

Appendix G – Patient Engagement Measure Summary

Patients and their families are essential partners in the effort to improve the quality and safety of health care. Their participation as active members of their own health care team is an essential component of making care safer and reducing readmission. Studies have demonstrated measurable benefits to providing patient-centered care with a positive impact on patient satisfaction, length of stay and cost per case. By improving communication with patients, whether via providers at the bedside or institutionally through committees focused on systemic changes in patient care, patient outcomes can and will improve. Broad improvement efforts focusing on patient-centered care, organizational culture, communication strategies, and staff engagement/satisfaction are critical for comprehensive improvement.

Note: In the table below, the “HCAHPS Survey Question” descriptions are taken from the [HCAHPS website](#) and the “Description for Consumer” is taken from [Hospital Compare](#).

Measure Abbreviation, Name	Data Entry or Origin	HCAHPS Survey Question	Description for Consumer	Best Practices/Resources
HCAHPS (general)	HCAHPS Surveys	N/A	N/A	<ul style="list-style-type: none"> Consider exercises where staff and providers complete the HCAHPS survey based on their experience and/or knowledge of the hospital, and discuss strategies to improve patient perception on care. HCAHPS response rates are positively correlated with high HCAHPS performance. Work closely with HCAHPS vendors to monitor and improve HCAHPS response rates. HCAHPS website
HCAHPS Composite 1 Communication with Nurses	HCAHPS surveys	During this hospital stay... <ul style="list-style-type: none"> How often did nurses treat you with courtesy and respect? (Q1) How often did nurses listen carefully to you? (Q2) How often did nurses explain things in a way you could understand? (Q3) 	Patients who reported that their nurses “Always” communicated well	<ul style="list-style-type: none"> Provide staff training and promote awareness relating to empathy and effective communication Use teach-back, limit jargon and employ other health literacy principles Standardize shift change processes and/or bedside report and use as an opportunity to engage the patient and family in care Implement intentional hourly rounding Use scripting for key messages and/or employ a communication frameworks such as AIDET

Measure Abbreviation, Name	Data Entry or Origin	HCAHPS Survey Question	Description for Consumer	Best Practices/Resources
HCAHPS Composite 2 Communication with Doctors	HCAHPS Surveys	During this hospital stay... <ul style="list-style-type: none"> How often did doctors treat you with courtesy and respect? (Q5) How often did doctors listen carefully to you? (Q6) How often did doctors explain things in a way you could understand? (Q7) 	Patients who reported that their doctors "Always" communicated well	<ul style="list-style-type: none"> Provide staff training and promote awareness relating to empathy and effective communication Implement peer to peer mentoring Use teach-back, limit jargon and employ other health literacy principles Engage patients and families in care conferences and/or interdisciplinary rounds Use scripting for key messages and/or employ a communication frameworks such as AIDET
HCAHPS Q8 Cleanliness of Hospital Environment	HCAHPS Surveys	During this hospital stay... <ul style="list-style-type: none"> How often were your room and bathroom kept clean? (Q8) 	Patients who reported that their room and bathroom were "Always" clean	<ul style="list-style-type: none"> Clarify roles and responsibilities in responding to patient or staff concerns regarding cleanliness Designate a housekeeping quality assurance supervisor and trainer Inspect an agreed number of patient rooms on a regular basis, and follow up with cleaning staff to correct deficiencies Provide visible information in the room to let patients and families know who to contact if they have a housekeeping concern or request Provide training on communication standards and processes to cleaning staff as s part of orientation and ongoing evaluations (e.g., AIDET) Use logs to identify patients who communicate cleaning concerns. Follow-up with those patients at least daily to ensure that their room and their bathroom is cleaned to their satisfaction Implement intentional hourly rounding

Measure Abbreviation, Name	Data Entry or Origin	HCAHPS Survey Question	Description for Consumer	Best Practices/Resources
HCAHPS Q9 Quietness of Hospital Environment	HCAHPS Surveys	During this hospital stay... • How often was the area around your room quiet at night? (Q9)	Patients who reported that the area around their room was "Always" quiet at night	<ul style="list-style-type: none"> • Utilize single patient rooms if feasible • Close doors to patient rooms whenever possible • Use "Quiet Zone" signs and reminders in the corridors • Eliminate use of overhead paging, particularly at night • Designate zones for staff conversation (e.g., nurses station) to help avoid hallway discussions that may be disruptive to nearby rooms • Evaluate transport carts and replace noisy wheels and casters • Turn down the alarm sound level on monitoring equipment if feasible or have telemetry equipment monitoring away from the patient (e.g., in the nurses station) • Request that work involving heavy machinery only be done during the daytime. (e.g., use of battery powered scrubbers, buffers and other loud equipment) • In the evening/nighttime, use a portable lantern or flashlight to illuminate the area in which the employee is working rather than turning on the overhead lights when the patient are resting
HCAHPS Q21 Overall Rating of This Hospital	HCAHPS Surveys	Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? (Q21)	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	<p>The following areas are most strongly correlated with a high overall hospital rating and therefore most likely to support improvement in the overall rating of the hospital:</p> <ul style="list-style-type: none"> • Scores on Nurse Communication (see best practices above) • Pain Management (see best practices in the Patient Safety Measures Summary) • Responsiveness of Hospital Staff (see best practices in the Patient Safety Measures Summary)
HCAHPS Q22 Willingness to Recommend This Hospital	HCAHPS Surveys	Would you recommend this hospital to your friends and family? (Q22)	Patients who reported "Yes", they would definitely recommend the hospital	<p>The following areas are most strongly correlated with a high willingness to recommend:</p> <ul style="list-style-type: none"> • Scores on Nurse Communication (see best practices above) • Pain Management (see best practices in the Patient Safety Measures Summary) • Responsiveness of Hospital Staff (see best practices in the Patient Safety Measures Summary)