

Impacting HCAHPS

How to Recruit, Train, & Develop Great
Staff to Enhance Patient Experience





The ability to create a positive patient experience affects more than just an organization's reputation. With the advent of the Patient Protection and Affordable Care Act, Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results are now among the measures used to calculate reimbursements. As a result, patient survey responses about their care can have a significant financial impact on the organization.

HCAHPS surveys only show results, not solutions. To make continual improvements in quality of care—and elevate HCAHPS scores via survey responses—healthcare organizations must quickly and effectively address critical knowledge deficits and skill gaps. To drive meaningful improvements in patient care, deficiencies must be addressed as they occur, on a frequent and consistent basis, which can be achieved through continued employee learning, education, and development programs. Cross-training staff within departments also can help manage wait times and delays during peak hours or high census volumes.

Source—and retain—well-matched, highly skilled employees. Quality care has its genesis in an organization's core values—values that are often difficult to teach. Finding and keeping employees with intrinsic matching values, as well as a demonstrable facility for growth and learning, is critical to an organization's ability to deliver the best care. An employee's ability to embody the organization's core values and demonstrate continued growth and learning in their roles

are directly related to the treatment of patients through their actions and ability, as well as, willingness to accommodate the patient with their needs. These positive encounters are conveyed in the patient survey responses and, ultimately, the HCAHPS scores.

Provide training that supports positive patient experiences. Providing employees with ongoing, relevant training builds confidence and community. Employees who are engaged, well-trained and invested in the organization are more likely to be committed to creating positive patient outcomes. It is vital that front line employees are trained to effectively navigate the wide array of questions and situations that may arise.

HCAHPS scores are now a significant factor in determining an organization's fiscal longevity, yet addressing HCAHPS composites requires time and money, resources in short supply in today's economy. How can healthcare organizations, amid financial cuts and stringent budgets, correct skill gaps, source the right employees, and provide training to make significant and lasting investments to ensure a positive patient experience?





Cornerstone OnDemand helps healthcare organizations source, hire, and retain employees dedicated to providing the best patient care, from pre-application assessments to bedside observations. With Cornerstone's solutions, organizations can:

Assess and address gaps in service. The ability to observe and evaluate every aspect of a patient's experience from scheduling and check-in to bedside care and common procedures in real time allows for continued operational improvement, better overall patient care, and higher overall HCAHPS scores. Cornerstone's Observation Checklist enables organizations to evaluate employee performance on the job, ensure compliance with safety protocols, and standardize clinical competencies.

Source skilled employees who understand and support the organization's existing culture.

Employees who abide by similar values are more likely to provide patient care in line with the organization's existing core values. The Cornerstone Recruiting platform empowers organizations to quickly source, screen, and assess internal and external candidates. With the Cornerstone Recruiting, organizations can determine skills and certifications, evaluate customer service gaps in previous positions, and tie tests to candidates to find the correct match the first time.

Improve customer service skills across the patient lifecycle. Patients value how they are treated as much or more as clinical outcomes. Cornerstone's Learning platform enables organizations to efficiently and effectively train

employees on the best ways to interact with patients to ensure positive survey outcomes. It also ensures they stay up-to-date with their day-to-day skill sets and keep up with ongoing changes.

Improve employee engagement and satisfaction—and reduce turnover. Confident, satisfied employees provide better patient care, and engagement has a direct impact on retention. With Cornerstone's Performance platform, organizations can increase transparency and help staff develop skills, track improvements, and assess competencies. Cornerstone's Learning platform helps organizations deliver training that ties in directly to competencies and evaluations. It also enables employees to be cross-trained in multiple areas to enhance efficiencies and better meet and accommodate the needs of patients and troubleshoot complex situations.

Automate processes and reduce paperwork. With Cornerstone's comprehensive cloud-based talent management software solutions, paperwork is reduced and time consuming tasks are automated. This in-turn will allow for more time and focus to be placed on patient care. Through recruiting, training, and development, staff can positively impact a patient's experience, which will be reflected in patient survey responses, and ultimately, the HCAHPS scores.





Healthcare

Contact Cornerstone today for additional information on how our industry leading solutions can help tackle your healthcare-specific talent issues.

Find out more by visiting csod.com/healthcare

Cornerstone OnDemand is pioneering solutions to help organizations realize the potential of the modern workforce. As a global leader in cloud-based learning and talent management software, Cornerstone is designed to enable a lifetime of learning and development that is fundamental to the growth of employees and organizations. csod.com



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