



Patient and Family Satisfaction Quality Improvement Project

Informational Session

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Why Patient and Family Satisfaction Improvement

HHVBP and HHCAHPS Scores (30%)

- ▲ Care of Patients/Professional Care (6)
- ▲ Communication (6)
- ▲ Specific Care Issues/Team Discussion (6)
- ▲ Overall Rating (6)
- ▲ Willingness to Recommend (6)



Hospice Special Focus Program (SFP)

Survey Deficiencies and Complaints

- Number of Quality of Care condition-level deficiencies reported
- Number of substantiated complaints

HCI Score

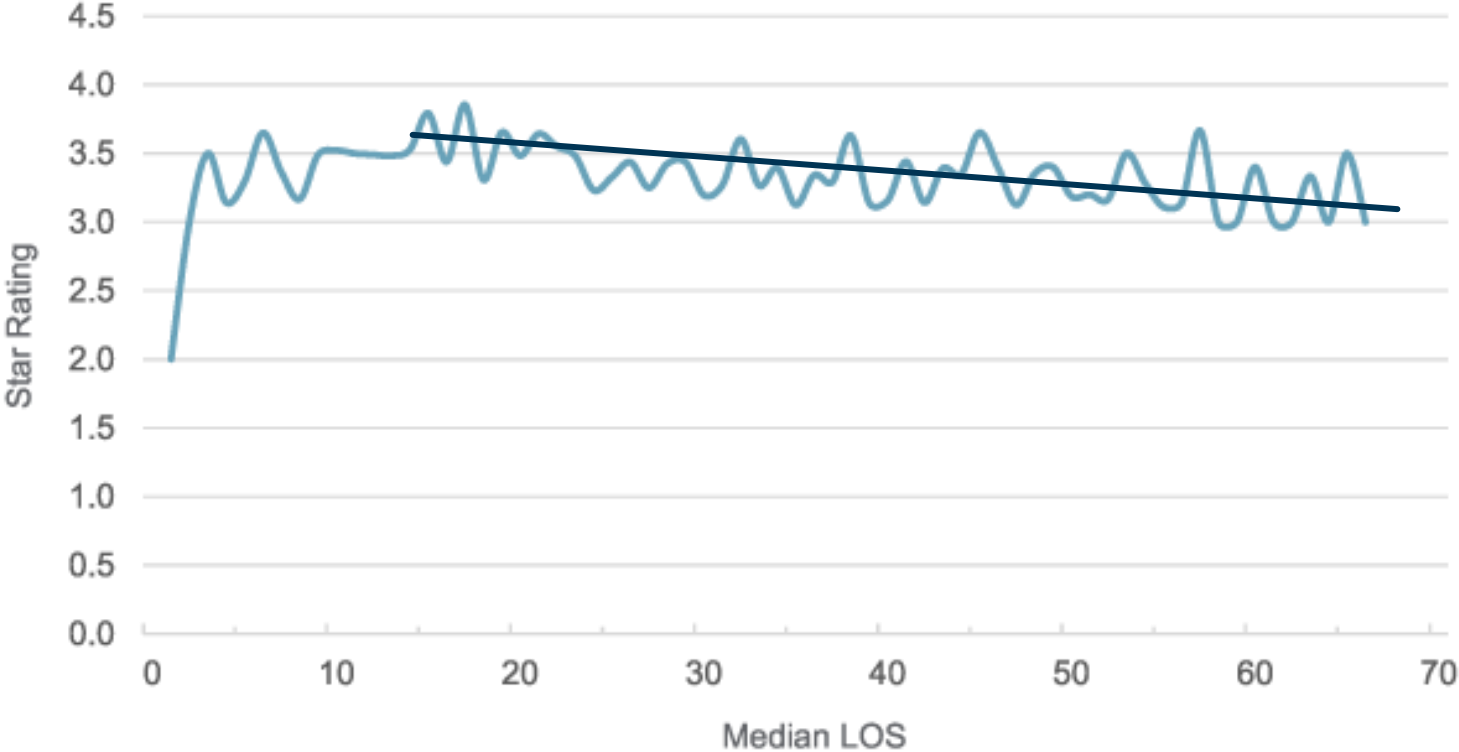
- Overall HCI score (scale 0-10)

CAHPS[®] Hospice Survey

- CAHPS[®] Hospice Survey Star Rating (scale 0-5)



A Note About Length of Stay (LOS) and Family Satisfaction





But also this... to improve the lives and care of the patients and families we serve.

