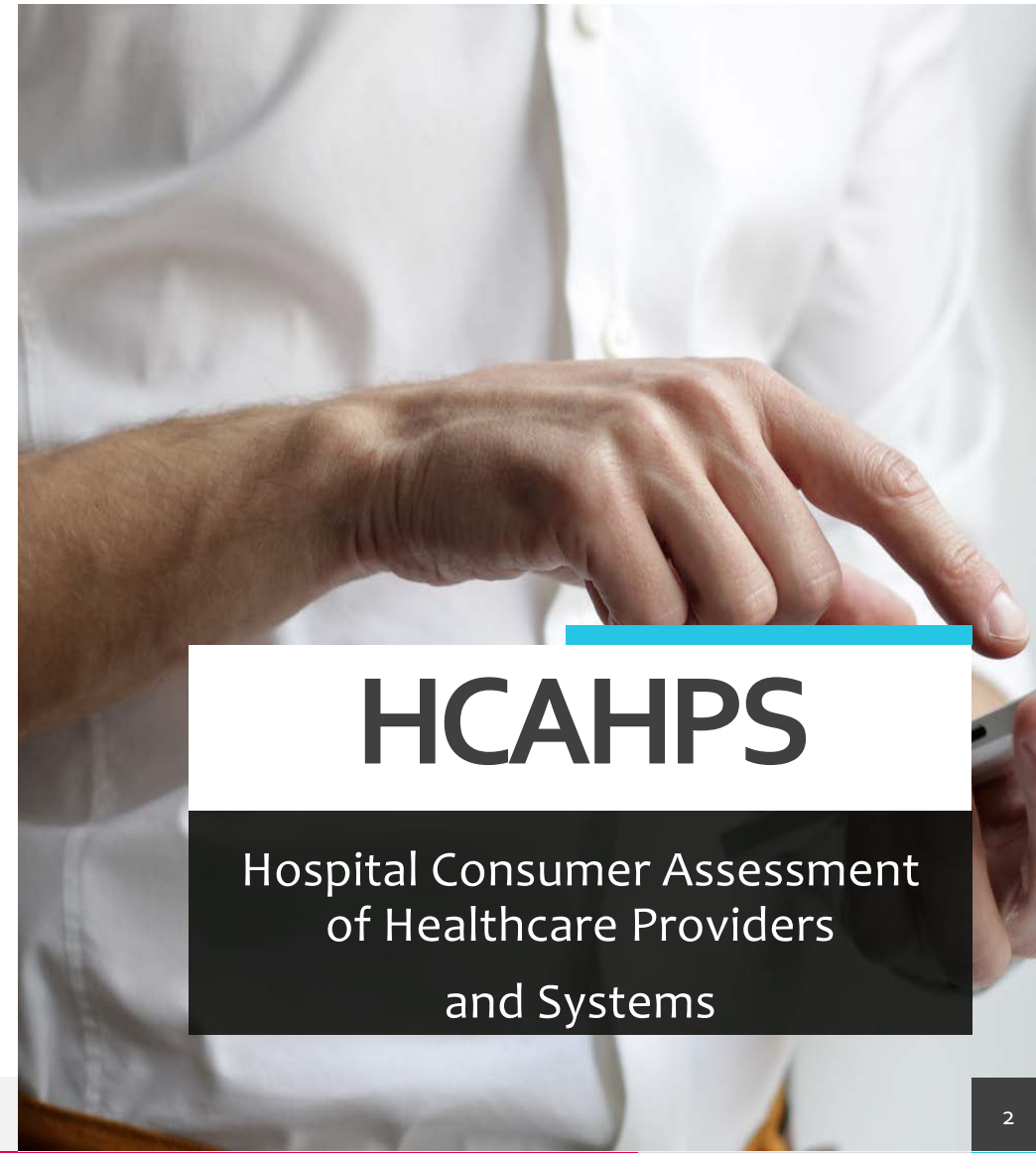




**Identified Interventions to Increase Patient Satisfaction and “The Bottom Line”**

**2019 DNP National Conference**

- Developed by Centers for Medicare and Medicaid (CMS) to provide a national standard for healthcare facilities in the United States to utilize
- Reports based on Patient satisfaction surveys
- Measures patients' perceptions of their inpatient hospital stay and has an influence on reimbursement from CMS (CMS, 2017)





# Why HCAHPS?

## What do the scores tell us?

- Identify various factors that influence HCAHPS scores, and patients' perception of care
- Indicate the link between quality of nursing care, patient satisfaction scores, and HCAHPS scores



# What factors influence patients' perceptions of their inpatient stay?

Demographics

Work environments

Magnet status

Nurse staffing and job satisfaction

Quality of Nursing Care

(Chen et al., 2014)

# Doctor of Nursing Practice Nurse (DNP)

What exactly is the role of the DNP in HCAHPS?

## What does the DNP do?

- Implement projects to provide quality patient-centered care
- Develop therapeutic partnerships with patients and family members which contribute to better patient outcomes
- Assist healthcare facilities to meet regulations set forth by governing bodies

## What is the bottom line?

- Increased patient satisfaction scores increase HCAHPS scores
- Increased HCAHPS scores improves reimbursement for facilities by CMS

# DNP providers have been instrumental in implementing projects that improve patient outcomes

## Interventions to improve patient and family-centered care

- **Elements of patient and family-centered care:**
  - Preadmission call
  - Individualized plan of care initiated prior to arrival
  - Patient-family involvement during BSR
  - Open visitation hours
  - Open access of healthcare information (Billingsley, 2015)
- **Daily communication and planning of care involving patient and family:**
  - Allowing family to be present
  - Daily collaboration during family conferences
  - Patients have opportunity to ask questions
  - Post-discharge telephone calls (Wolf et al., 2008)
- **Evidence-based communication-AIDET tool:**
  - **A**cknowledge, **I**ntroduce, **D**uration, **E**xplain, **T**hank You (Skaggs et al., 2018)

## Interventions to improve nurse communication

- **Moving Shift Report to the Bedside:**
  - Allows for assessment of patient and the environment
  - Improves nurse-to-nurse communication (Mohan et al., 2017)
  - Increases patient satisfaction scores (Kennedy et al., 2013; Snedecor, 2016)
  - Decreases falls during end-of-shift report (Long, 2012)
- **Use of ISBARQ format:**
  - **I**ntroduction, **S**ituation, **B**ackground, **A**ssessment, **R**ecommendation, and **Q**uestions (McAllen et al., 2018)
- **Hourly rounding intervals:**
  - Focusing on the **4Ps** (pain, position, potty, and placement) (Oni, 2012)
  - Use of whiteboard for updates
  - Reduces the number of call light episodes
  - Enhance teamwork (Petras et al., 2013)

# Conclusion

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Competition in healthcare organizations continues to forge ahead influenced by the economic and social environments. The nurses' ability to provide quality patient centered care is an important predictor of patient satisfaction (Jeffer, 2013).

The aim now is to reinforce nursing communication interventions which focus on individualizing the patient's plan of care in order to enhance the quality of care and improve patient satisfaction (Wolf et al., 2008).

There is evidence that these therapeutic partnerships with patients and family members contribute to better patient outcomes and as a result increase HCAHPS scores (Jeffer, 2013).



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