



## POST-CONFERENCE

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### HCAHPS BOOT CAMP

**Friday September 5**  
**8am - 12pm**

In this new age of public reporting, it can almost seem like you are not only up against hospitals in your service area, but up against the rest of the nation as well. Do you have the knowledge and insights to obtain the best HCAHPS scores? Are you ready for Value-Based Purchasing? Do you want to hear how others have successfully tackled the HCAHPS challenges your hospital faces?

The post-conference HCAHPS Boot Camp will help hospitals be bigger, faster, and stronger than the toughest HCAHPS obstacles. The HCAHPS Boot Camp will cover the following crucial HCAHPS skills:

- 1. HCAHPS 101:** Introduction to HCAHPS, covering changes from previous patient satisfaction reporting, demonstrate what is reported to the public, deadlines through end of year, and what we are seeing from the new CMS patient mix adjustment
- 2. HCAHPS: The Patient Experience and the Impact of Value-Based Purchasing on Healthcare Providers:** Within hospital and Nursing leadership, there is a critical need to understand HCAHPS as an indicator of the patient experience, its relationship to patient satisfaction, and the impact that HCAHPS has on the organization. At the same time, HCAHPS is in its infancy stage and is highly regulated by CMS, and many organizations are finding it difficult to access the information they need about HCAHPS process. The goal of this session is to give attendees up-to-date information on HCAHPS processes, changes, proposed Value Based Purchasing related to HCAHPS, and present research correlating Patient Satisfaction and Patient Experience.
- 3. Improve Your HCAHPS Scores:** Patients may soon choose their hospital based on HCAHPS scores. The Centers for Medicare and Medicaid Services (CMS) have made HCAHPS patient survey scores available to the public and may possibly even tie the amounts of your Medicare reimbursement to your scores. In this session, learn from the experts at HealthStream Research about the importance of the HCAHPS survey and the initial trends we are seeing across organizations. We will also introduce HealthStream's new HCAHPS Preparation and Improvement Library, a series of courses specifically designed to help improve patients' responses to the HCAHPS survey.
- 4. HCAHPS Experiences:** Small group discussion on participants' HCAHPS experiences, what they are seeing at their hospitals, and best practices. HealthStream's expert consultants will be at each table to facilitate discussion.

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