MASTERING HCAHPS LEADERSHIP SERIES

EDUCATE EMPOWER TRANSFORM

Join the elite group of CEOs leading hospitals to the prestigious CMS and NRRS 5 Star designation – driven by the expertise gained from the Mastering HCAHPS Leadership Series™ webinars

Custom Learning Systems

A Leadership Focused Education Series Designed to Improve CMS HCAHPS Performance

Built for busy hospital leaders who want focused, practical education tied directly to HCAHPS results.

The Mastering HCAHPS Leadership Series™

What Is It

A 13-part, leadership-focused learning series designed to educate leaders on the CMS HCAHPS survey and the leadership practices required to improve performance across all measured domains.

The series begins with executive leadership orientation and mindset, then continues with practical, role-specific education leaders can assign to their teams. Each webinar focuses on one HCAHPS domain, helping leaders understand what drives patient perception, where breakdowns occur, and how to lead improvement.

The Real Challenges Behind HCAHPS Scores

Leaders and staff are often unclear on the specific actions and behaviors that directly impact HCAHPS scores. Organizations struggle to turn education into daily accountability, consistency, and action.

Register Now!

Invite your leadership team first, then register your entire organization at no additional charge.

At a Glance

- 13 On-Demand Leadership Webinars focused on HCAHPS
- Unlimited Team Registration Included

Who Should Attend

This series is designed to engage hospital leadership first, then support organization-wide education aligned to HCAHPS priorities. Built for healthcare teams across every patient touchpoint, including:

- Executive Team / C-Suite (CEOs, CNOs, CMOs,)
- Leadership & Managers
- Frontline Staff
- Emergency Department
- Ambulatory Surgery & Outpatient Services
- Medical Practices & Clinics

Register 100% of your team at no additional charge.