What delivery mode do you use for CAHPS?

Answer	5 HHCAHPS Stars	1 and 2 HHCAHPS Stars
Mail Only	80.9%	57.1%
Phone Only	4.7%	0.0%
Mixed Mode (mail and phone)	4.7%	42.8%
Electronic (CMS Beta)	9.5%	0.0%
We are exempt from HHCAHPS	0.0%	0.0%



Hospice CAHPS Survey and Delivery Mode

- ▲ **Conclusion:** Unlike results observed in previous mode experiments for hospital CAHPS, hospice primary caregivers tend to respond more negatively by telephone than by mail.
- ▲ Effects of Survey Mode on Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey Scores
- ▲ [Journal of the American Geriatrics Society](#) 66(3)



What Most Strongly Impacts Patient and Family Satisfaction?

Analysis of data from 781 home health agencies and 249 hospice agencies

Interviews from 25 home health and hospice providers with 4-5 Star Ratings

Interviews with 12 home health and hospice industry experts

Review of 62 peer-reviewed research studies on approaches to improving patient and family satisfaction

Personal experience with home health and hospice as a caregiver

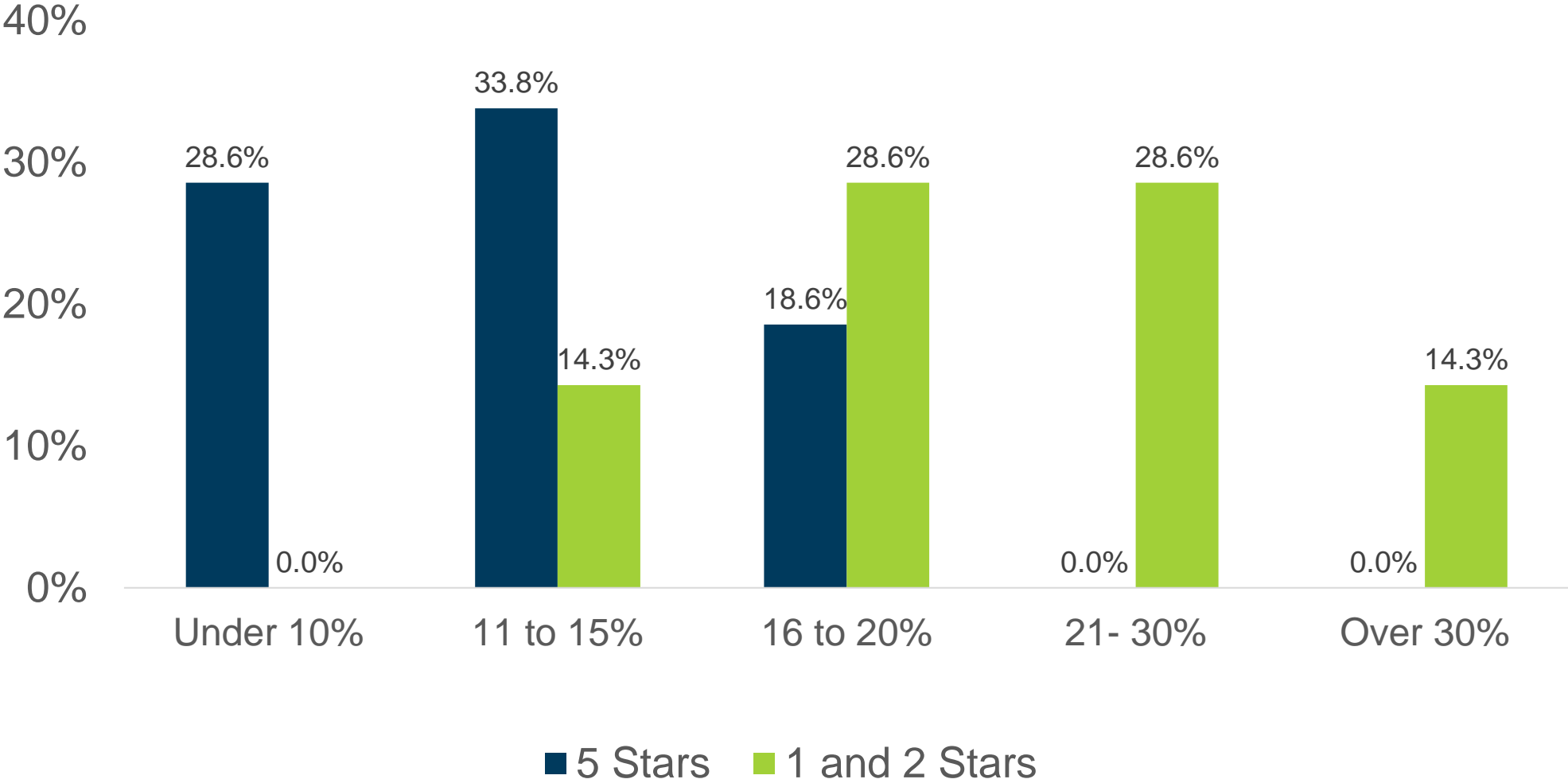
#1: Agency Management and Leadership

Do you survey for employee engagement?

- ▲ Glassdoor Composite and CAHPS Composite were positively correlated ($r = .469, P < .01$).
- ▲ **Conclusions:** Hospice leaders seeking improvements in CAHPS scores are encouraged to seek feedback on whether their own employees would recommend their hospice to a friend. Communication and responsiveness were the strongest indicators of overall hospice quality.

