

## 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

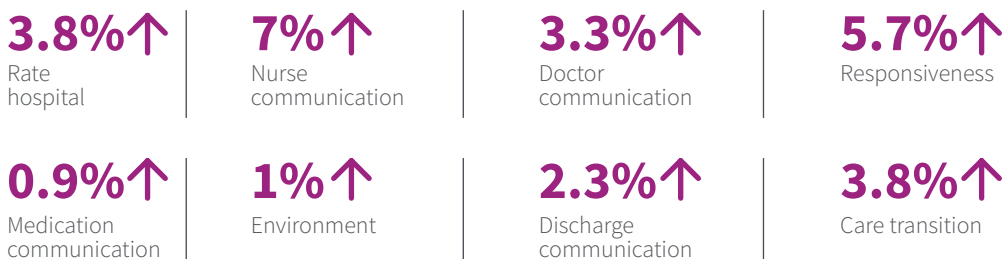
## Strategy/Key Initiatives

- 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.

## Impact/Results

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

### HCAHPS Results



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

