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# Understanding HCAHPS

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Patients are now comparing your service to others - how do you rate?

The new HCAHPS survey is the latest tool healthcare consumers will use to help make decisions about their health care providers. Designed to assist patients in comparing hospitals evenly, many health care systems are concerned that there may be some areas of the survey where their hospitals could use some "polishing."

We at ILS are uniquely prepared to help you have a positive impact on your HCAHPS scores and on the way you deliver on your mission of taking care of patients and, ultimately, earning their loyalty.

More than just "teaching to the test"

For years ILS has consulted with healthcare organizations to help them improve patient loyalty, which will now be measured globally under the HCAHPS initiative. The ILS approach is designed to jump-start improvements by sharing industry best practices, while simultaneously transferring our expertise by laying a foundation for continuous improvement that will build consistency and ensure positive, sustainable HCAHPS results for your hospital.

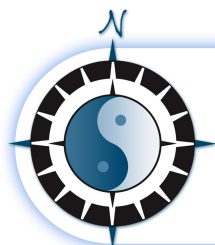
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We work directly with your HCAHPS team to:

- **Identify** areas of focus based on survey question groupings (nurses, pain control, discharge, etc.)
- **Break down** specific experiences using ILS's unique Patient TouchPoint Mapping<sup>SM</sup> methodology to identify key opportunities to positively impact the survey results.
- **Prioritize** improvement efforts using your hospital's own Effort/Impact criteria.
- **Implement** solutions for you, with you, or on your own.
- **Hardwire** an effective feedback process that includes training and accountability to ensure consistently high patient experiences throughout the hospital.

*"By dissecting what patients go through from the patient's perspective, we're able to help hospitals better manage their patient's experience and, consequently, how patients respond to the HCAHPS survey."*

-Jake Poore, President, ILS



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