The Mastering HCAHPS Leadership Series™

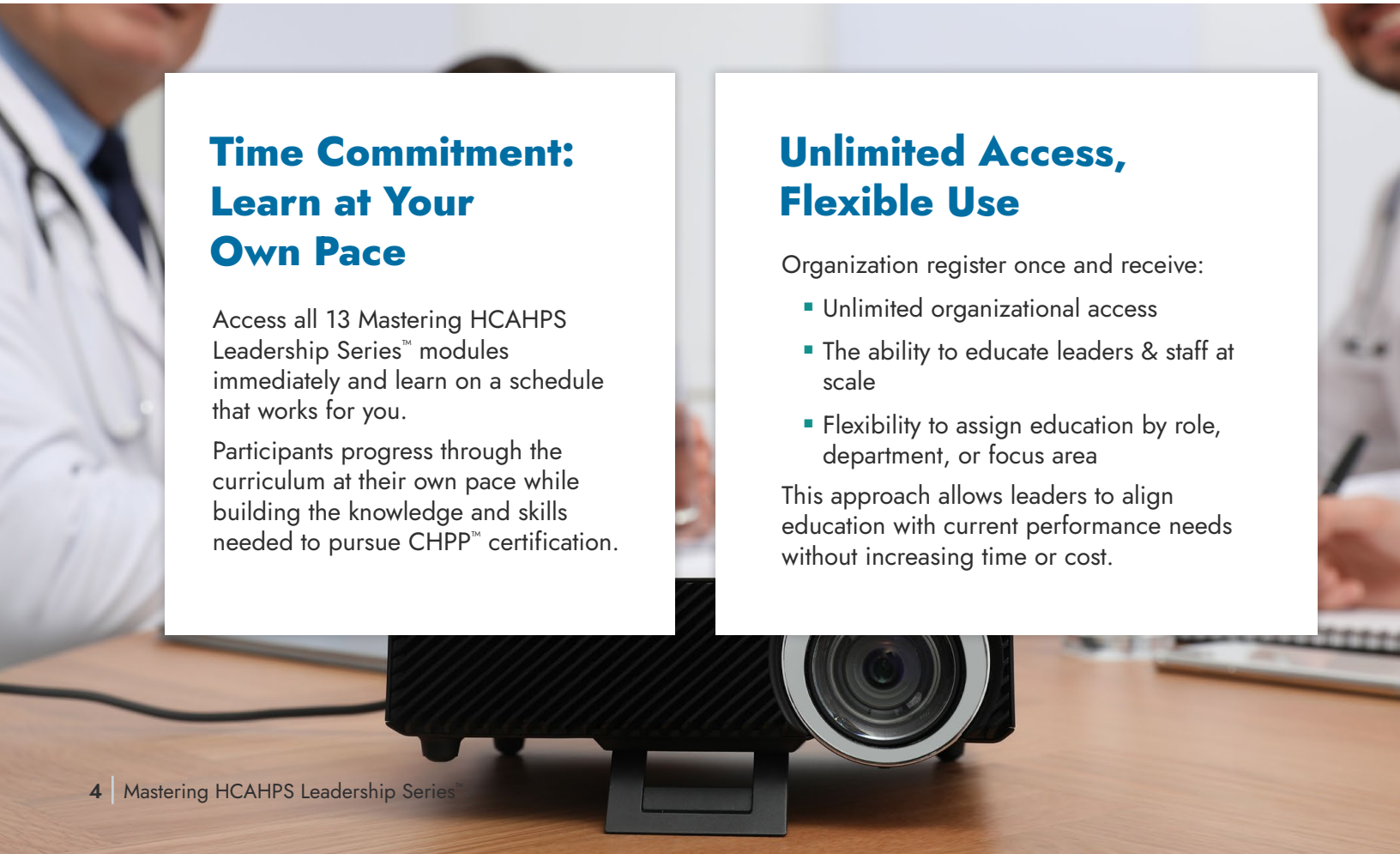
How it Works

Each webinar is avaialble immediately through the online learning library, allowing healthcare leaders and teams to learn an their own pace.

Participants can focus on specific HCAHPS domains, address immediate organizational priorities, or complete the full curriculum from start to finish.

Leaders may learn individually or assign modules to managers and team members to support organization-wide HCAHPS education and improvement efforts.

> ***"I am happy to report that since taking the course with our managers, our inpatient satisfaction has hit 94%. This is up from dipping down to 89%. There is still work to be done, but we have a great multidisciplinary patient satisfaction focus group that is engaged, and coming up with new ideas weekly. Taking the course was most beneficial for us."***
>
> **– Jacquelyn Maki, CNO**
> **Oakleaf Surgical Hospital**
> **Altoona, WI**



Time Commitment: Learn at Your Own Pace

Access all 13 Mastering HCAHPS Leadership Series™ modules immediately and learn on a schedule that works for you.

Participants progress through the curriculum at their own pace while building the knowledge and skills needed to pursue CHPP™ certification.

Unlimited Access, Flexible Use

Organization register once and receive:

- Unlimited organizational access
- The ability to educate leaders & staff at scale
- Flexibility to assign education by role, department, or focus area

This approach allows leaders to align education with current performance needs without increasing time or cost.

Each Webinar Includes

- Practical, real-world examples of what impacts patient perception
- Clear takeaways for leaders that support score improvement
- Leadership-focused education tied directly to CMS HCAHPS domains
- **Learning Guide** that features priority best practice tools, LEAN friendly standard operating procedure checklists, and vital implementation skills
- **Team Action Plan** of all the best practices needed to move scores and sustain improvement
- **The HCAHPS Learning System** a step-by-step guide to achieving sustainable improvement:
  - Appoint an HCAHPS Domain Owner/Champion
  - Create a domain-specific HCAHPS Tactical Plan
  - Schedule dynamic "Lunch and Learn" team events
  - Fast-track improving scores by utilizing the "WWWH" (Who will do What by When and How) Action Tool
  - Choose an MHLS Series Coordinator to fully capitalize on the Four MHLS Value Added Features
- **Library Access:** All Mastering HCAHPS Leadership Series™ modules are available immediately through the online learning library, providing healthcare leaders and teams with 24/7 access to expert education, practical tools, and implementation resources.
- **CHPP Certification:** Participants may choose to complete the Certified HCAHPS Practicing Professional quiz. This optional certification recognizes an individual's understanding of:
  - The CMS HCAHPS survey
  - The intent behind each domain
  - Leadership strategies that influence patient perception & performance

Certification is earned individually through the CHPP Quiz and serves as professional recognition for leaders who wish to demonstrate mastery of HCAHPS leadership principles.

Register Now!

Flexible, focused education designed to fit leadership realities.

The Mastering HCAHPS Leadership Series™

Webinar Schedule

1	Leadership Engagement: The C-Suite Leader Role in HCAHPS Transformation™
2	Communication with Nurses: Relationship-Based Nurse Communication™
3	Communication with Doctors: Skillful Physician Communication™
4	Responsiveness of Staff: Revolutionize Staff Responsiveness™
5	Cleanliness of Patient Rooms: Cleanliness Matters™
6	Restfulness of Hospital Environment: Rest Assured™
7	Communication about Medicine: Medication Education Imperative™
8	Care Coordination: Seamless Care™
9	Discharge Information: Discharge Satisfaction Guaranteed™
10	Information About Symptoms: Healing Signals™
11	Pain Care: Compassionate Pain Care™
12	Willingness to Recommend: The Power of Word-of-Mouth Marketing™
13	Overall Rating: High-Performing Overall Hospitals™

Leaders at 2,800+ hospitals have made this webinar series the #1 HCAHPS education program in America!

