Recommendation of Effective Practices for Improving LVHN HCAHPS Scores: A Focus on Care Transition at LVH-S

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Recommendation of Effective Practices for Improving LVHN HCAHPS Scores: A Focus on Care Transition at LVH-S

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Background

- The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is the first national, standardized, publicly reported inquiry of patients’ perspectives on their hospital care.
- The HCAHPS survey is comprised of 21 questions that are classified under 9 domains.
- Driven by the Centers for Medicare & Medicaid Services (CMS), the mandated adoption of the HCAHPS survey allows for accurate comparisons of hospitals to be made, along with linking HCAHPS scores to financial reimbursement each fiscal year.
- Lehigh Valley Hospital-Schuylkill (LVH-S) was highlighted in recent projects as scoring significantly low in the Care Transition domain of the HCAHPS survey, specifically on their cardiac floor (6N).

Purpose: Provide a cost effective & sustainable method of improvement to enhance the Care Transition domain scores of the HCAHPS survey at LVH-S.

Methods

Data Analysis

- Review LVH-S HCAHPS scores for FY18 & FY19 and compare with national standards
- Highlight the Care Transition domain for improvement

Procedures

- Analyze 50+ peer-reviewed articles found by Library Services
- Select articles that meet the desired criteria and categorize them by type of intervention

Outcome

- Interventions from 14 articles were chosen for further discussion
- 2 interventions were finally selected for potential implementation at LVH-S with the intention of raising HCAHPS Care Transition scores

Results and Recommendations

Intervention #1
- Implemented Transition of Care (TOC) team.
- TOC team consisted of pharmacist, pharmacy resident, pharmacy student, physician, case managers, and unit nurses.
- Provided 4 phases of services
  - Admission, inpatient, discharge medication review, discharge counseling.
- Care Transition HCAHPS scores increased 8.8%

Intervention #2
- Implemented two part mechanism in a surgery unit.
- Standard Medications Information Sheet (SMIS)
  - SMIS given to each patient and listed 3 general classes
- Designed to increase medication education
- Unit staff reviewed Mug Shot throughout inpatient stay
- Patients in unit recalled meds. information up to 93% better. Also recalled side effects 33% better.

Recommendation
- Implement a strategic combination of a TOC team and “Mug Shot” labels on the cardiac floor at LVH-S for two quarters to increase Care Transition HCAHPS scores.

Care Transition Domain Questions

(Responses are measured as Strongly agree, Agree, Disagree, Strongly disagree)

1. During the hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
2. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
3. When I left the hospital, I clearly understood the purpose for taking each of my medications.

Objectives

Explore alternative interventions used by hospitals to exclusively raise their Care Transition HCAHPS scores

Interventions must be supported by statistical evidence which proves an increase in scores over time

Recommend most effective interventions to leadership and replicate them at LVH-S

References


Figure 1: Distribution of HCAHPS scores throughout FY18 & FY19 representing available data from the cardiac floor (6N) at LVH-S.

Figure 2: Image of medication “mug shot” label that is customized for each patient’s list of medication.