

# HCAHPS LEAD™ Protocol



**LEAD:** Leadership, Execution, Accountability, & Discipline

**MISSION:**

A systematic process to ensure Leadership, Execution, Accountability, and Discipline in the utilization of the HCAHPS Breakthrough Leadership Series in order to quickly and significantly improve patient experience scores

**DELIVERABLES:**

- ▶ HCAHPS Breakthrough Webinar Series Library
  - 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
- ▶ Three onsite visits with your Executive Implementation Coach:
  - Program Coordinator & Domain Owners orientation of roles and expectations
  - Focus Groups to provide Micro-Gap Analysis for the HCAHPS Domains
  - Progress Leadership Summit to review implementation and progress of domains
  - Everyone's a Caregiver™ HCAHPS App review with the Program Coordinator
  - Graduation Summit including the presentation of the Certified HCAHPS Practicing Professional certificates to successful participants
  - Implementation Audit to assess the progress and success of the domain focused Implementation Plans
  - Executive Team Debrief on the results of the Audit
- ▶ 12 monthly 1-hour 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™ HCAHPS App
  - This App is a series of 96 bite-sized, 3-12 minute webinar modules that can be accessed via a smart phone, tablet, or computer
- ▶ Customized web portal consisting of:
  - All tools needed for the HCAHPS LEAD™ Protocol, including Micro-Gap Analysis, Close-the-Gap Coaching Tools, Advertising Posters, etc.
  - HOPE™ Plans consisting of HCAHPS Domains and Ancillary Departments
  - All resources needed to conduct the 12 HCAHPS Breakthrough Webinars

**EMPOWERED LEADERS SAY IT BEST:**

*"The LEAD™ Process 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



# HCAHPS LEAD™ Protocol

## timetable draft

## legend

- HSC – HCAHPS Super Coach,  
DC – Domain Champion  
LEAD Implementation Coach: Joseph Tasse, FACHE
- LEAD Implementation Coach Onsite Visit
  - LEAD Implementation Coaching Call
  - HCAHPS Breakthrough Series™ Webinars – Dates

#	Month/Year	Event	Attendees
1	Month 1	<b>HCAHPS Breakthrough LEAD Protocol™ Launch</b>	
2	Same as 1	<b>Webinar #1: The C-Suite Leader Role in HCAHPS Transformation™ (1 hr)</b> <i>(Leadership Engagement)</i>	
3	Month 1	<b>HCAHPS Breakthrough LEAD Protocol™ Orientation</b> <ul style="list-style-type: none"> <li>Domain Champion Orientation (HCAHPS &amp; Non-HCAHPS)</li> <li>Frontline Domain Micro-Gap Analysis / 5 Domains</li> </ul>	
4	Month 2	<b>LEAD Implementation Coaching Call #1</b>	HSC & CEO (DC) & DC 2
5	Month 2	<b>LEAD Implementation Coaching Call with Non-HCAHPS Domain Champions</b>	HSC & Non-HCAHPS DC
6	Month 3	<b>Webinar #2: The Quiet Revolution™ (1 hr) - <i>(Quiet at Night)</i></b>	
7	Month 3	<b>LEAD Implementation Coaching Call #2</b>	HSC & DC 2 & DC 3
8	Month 3	<b>Webinar #3: Cleanliness Matters™ (1 hr) - <i>(Cleanliness of Patient Rooms)</i></b>	
9	Month 4	<b>LEAD Implementation Coaching Call #3</b>	HSC & DC 3 & DC 4
10	Month 5	<b>Webinar #4: Medication Education Imperative™ (1 hr)</b> <i>(Communication about Medicine)</i>	
11	Month 5	<b>LEAD Implementation Coaching Call #4</b>	HSC & DC 4 & DC 5
12		<b>National Symposium on HCAHPS Sustainability Academies</b>	BIO
13	Month 6	<b>Webinar #5: Skillful Physician Communication™ (1 hr)</b> <i>(Communication with Doctors)</i>	
14	Month 6	<b>LEAD Implementation Coaching Call #5</b>	HSC & DC 5 & DC 6
15	Month 7	<b>LEAD Progress Summit™</b> <ul style="list-style-type: none"> <li>Progress Leadership Summit</li> <li>Frontline Domain Micro-Gap Analysis / 7 Domains</li> <li>Program Coordinators Frontline Webinar Series Orientation</li> </ul>	
16	Month 7	<b>Webinar #6: Relationship-Based Nurse Communication™ (1 hr)</b> <i>(Communication with Nurses)</i>	
17	Month 7	<b>LEAD Implementation Coaching Call #6</b>	HSC & DC 6 & DC 7
18	Month 8	<b>Patients First™ Frontline Webinar Series Begins</b>	
19	Month 8	<b>Webinar #7: Discharge Satisfaction Guaranteed™ (1 hr) - <i>(Discharge Information)</i></b>	
20	Month 8	<b>LEAD Implementation Coaching Call #7</b>	HSC & DC 7 & DC 8
21	Month 9	<b>Webinar #8: Compassionate Pain Care™ (1.25 hr) - <i>(Pain Control)</i></b>	
22	Month 9	<b>LEAD Implementation Coaching Call #8</b>	HSC & DC 8 & DC 9
23	Month 10	<b>Webinar #9: Revolutionize Staff Responsiveness (1.5 hr)</b> <i>(Responsiveness of Staff)</i>	
24	Month 10	<b>LEAD Implementation Coaching Call #9</b>	HSC & DC 9 & DC 10
25	Month 11	<b>Webinar #10: Care Transitions Done Right (1.25 hr) - <i>(Transition of Care)</i></b>	
26	Month 11	<b>LEAD Implementation Coaching Call #10</b>	HSC & DC 10 & CEO (DC)
27	Month 12	<b>Webinar #11: High-Performing Overall Hospitals (2 hr) - <i>(Overall Rating)</i></b>	
28	Month 12	<b>LEAD Implementation Coaching Call #11</b>	HSC & CEO (DC)
29	Month 13	<b>Webinar #12: The Power of Word-of-Mouth Marketing™ (1.5 hr)</b> <i>(Willingness to Recommend)</i>	
30	Month 13	<b>LEAD Implementation Coaching Call #12</b>	HSC & CEO (DC)
31	Month 14	<b>LEAD Graduation Summit™</b> <ul style="list-style-type: none"> <li>Graduation Summit and CHPP Certificates</li> <li>Implementation Audit</li> </ul>	
32	Month 14	<b>Audit Debrief</b>	