Getting Started

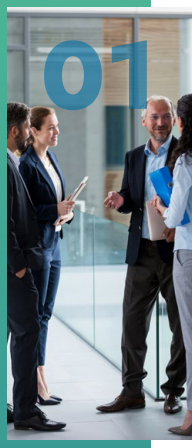
Starting with Leadership.
Webinar 1: The C-Suite Role in HCAHPS Transformation

The series intentionally begins with executive and leadership engagement. This session:

- Clarifies the leadership role in HCAHPS performance
- Sets expectations for how leaders influence patient experience outcomes
- Provides an overview of the full 13-part series
- Explains how the series can be rolled out internally
- Prepares leaders to confidently assign or encourage staff participation

After this session, leaders understand what to expect, how to use the series, and how to lead participation across the organization.

Register Now!
Begin with leadership. Expand education across your organization.



LEADERSHIP / EXECUTIVE STRATEGY

The C-Suite Leader's Role in HCAHPS Transformation

Equip leaders and teams with evidence-based strategies to strengthen accountability, improve HCAHPS performance, and build a sustainable culture of patient-centered excellence.

Leadership Skills: Patient survey literacy, strategic leadership alignment, culture transformation, staff engagement, accountability, and patient experience planning.

Who Should Attend: CEOs, senior leaders, directors, managers, physician leaders, department leaders, patient experience teams, and any individuals responsible for influencing organizational culture, staff engagement, and the overall patient experience.

COMMUNICATION WITH NURSES

Relationship-Based Nurse Communication™

Strengthen nurse-patient communication strategies that improve trust, enhance the patient experience, and create more meaningful and compassionate bedside interactions.

Leadership Skills: Bedside reporting, relationship-based communication, patient expectation management, active listening, and frontline communication accountability.

Who Should Attend: Nurses, nurse leaders, clinical educators, patient experience teams, support staff, frontline caregivers, and wany team members who contribute to communication, coordination, and relationship-building throughout the patient experience.

COMMUNICATION WITH DOCTORS

Skillful Physician Communication™

Strengthen physician communication strategies that build patient trust, improve the care experience, and support more meaningful interactions between providers, patients, and families.

Leadership Skills: Physician communication coaching, patient-centered listening, relationship-building, purposeful patient interactions, and collaborative care communication.

Who Should Attend: Physicians, advanced practice providers, medical staff leaders, nurses, care teams, patient experience leaders, clinical educators, and any individuals who support communication and relationship-building throughout the patient journey.

RESPONSIVENESS OF STAFF

Revolutionize Staff Responsiveness™

Improve staff responsiveness through proactive communication, service recovery, and relationship-based care strategies that strengthen trust and enhance the patient experience.

Leadership Skills: Peer-based train-the-trainer coaching, service recovery, emotional intelligence, empathy-driven communication, and frontline responsiveness leadership.

Who Should Attend: Frontline caregivers, nursing teams, support departments, patient experience leaders, clinical educators, managers, supervisors, and any staff members responsible for responding to patient, resident, or family needs throughout the care experience.

CLEANLINESS OF PATIENT ROOMS

Cleanliness Matters™

Build a culture of cleanliness excellence by engaging all departments in creating a safe, comfortable, and reassuring environment for patients and families.

Leadership Skills: Five-step coaching, service excellence leadership, patient experience collaboration, frontline accountability, and empowering staff as patient advocates.

Who Should Attend: Environmental services, nursing teams, support departments, clinical leaders, patient experience teams, frontline staff, and any individuals who contribute to maintaining a clean, safe, and healing environment for patients and visitors.

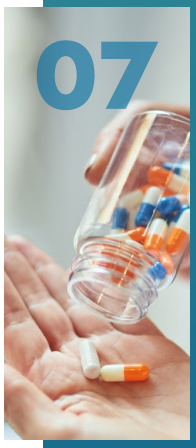
RESTFULNESS OF THE HOSPITAL ENVIRONMENT

Rest Assured™

Create a more restful and healing hospital environment through intentional patient engagement, interdisciplinary collaboration, and evidence-based rest promotion strategies.

Leadership Skills: Patient engagement coaching, interdisciplinary teamwork, environmental awareness, rest-focused communication, patient education strategies, and healing environment leadership.

Who Should Attend: Nursing teams, frontline caregivers, environmental services, patient experience leaders, rehabilitation teams, support departments, clinical leaders, and any staff members who contribute to creating a calm, healing, and restorative patient environment.



