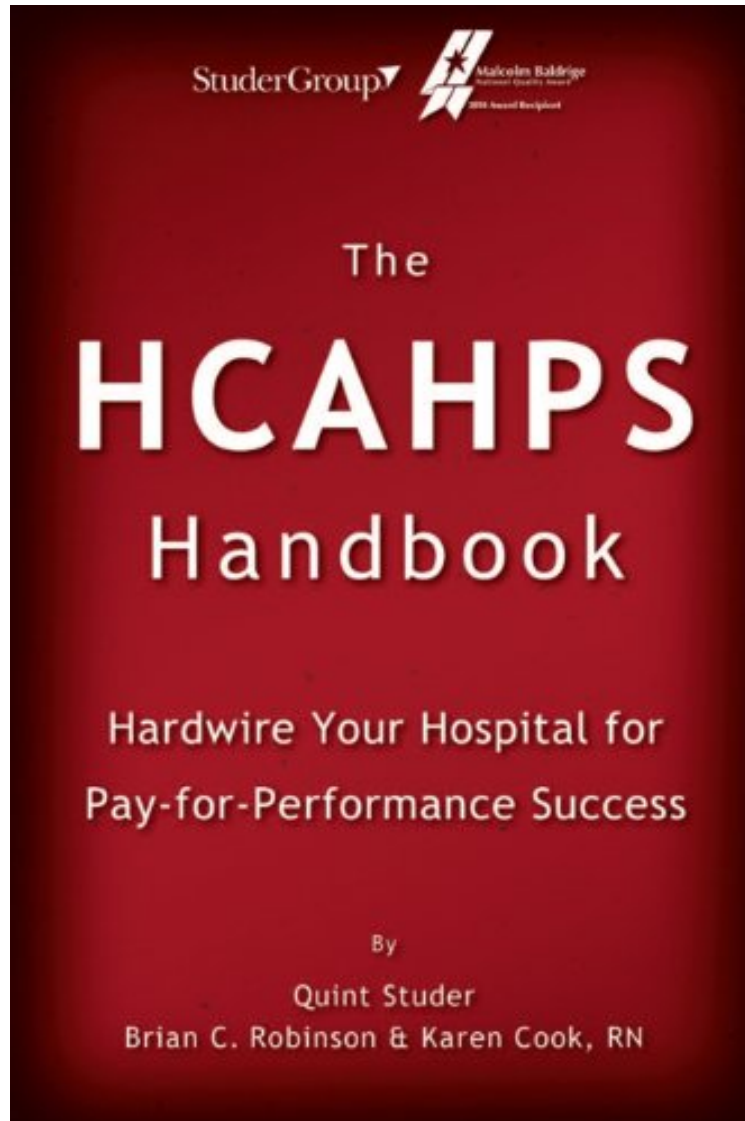


The HCAHPS Handbook: Hardwire Your Hospital for Pay-For-Performance Success

Quint Studer

ebooks / Download PDF / *ePub / DOC / audiobook



 Download

 Read Online

#115147 in Books Fire Starter Publishing 2010-10-18Ingredients: Example IngredientsOriginal language:EnglishPDF # 1 8.75 x 5.75 x .75l, 1.15 #File Name: 0982850301310 pages | File size: 38.Mb

Quint Studer : The HCAHPS Handbook: Hardwire Your Hospital for Pay-For-Performance Success before purchasing it in order to gage whether or not it would be worth my time, and all praised The HCAHPS Handbook: Hardwire Your Hospital for Pay-For-Performance Success:

3 of 3 people found the following review helpful. Improving our communities through better communicationBy R.C.I am a physician patient experience coach. I shadow providers and coach them on how to communicate with their

patient's to improve the patient experience. I have been doing this in outpatient clinics for about a year, and am just starting work with providers in the Hospital. This book is perfect, very helpful, and provides practical tools for anyone wanting to improve those communication skills. This book would be good for doctors, nurses, administrators, managers, etc. If you care about how your patients feel about the services you provide, this book is a must-read. (I love it on my Kindle.) 0 of 0 people found the following review helpful. HCAHPS Handbook By Ann M. I frequently review this resource book in my quest to understand and demonstrate my customer service skills. The basic needs of all individuals is to be respected and heard. Add a little empathy and kindness and it makes our day. As people seek out their healthcare in our hospitals the same principles apply. It's also a conscious choice- when it comes to interacting with customers, patients and other human beings... Think about it... 0 of 0 people found the following review helpful. very pragmatic approach towards care mgmt By Yesh Subramanian A well thought through and articulated set of usable points on how one improves patient care at the point of interaction. Just down right pragmatic advice across the workflow of patient care with input for patient coordination and overall impact on care and safety. The chapter on post discharge was particularly illuminating.

Pay For Performance is Here. Is Your Hospital Ready To Compete in a Market That Keeps Getting Tougher and Tougher? Hospitals have always felt pressure to provide excellent clinical care. And now that the Patient Protection and Affordable Care Act has been signed into law, that pressure has intensified. Increasingly, hospitals will face financial consequences for failing to live up to patient expectations of quality care. HCAHPS results are directly linked to reimbursement. But they're also a barometer for measuring clinical performance and quality improvement. When hospitals raise their HCAHPS results, they also have fewer falls, lower infection rates, fewer readmissions - all the factors that impact reimbursement. The HCAHPS Handbook is a practical resource filled with actionable tips proven to help hospitals improve patient perception of care. Because it's broken down by HCAHPS composites, readers can zero in on the parts of the survey that need attention. And the book provides a few carefully targeted tactics they can use to improve the results on each question. Best of all, these tactics are foundational. They build on what most hospitals (particularly those that have implemented Studer Group's Evidence Based Leadership framework) are already doing. It's about working smarter, not harder. And ultimately, it's about hardwiring the behaviors and processes that lead to consistent excellence - and creating a culture of always.

The HCAHPS Handbook is HCAHPS 101 plus how to get to always. The book is current, practical, easy-to-read and actionable. The latest HCAHPS information is in the book NOW - instead of a year from now. The book focuses on tactics related to each HCAHPS question with the why the tactic is important to connect the dots for leaders and staff. The book is well formatted and convenient to use. Helpful planning sheets to track HCAHPS scores and samples of tools will make it extremely easy to share information with staff. The HCAHPS Handbook does not offer a complicated approach. It's just a straight-forward assessment of how Studer Group's Evidence-Based Must Have tools can be applied to improve HCAHPS scores. The book is definitely a must read. --Lynne Cunningham

About the Author The HCAHPS Handbook is a collaborative effort by three Studer Group leaders and HCAHPS experts. Quint Studer, founder and CEO, spends much of his time creating, harvesting, and sharing best practices from his company's national learning lab of hundreds of organizations. Inc. magazine named Studer its Master of Business, making him the only healthcare leader to have ever won this award. Brian C. Robinson, executive vice-president, is Studer Group's advisor on health policy and industry affairs. He has often been called upon for his expertise in Washington, D.C., where he has been appointed by the Secretary of Health and Human Services to serve as a technical advisor to CMS. Karen Cook, RN, is a senior coach. She was the primary author of one of the industry's first HCAHPS toolkits. This resource, published by Studer Group in 2007, became a springboard for The HCAHPS Handbook.