# CASE STUDY: Improving HCAPHS scores with a post-discharge follow-up program

### Background

An East coast community-based health system with 255 beds, more than 55,000 emergency department encounters, and over 9,000 annual admissions had consistent above-average patient satisfaction scores but fell short of top-percentile ranking.

# Goal

Implement a program to achieve and sustain top percentile ranking in patient satisfaction

# **Strategy/Key Initiatives**

- Engage patients within 24-48 hours of being discharged, allowing for reinforcement of important information including recommended therapies or filling prescriptions
- Implement processes to alert hospital staff to possible issues in real-time to minimize the potential for readmissions
- Improve data analysis with single-point ownership of identifying, engaging, tracking, and resolving clinical and service issues. ٠

## Impact/Results

Three months after program launch, the hospital saw increases in all reported HCAHPS domains.

### **HCAHPS Results**

3.8% Rate hospital

7%′ Nurse

0.9%个 Medication communication

communication

1%个 Environment

3.3%1 Doctor communication

2.3%1 Discharge communication



3.8%1 Care transition

When comparing patient scores between those who engaged post-discharge vs those who were not, engaged patients had increased scores across all reported domains.

### **Patient Scores**

7.6%′ Rate hospital

Medication communication

888-902-3627

4.2%个 Nurse communication

2.7%个 Environment

**7.9%**1 Doctor communication

Discharge communication 9.1%个 Responsiveness

**6.4**%个 Care transition

