



ENGAGE
WEBINAR SERIES

Mastering the New HCAHPS™

For Essential 5 Star Recognition

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For Essential 5 Star Recognition

Understanding the Why

CMS introduced these changes to:

- Improve response rates
- Encourage real-time feedback
- Respond to lobbying from American Hospital Association (AHA) and Beryl Institute
- More accurately reflect the patient experience that supports hospital improvement efforts

HCAHPS 2023

WORDING CHANGE

Responsiveness of Hospital Staff

BEFORE
"During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?"

NOW
"During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?"

REMOVED FROM HOSPITAL ENVIRONMENT

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Survey Question Moved:

"During this hospital stay, how often was the area around your room quiet at night?"

Moved to
"Restful of Hospital Environment" domain

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No Changes to these Domains:

- Communication with Nurses
- Communication with Doctors
- Communication about Medicines
- Discharge Information
- Overall Rating
- Recommend the Hospital
- **Recommendation: Keep measuring and improving**

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Get the ★★★★★
Recognition
 You Deserve!



APPLY NOW to become
 a 5 Star Hospital or Clinic

**GROW PATIENT
 LOYALTY & REPUTATION**

5 Benefits of a 5 Star Reputation

1. Improve the patient & family experience
2. Increase return visits & grow market share
3. Build a brand of trust & community confidence
4. Attract & retain quality caregivers
5. Dispel the "band-aid station" perception

Here's How to Apply:

- May submit quarterly
- Submit a minimum of 100 surveys per year
- Via an external patient experience survey vendor
- Survey data: previous 12 months
- Annual application fee is \$250 plus \$50 per clinic



5 Star Honor Roll Program

📍 HealthCare Service Excellence Conference
 November 2026
 (Dates and Location to be determined)
HealthCareServiceExcellence.com

WITH THE SUPPORT OF:



JOIN NOW!
RuralRatings.us

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NRRS National Rural Rating System
 IS AN INDEPENDENT VOLUNTEER ORGANIZATION
 IN ASSOCIATION WITH
National Rural Health Association

HCAHPS Decoded

What is HCAHPS 2.0?



Reduce
Responder
Burden



Improve
Response
Rates



More
Accurately
Reflect Patient
Experience

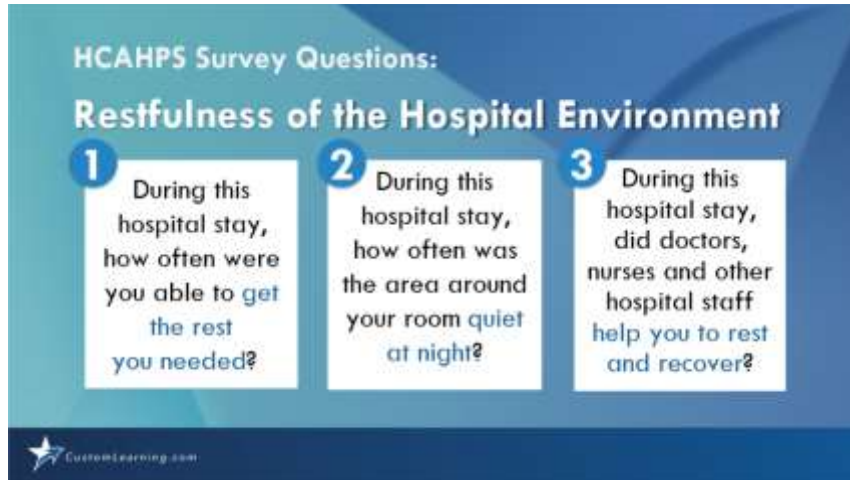
Technical Changes as of January 2025:

Survey Questions 29 ⇨ 32	Supplemental Questions 12	49 Day Response Window
New Web Survey First Mode	Patient Proxy Response	Survey Must Be Provided in Preferred Language

Measure Changes:

+ Care Coordination Domain	+ Restfulness Domain	+ Information About Symptoms Question
<u>Removed</u> Care Transitions Domain	<u>Updated</u> Responsiveness of Hospital Staff	

Restfulness of Hospital Environment: Rest Assured



Recommendations:

1. Create a Restful Environment.
2. Charter a **REST ASSURED Team**.
3. Educate Patients with **Rest Guide**.
4. Cluster Care Activities.
5. Manage **Pain** and **Discomfort**.
6. Practice **Relaxation Techniques**.
7. Use **Sentence Starters**.
8. Provide **Caregiver Education**.

Implementation cTools List: Rest-Assured:

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](#)

Care Coordination: The Art of Seamless Care

HCAHPS Survey Questions:
Care Coordinator

- 1 During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?
- 2 During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?

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HCAHPS Survey Questions:
Care Coordinator (continued)

- 3 Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?

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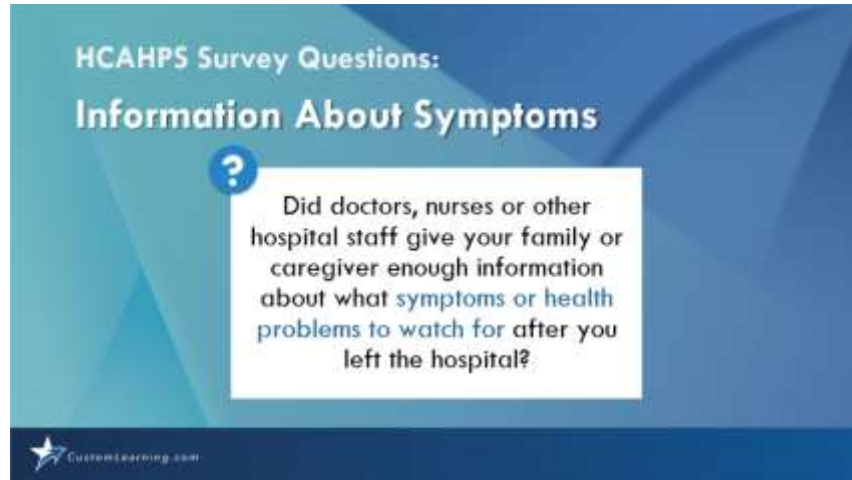
Recommendations:

1. Improve **communication** and **collaboration**.
2. Educate caregivers.
3. Give **priority attention** to patient and family engagement.
4. Engage **real-time questions**.
5. Establish clear and achievable **time frames**.
6. Engage patients in **discharge planning** earlier.
7. Use **Sentence Starters**.
8. Charter a **Seamless Care Team**.

Implementation cTools List: Seamless Care:

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](#)

Information About Symptoms: Healing Signals



Recommendations:

1. Standardize the **Discharge Process**.
2. Communicate Clearly with **Teach-Back**.
3. Involve the **Entire Care Team**.
4. Leverage **Educational Tools**.
5. Empower Patients through **Q & A**.
6. Follow-up **Post Discharge Calls**.
7. Focus on the **Patient Experience**.
8. Utilize **Sentence Starters**.

Implementation cTools List: Healing Signals:

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](#)