

Improve patient and family satisfaction

A research initiative to support home health and hospice organizations in improving the patient and family experience and satisfaction with their care.



Thank you for your interest in the Patient and Family Satisfaction Quality Improvement Project.

Healthcare is shifting. Your agency's patient and family satisfaction with your care is just as important as your quality of care.

Project goal: BerryDunn, lead researcher of the National Healthcare at Home Best Practices and Future Insights Study, is launching this research study to help home health and hospice agencies improve their CAHPS outcomes through implementation of research-based initiatives.

Project time frame: The project will run for six months beginning on October 23, 2023, and will consist of three phases.

If you have any questions, please contact Lindsay Doak at ldoak@berrydunn.com.



To register for the project, or for more information, visit the links below.

berrydunn.com/project-registration

berrydunn.com/project-resources

Please register by Friday, October 20. We are only able to accept 100 agencies for this project, and we may need to close registration prior to October 20 if we reach capacity.



Phase 1

Phase 1 includes the project kickoff and an analysis and review of your agency's baseline CAHPS data as well as employee turnover and engagement data. This phase lasts two months, and includes:

- 1 A live webinar with all project participants to discuss the goals of the program, outline deadlines, and answer any questions.
- 2 A data analysis call with agency leadership to review current CAHPS and employee engagement/turnover scores, and discuss areas of improvement.
- 3 A report outlining the agency's outcomes and goals for improvement will be developed and shared with each agency after this initial call.

Metrics that will be reviewed

Home health agencies

- CAHPS composite score
- Care of patients/professional care (6)
- Communication (6)
- Specific care issues/Team discussions (6)
- Overall rating (6)
- Willingness to recommend (6)

Hospice agencies

- CAHPS composite score
- Willingness to recommend
- Ranking of hospice organization

All agencies

- Turnover rates by discipline
- Recent employee engagement rates, if available



Phase 2

Phase 2 includes the following educational modules as well as one-on-one consulting to support agencies in implementing person-centered care models and a culture of excellence. Modules can be completed on their own time during this phase of the project. This phase lasts four months.

Educational modules and consulting

Intake and back-office staff

Creating a culture of excellent customer service

Before an agency can start to see improvements to their CAHPS scores, they first need to focus on building a culture of exceptional customer service within their organization. This starts with helping staff understand the importance of patient satisfaction to understanding specific customer service strategies to help the patients feel supported.

This includes managing patient expectations, the importance of timeliness, enhancing engagement through echoing, de-escalation strategies, and more. Includes HEAT customer service toolkit.

A progress summary is included.

Field staff

Implementing a model of person-centered care (PCC) to improve patient and family satisfaction

Our caregiver training program is designed to promote active collaboration with a patient-centered approach to care. The training focuses on helping to enhance shared decision-making between patients, families, caregivers, and providers. Research has shown that incorporating patient-centered care into evidence-based practice not only improves patient outcomes, but also improves patient satisfaction.

Optional person-centered care caregiver mentorship program

We will teach selected caregiver mentors to become PCC ambassadors to help ensure the sustainability of the program. This will include giving them the tools, resources, and education materials to instruct others in the person-centered care model, strategies for evaluating the agency's person-centered care program effectiveness and performance, and mentorship interpersonal skills and strategies for increasing engagement into the program.

Leadership and management

Supervising for employee engagement

Participants will learn the most effective strategies for supervising and motivating staff, the newest approaches for increasing morale, team commitment, and retention of valuable employees, and key strategies for helping home care workers feel engaged and supported.

Consultation calls

Monthly consultation calls to review progress in scores, collect feedback, and discuss strategies for continued improvement.



Phase 3

Phase 3 includes the project conclusion webinar and final report. In addition, agencies will be monitored and supported for six months post-project.

At the conclusion of the project, we will host a webinar to review the results of the project, discuss project success, and identify a roadmap to further agency success. We will also develop a research project report, and identify possible peer-reviewed articles for publication. We will continue to monitor agency metrics for six months following the program, with recommendations for continued improvement.



With offices and employees located in 40+ states—
wherever you are based, we look forward to working together.

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