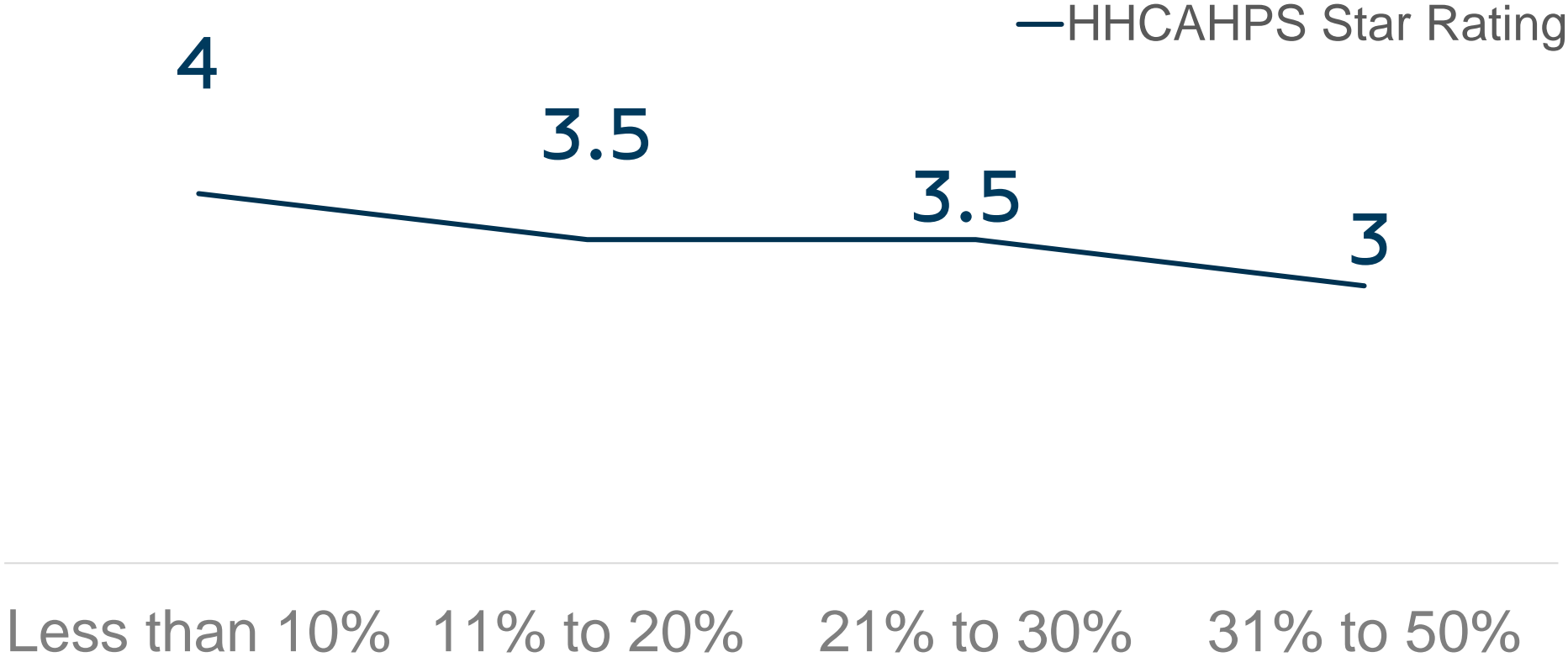


What is your agency's overall turnover rate?



■ 5 Stars ■ 1 and 2 Stars

Home Health: What percentage of RN/LPN field positions are currently unfilled?



Hospice: What percentage of your RN positions are unfilled?

Answer	Survey Star Rating
Less than 10%	★★★★★
11% to 20%	★★★★☆
21% to 30%	★★★☆☆

Answer	Hospice Visits in the Last Days of Life
Less than 10%	65
11% to 20%	58
21% to 30%	59



#2: Implementing a Model of Person-Centered Care

Person-Centered Care and Outcomes

- ▲ **Decades of research** have demonstrated that when patient values and patient preferences are prioritized, they engage more in treatments, leading to better health outcomes. Hospitals and practices that implement patient-centered care report:
 - Increased patient, family, and care team satisfaction.
- ▲ **Additional benefits of person-centered care:**
 - Lower ER visit rates.
 - Faster recovery.
 - Decreased utilization of healthcare resources.
 - Improved health outcomes.



Research on Person Centered Care and Outcomes

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Research on Person Centered Care and Outcomes

