

HCAHPS LEAD™ System

LEAD: Leadership, Execution, Accountability, & Discipline

MISSION:

A step-by-step, achievable, time-sensitive system to improve and sustain 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
- ▶ HCAHPS LEAD™ System Launch:
 - Program Coordinator & Domain Owners orientation of roles and expectations
 - Everyone's a Caregiver™ HCAHPS App review with the Program Coordinator
- ▶ 6 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™ System, 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™ System

timetable

legend

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

#	Month/Year	Event	Attendees
1	Specific Date Month 1	HCAHPS LEAD™ System Launch, Orientation & Introductory Coaching Call • Domain Champion Orientation (HCAHPS & Non-HCAHPS)	
2	Specific Date Month 2	Webinar #1: The C-Suite Leader Role in HCAHPS Transformation™ (1 hr) (<i>Leadership Engagement</i>)	
3	Specific Date Month 3	Webinar #2: The Quiet Revolution™ (1 hr) (<i>Quiet at Night</i>)	
4	Month 3	LEAD Implementation Coaching Call #1	HSC DC 2 & DC 3
5	Specific Date Month 4	Webinar #3: Cleanliness Matters™ (1 hr) (<i>Cleanliness of Patient Rooms</i>)	
6	Specific Date Month 5	Webinar #4: Medication Education Imperative™ (1 hr) (<i>Communication about Medicine</i>)	
7	Month 5	LEAD Implementation Coaching Call #2	HSC DC 4 & DC 5
8	January 29, 2018	National Symposium on HCAHPS Sustainability Academies	BIO
9	Specific Date Month 6	Webinar #5: Skillful Physician Communication™ (1 hr) (<i>Communication with Doctors</i>)	
10	Specific Date Month 7	Webinar #6: Relationship-Based Nurse Communication™ (1 hr) (<i>Communication with Nurses</i>)	
11	Month 7	LEAD Implementation Coaching Call #3	HSC DC 6 & DC 7
12	Month 8	Everyone's a Caregiver™ App (HCAHPS Frontline Webinar Series) Begins	
13	Specific Date Month 8	Webinar #7: Discharge Satisfaction Guaranteed™ (1 hr) (<i>Discharge Information</i>)	
14	Specific Date Month 9	Webinar #8: Compassionate Pain Care™ (1.25 hr) (<i>Pain Control</i>)	
15	Month 9	LEAD Implementation Coaching Call #4	HSC DC 8 & DC 9
16	Specific Date Month 10	Webinar #9: Revolutionize Staff Responsiveness (1.5 hr) (<i>Responsiveness of Staff</i>)	
17	Specific Date Month 11	Webinar #10: Care Transitions Done Right (1.25 hr) (<i>Transition of Care</i>)	
18	Month 11	LEAD Implementation Coaching Call #5	HSC DC 10 & CEO (DC)
19	Specific Date Month 12	Webinar #11: High-Performing Overall Hospitals (2 hr) (<i>Overall Rating</i>)	
20	Specific Date Month 13	Webinar #12: The Power of Word-of-Mouth Marketing™ (1.5 hr) (<i>Willingness to Recommend</i>)	
21	Month 13	LEAD Implementation Coaching Call #6	HSC CEO (DC)