COMMUNICATION ABOUT MEDICATION

The Medication Education Imperative™

Strengthen medication education and communication practices that improve patient understanding, support safer care transitions, and reduce medication-related errors.

Leadership Skills: Patient medication education, repetitive communication reinforcement, interdisciplinary collaboration, caregiver engagement, and recognition-based culture leadership.

Who Should Attend: Nurses, pharmacists, providers, care coordinators, discharge planners, patient educators, clinical leaders, support staff, and any team members involved in patient communication, education, or care transitions.

Continued →

CARE COORDINATION

The Art of Seamless Care™

Strengthen care coordination practices that improve communication, support safer transitions, and create a more connected and patient-centered care experience.

Leadership Skills: Care coordination communication, teach-back strategies, interdisciplinary collaboration, patient and caregiver engagement, workflow standardization, and team-based accountability.

Who Should Attend: Nurses, care coordinators, case managers, providers, rehabilitation teams, social services, discharge planners, patient experience leaders, frontline caregivers, and any team members involved in communication, collaboration, or continuity of care across the patient journey.

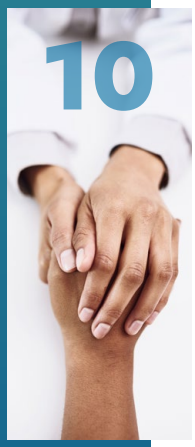
DISCHARGE INFORMATION

Discharge Satisfaction Guaranteed™

Improve discharge communication and care transition practices that help patients and families feel informed, prepared, and supported after leaving the hospital.

Leadership Skills: Care transition communication, discharge planning, patient and family engagement, interdisciplinary coordination, and post-discharge accountability.

Who Should Attend: Nurses, case managers, discharge planners, care coordinators, providers, social services, patient experience leaders, frontline caregivers, and any team members involved in preparing patients and families for a safe and successful transition home.



INFORMATION ABOUT SYMPTOMS

Healing Signals™

Improve patient safety and care transition outcomes through clearer symptom education, standardized discharge communication, and effective teach-back strategies.

Leadership Skills: Patient education coaching, teach-back communication, discharge standardization, interdisciplinary care coordination, symptom communication strategies, and patient safety leadership.

Who Should Attend: Nurses, providers, discharge planners, care coordinators, patient educators, rehabilitation teams, frontline caregivers, patient experience leaders, and any staff members responsible for patient communication, education, or care transitions.

PAIN CONTROL

Compassionate Pain Control™

Improve pain management communication and care practices that strengthen patient trust, support comfort, and create a more compassionate healing experience.

Leadership Skills: Inspired coaching, patient expectation management, compassionate communication, interdisciplinary collaboration, and pain care leadership strategies.

Leadership Skills: Inspired coaching, patient expectation management, compassionate communication, interdisciplinary collaboration, and pain care leadership strategies.

RECOMMEND THE HOSPITAL

The Power of Word-of-Mouth Marketing™

Create patient experiences that strengthen trust, inspire loyalty, and increase positive word-of-mouth recommendations throughout your community.

Leadership Skills: Patient loyalty development, service recovery, patient expectation management, storytelling, frontline ambassador coaching, communication consistency, and culture transformation leadership.

Who Should Attend: Marketing teams, patient experience leaders, frontline staff, clinical and support departments, managers, physicians, community relations teams, and any individuals who influence patient perceptions, loyalty, and the reputation of the organization.

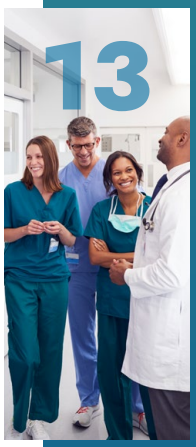
OVERALL RATING

High-Performing Overall Hospitals™

Apply evidence-based leadership and patient experience strategies that improve overall hospital ratings, strengthen frontline engagement, and drive sustainable HCAHPS performance improvement.

Leadership Skills: Strategic leadership alignment, accountability systems, frontline engagement, patient and family partnership development, physician engagement, culture transformation, and continuous quality improvement.

Who Should Attend: CEOs, executive leaders, directors, managers, physician leaders, patient experience teams, quality leaders, department supervisors, frontline champions, and any individuals responsible for influencing organizational culture, engagement, and overall patient experience outcomes.



Custom Learning Systems

Developing Leaders. Driving HCAHPS Improvement.

The Mastering HCAHPS Leadership Series™ provides healthcare leaders with the education, tools, and certification pathway needed to improve patient experience performance and drive measurable HCAHPS results.

Let's start the conversation.

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