Improving Call Light Response HCAHPS Score

Kye Huh, MSN, RN
University of San Francisco

Problem
The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores in responsiveness of staff in the unit were below the goal for the unit.

Hospital Demographics
- A non-profit hospital in Northern California (572beds)
- Endocrine/Renal unit (34beds) with 67RNs and 15CNAs

Background
- HCAHPS provides consumers with information that is helpful in choosing a hospital and standardizes questions for public comparisons.
- HCAHPS creates incentives for hospitals to improve their quality of care.
- HCAHPS enhances public accountability in healthcare by increasing the transparency of the quality of hospital care.

Literature Review
- Patient’s perception of care is different from that of staff members.
- Hourly rounding makes a positive impact on HCAHPS scores.
- A direct correlation between hourly rounding, reduced number of patient calls, and patient satisfaction
- A relation between hourly rounding and patient safety.
- No pass zone with teamwork
  - Every staff member has the responsibility to respond to patients’ needs regardless of their primary patient status.
  - Staff includes support staff, services staff, medical officers and allied health staff.

Methods
- RNs & CNAs were surveyed and interviewed.
- Measured staff response time & number of calls.
- Compared unit 5B & 5A (another unit).
- Observed the use of hourly rounding log cards.

Findings

- Barriers Preventing Quick Call Light Response
  - Long shift changes
  - Multiple reports
  - Potential team work or communication gaps

- Financial Assessment
  - Annual Cost
    - Cost of implementing new CNA hand-off

- Annual Savings
  - Centers for Medicare & Medicaid Services (CMS) to redistribute the estimated $1.1 billion across all participating hospitals, through the new Hospital Value-Based Purchasing (VBP).
  - VBP is based on their performance scores.
  - In FY 2014, 1.25% of Diagnosis Related Group (DRG) payments to eligible hospitals will be withheld based on VBP.

The Future
- Conducting continuing education
- Developing policies that promote a culture of transparency, accountability, and teamwork
- Developing individual staff’s performance to an incentive mechanism
- Keep monitoring new intervention tools tested in this project by unit council and management