

# Second National Doctors of Nursing Practice Conference: Defining Ourselves

## What Happened to “Care” in the Word “Healthcare,” And How Can We Put It Back?

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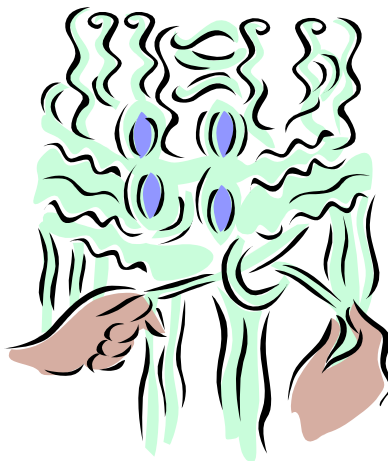
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## Objectives

At the end of this session, participants will be able to:

- ▶ 1) Identify specific provider behaviors that enhance or detract from the patient experience.
- ▶ 2) Describe why an understanding of the Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is relevant to practitioners.
- ▶ 3) Apply evidence-based interventions in their own practice setting to enhance the patient experience.

## Don't Touch the Macramé



## The Wife



## The Private Room



## Call Bell Dance



## A Nice Contrast





## Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)

- ▶ Purpose of HCAHPS survey is to produce data:
  - Through which meaningful comparisons can be made
  - To which financial incentives can be attached
  - About which public reporting can be accomplished

# Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)

## ▶ Ten Questions

### ○ Six Summary Measures

- How well nurses and doctors in the hospitals communicate with patients
- How responsive hospital personnel are to patient needs
- How well the hospital staff helps the patient manage pain
- How well the staff communicates with the patient about medicines
- Whether pertinent information was provided when the patient was discharged (HCAHPS, 2008, p. 2)





## References

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