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Implementation cTools

CUSTOM LEARNING SYSTEMS

MASTERING
HCAHPS™
LEADERSHIP SERIES

Main Theatres
2nd Floor

CUSTOM LEARNING SYSTEMS

Mastering The New HCAHPS

Mission: Empowering healthcare leaders with strategies to navigate HCAHPS changes and elevate patient experience.

Rest-Assured cTools
1. "Rest-Assured" Team Charter
2. Patient Rest Orientation Guide
3. The How-To's of Patient Engagement
4. Patient Rest Education Guide
5. Restfulness Sentence Starters
6. Restfulness of the Hospital Environment Workshop Agenda

Seamless Care cTools
1. Care Coordination Sentence Starters
2. Medication Education Teach Back
3. "The Art of Seamless Care" Team Charter
4. Care Coordination Tools
5. Care Coordination Workshop Agenda

Healing Signals cTools
1. Patient Discharge Symptoms Checklist
2. Developing Written Instructions for Patient Education
3. Respiratory Illness Patient Discharge Symptoms Checklist
4. Reviewing a Symptoms Checklist with Patients at Discharge
5. Symptoms Sentence Starters
6. Medication Education Teach Back
7. "Healing Signals" Team Charter
8. Information about Symptoms Workshop Agenda