

INTEGRATED LOYALTY SYSTEMS

## Improving HCAHPS Performance

Now consumers can compare 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.”

At Integrated Loyalty Systems (ILS) we 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.

*“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*

### 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. More than just “teaching to the test,” 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.

Call Today

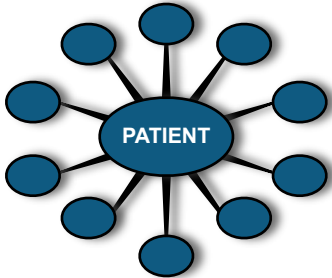
**407.859.2826**

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# Improving HCAHPS Performance

## Methodology

Working directly with your HCAHPS champion and/or task force, ILS will assist your hospital to:

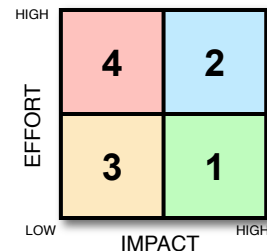


*TouchPoint Mapping<sup>SM</sup> reveals improvement areas.*

- **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.

Additionally, ILS will work with your hospital's top management to clarify and detail your HCAHPS improvement strategy by helping to answer the basic questions:

- Who should be involved?
- What is the purpose and scope of the task force?
- How will we "operationalize" the task force's recommendations with minimum effort and maximum impact?



*Prioritize for quick improvements.*

## Sustaining service excellence and building loyalty for the long term

At ILS, the goal is always twofold: to share proven best practices and to transfer methodology so that you quickly build in-house expertise. By "teaching you how to fish," your improvement efforts are sustained, even without ILS by your side.

The 22 survey questions (plus 5 demographic questions) of the HCAHPS initiative are designed to assist healthcare consumers in making critical decisions about their healthcare. Ultimately, the critical questions remain: "overall rating," and "likelihood to recommend." Those will determine your success. That's loyalty... and that's ILS.

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