**Action Steps to Improve Patient Satisfaction in Therapy Services**

**Start Date:**

**Report Date:**

**Executive Sponsor(s):**

Brett Hayes

**Team Leader:**

Brad Earnest, Mark Simenson, Teresa Graff

**Team Members:**

Andrea Hoehn, Barbie Sachs, Chelsea Harrison, Kara Vanlanduyt, Katie Williamson, Janine Coleman, Josh Wright, Lisa McCoy, Tony Turley

**Strategic Alignment:** Satisfaction

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<td>We continuously strive to achieve consistently high scores in all areas of patient satisfaction. Our scores are overall good but fluctuate from month to month quite a bit. Our goal is to maximize our satisfaction scores with each individual question and to implement staff education, communication tools, and individual therapist strategies to provide an ideal therapy experience for every patient every time.</td>
<td>• Identify key drivers to patient satisfaction as reported by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys.</td>
<td>• Provide staff in-service on discussing pain/pain management with patients including discussion of providing patient with functional improvements throughout therapy time. Create and add informative pain handout to include in all new patient folders.</td>
<td>• Patient satisfaction (HCAHPS) results for Therapy Services have been inconsistent from month to month. Look into why this is. Possibly has to do with sample size varying so much from month to month. In addition, discharge dates from therapy not the same as date patients seen in clinic and confusing when surveys sent out to patients.</td>
<td>For Now:</td>
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**Specific Measures**

- Will improve Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores for pain, getting first appointment, and therapist being on time to at least NRC average or above at least 50% of the time.

**Graphics / Data**