Treating Our Patients with Courtesy and Respect

Treating our patients with courtesy and respect can be easy if you follow a few simple tips:

- Knock and wait for permission before entering the patient’s room.
- Acknowledge everyone in the patient’s room.
- Assure privacy by asking if it’s a good time to speak about care, or if you should return when you have a bit more privacy.
- Make the patient the first priority by sitting down and making eye contact.
- Ask the patient “What name would you like us to call you.”
- Introduce yourself, manage up your expertise, and explain in simple terms the reason for your visit.
- Be sure to bring up previous meetings if this is not the first time you have visited the patient.
- Be aware of your non-verbal communication. Take a caring tone and make eye contact.
- Look for non-verbal cues from the patient. How they engage you in the conversation may give you clues as to whether the patient is uncomfortable or has more information to provide.
- Consider cultural sensitivities.

Source: The HCAHPS Handbook by Quint Studer
Frequently Asked Questions about HCAHPS

Have questions about HCAHPS? You’re not alone. There is a lot to understand when it comes to participating in the public reporting initiative. This is an important topic so each month we will explore different areas of the survey.

Q: WHAT IS THE HCAHPS QUESTIONNAIRE LIKE?
A: Here is an overview of the survey:

- The HCAHPS survey asks discharged patients 27 questions about their recent hospital stay. The instrument asks patients to rate the frequency of events during their care (never, sometimes, usually, always).

- The survey is organized under the following headings: Your Care From Nurses, Your Care From Doctors, The Hospital Environment, Your Experiences in the Hospital, When You Left the Hospital, Overall Rating of the Hospital, About You.

- The survey questions will be reported in the following domains:
  - Communication With Doctors
  - Communication With Nurses
  - Responsiveness of Hospital Staff
  - Pain Control
  - Communication About Medicines
  - Cleanliness of Hospital Environment
  - Quietness of Hospital Environment
  - Discharge Information
  - Overall Hospital Rating
  - Likelihood to Recommend

- The instrument can be used either as a stand-alone survey or embedded into an existing patient survey with the core HCAHPS questions at the beginning of the survey. The hospital can decide how many questions to add.

For More Information


For information about HCAHPS policy updates, administration procedures, patient-mix and survey mode adjustments, training opportunities, and how to participate in the survey, please visit HCAHPS On-Line at www.hcahpsonline.org.

To Provide Comments or Ask Questions

- To communicate with CMS about HCAHPS: Hospitalcahps@cms.hhs.gov
- For technical assistance with the HCAHPS Survey: hcahps@azqio.sdps.org or 1-888-884-4007


* CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.
Sources: pressganey.com & hcahpsonline.org
Building Connections Create Grateful Patients

A patient sent a thank you to each of us for the care she received at FPH. Each person was given a personal thank you note and a special framed inspirational picture.

She had a CT scan in Radiology done by Liz Montanez. As she walking her down the hallway she began to feel faint. I rushed over a put her in a wheelchair. She then became very ill and a Rapid response was called. Marcos was one of the ER nurses that responded to the call. All of us were at her side, helping her feel better while she was being monitored. The patient was so grateful for the care she received by everyone that attended her. She was able to leave the hospital feeling much better. Donna in Health information helped her with all her Medical Records needs.

This was a team effort by all and it came naturally - just another day of Building Connections!!!!

In Photo:
Donna Bulot - Health Information , Michelle Smith Radiology, Marcos Guerra ER R.N., and Liz Montanez-CT Technologist.
<table>
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*Continental Breakfast provided**