <p>WEBINAR 15 The Power of Word-of-Mouth Marketing™</p> <p>23 <i>Willingness to Recommend</i></p> | <p>MONTH 14</p> <p>WEBINAR 16 BONUS Applied Inspiration™</p> <p>24 <i>Featuring Marcus Engel</i></p> | | | |

LEGEND

HSC – HCAHPS SUPER COACH
DC – DOMAIN CHAMPION



Ready to Begin Your Journey?

Transform your organization into a place where Service Excellence isn't just a goal; it's your culture.

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