

How Engaged Employees Cultivate a Positive Patient Experience



Engaged healthcare employees are personally and emotionally invested in doing their jobs well. This enthusiasm carries over into the quality of the patient experience and patient satisfaction levels, a pivotal part of the annual HCAHPS survey.



9 to 15
Number of people who will hear about a negative experience from a dissatisfied patient



8 minutes
Average amount of time a doctor spends with each patient

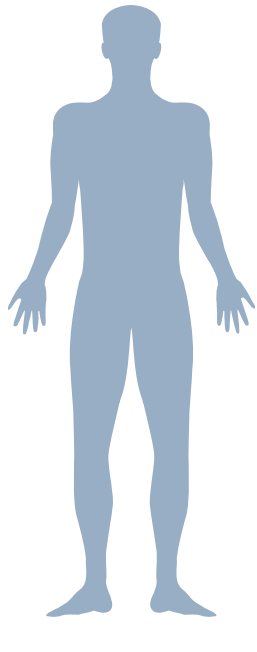
168
Number of hospitals (out of 3,544) that received 5-star ratings for patient satisfaction in 2016



2013
Year HCAHPS scores began to affect Medicare reimbursement



Characteristics of an Engaged Employee



- They make personal connections with patients and their families.
- They check on their patients often and maintain low levels of anxiety.
- They offer suggestions for improvement based on patient interactions.
- They are meticulous in their duties.
- They are willing to help out their colleagues.

How Can You Increase Engagement Among Healthcare Employees?



Outline expectations and set core values that guide the behavior of all hospital workers.



Ensure that senior management drives the initiative and communicates often.



Have managers review core values with employees and discuss good behaviors.



Ask for feedback from employees regarding areas to change in order to provide better service.



Implement a program to recognize and reward the actions that support your core values.



Evaluate your performance regularly through patient feedback mechanisms.

WorkStride is a configurable and interactive platform designed to engage your employees and boost patient satisfaction.



SOURCES

- <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HospitalQualityInits/HospitalHCAHPS.html>
- <https://www.advisory.com/daily-briefing/2016/05/09/new-cms-ratings>