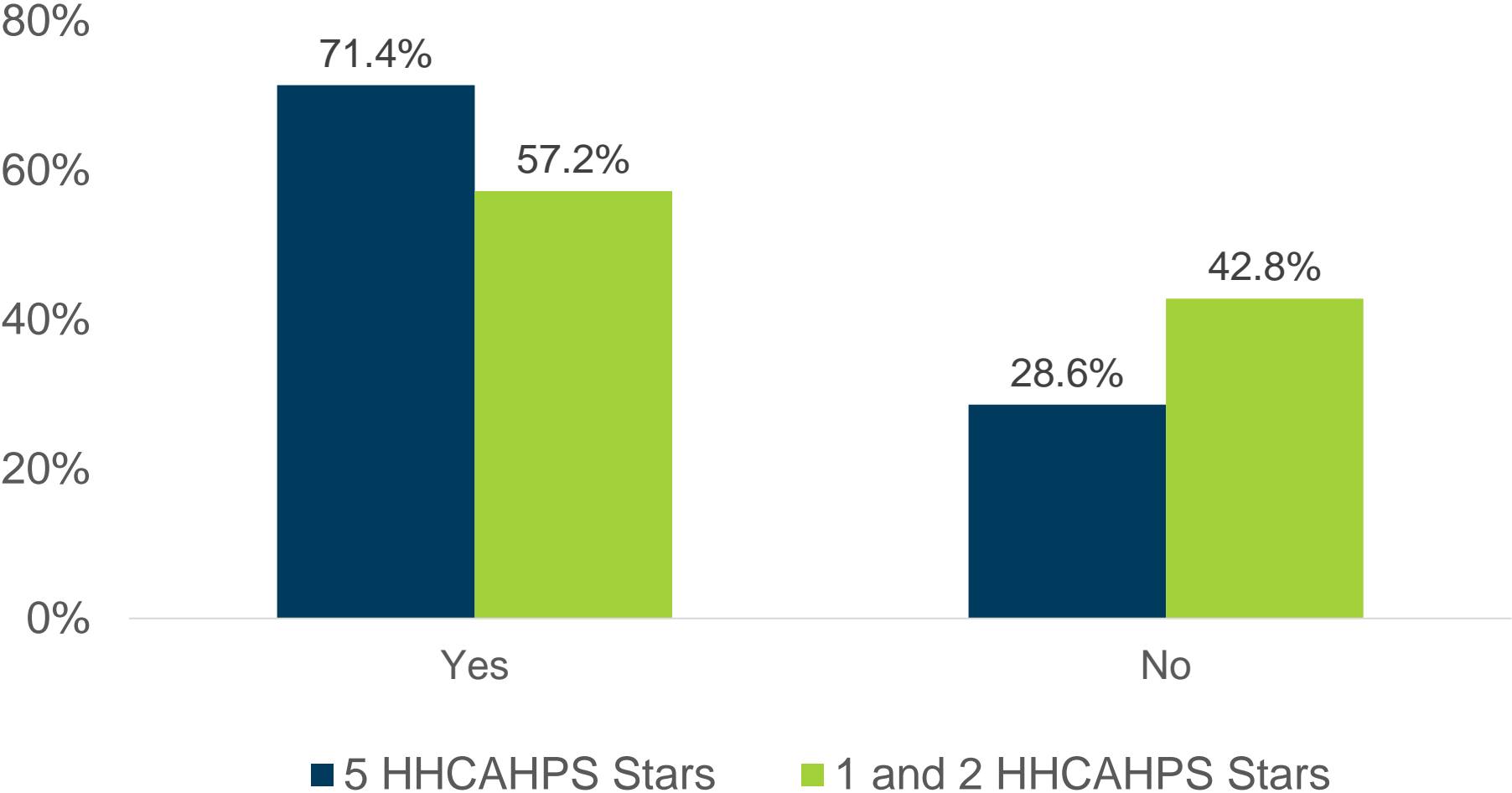
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Research on Person Centered Care and Outcomes

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#3: Creating a Culture of Exceptional Customer Service

Home Health: Have you performed customer service training in the past 12-months?



Hospice: Have you performed customer service training in the past 12 months?

Answer	Survey Star Rating
Yes	★★★★
No	★★★

Patient and Family Satisfaction Improvement Project

The Model



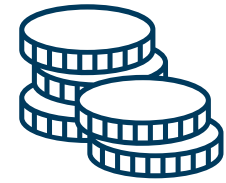
Supervisors/Managers

SupervisionMax: Supervising for engagement and best practices for helping your agency implement a true person-centered model of care.



Field Staff

Person-Centered Care (PCC) for Healthcare at Home: Specific Tracks for Home Health, Hospice and HCBS. PCC mentorship program.



Intake/Back Office

Creating a Culture of Exceptional Customer Service: Customer Service Training for Home Health, Hospice and HCBS.

Patient and Family Satisfaction Improvement Project: Timeline

- ▲ October 23, 2023: Project Launch and Monthly Sessions
- ▲ November 2023: Review of agency CAHPS data with project leads
- ▲ December 2023 – March 2024: Delivery of education modules
- ▲ April 2024: PCC Mentorship Calls
- ▲ May – November 2024: Monitoring of CAHPS data.
- ▲ December 2024: Project outcomes delivery and publication.



Patient and Family Satisfaction Improvement Project

- ▲ Limited to 100 agencies
- ▲ Early bird rate of \$2500 per site. Discounts available for agencies with more than 5 sites.
- ▲ Register online, through a registration form, or through a contract depending on agency needs.



Patient and Family Satisfaction Improvement Project: Registration

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