



Using HCAHPS Surveys to Prove Volunteer Value

October 2021 Webinar

Brought to You by
VSys Voices



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Here For You



Joan R. Cardellino, CAVS is a subject matter expert with extensive experience engaging volunteers and community forces for good. Having served “in the arena” to the “C-suite”, she offers a broad range of management, organization, and program development skills, expertise, and experience.

Dana Litwin, CVA is a strategic advisor, public speaker, and thought leader in volunteerism and civic service. Since 2002 she has guided organizations in California's Silicon Valley and world-wide to produce breakthrough talent and community engagement programs. She is the Past President of the Association of Leaders in Volunteer Engagement, and a founder of the multi-sector National Alliance for Volunteer Engagement, and the creator of the premiere web series “Priceless Advice for Leaders of Volunteers.”

Today's
Emcee!



Todd McMullin finished his degree in Recreation Management (1993) and embarked on a journey to improve the world. Within 5 years he had founded a United Way chapter, a Volunteer Center and a software company focused on volunteer management. After 9/11 he served as the Nationwide PM for the Disaster Help Network, supporting more than 150 state and local medical volunteer deployment systems. In 2007 he co-founded the [Association for Leaders in Volunteer Engagement](#) (ALIVE) and then the [National Alliance for Volunteer Engagement](#) in 2017. He has designed volunteer solutions for Disney Worldwide Services, Cisco Inc., the USO's global network, the Smithsonian Institution and the states of TX, CA, OK, ID, NV, HI and MD.



We Understand...



The current *extremely challenging* healthcare situations

VSysVoices are here for you.



1. Keep the old if it works, but...
2. Adopt new ways of thinking
3. Adopt new practices

What Do We Do?





Mission of Healthcare

Improve:

1. Patient experience
2. Population health
3. Provider satisfaction

While reducing per-capita healthcare costs.



Alignment. Alignment. Alignment!

1. Internal Surveys
2. HCAHPS
3. High Performance
4. Social Determinants of Health (SDOH)



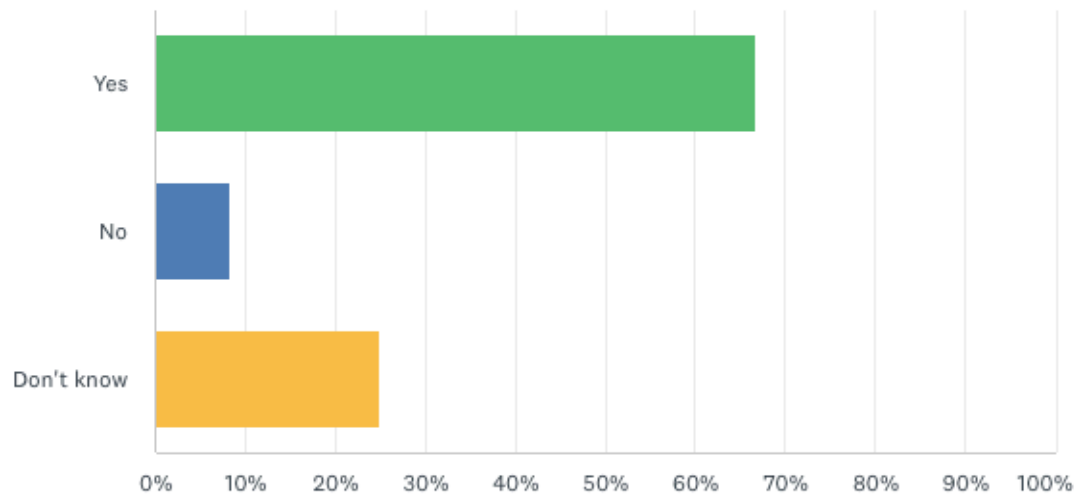
Today's Journey Map





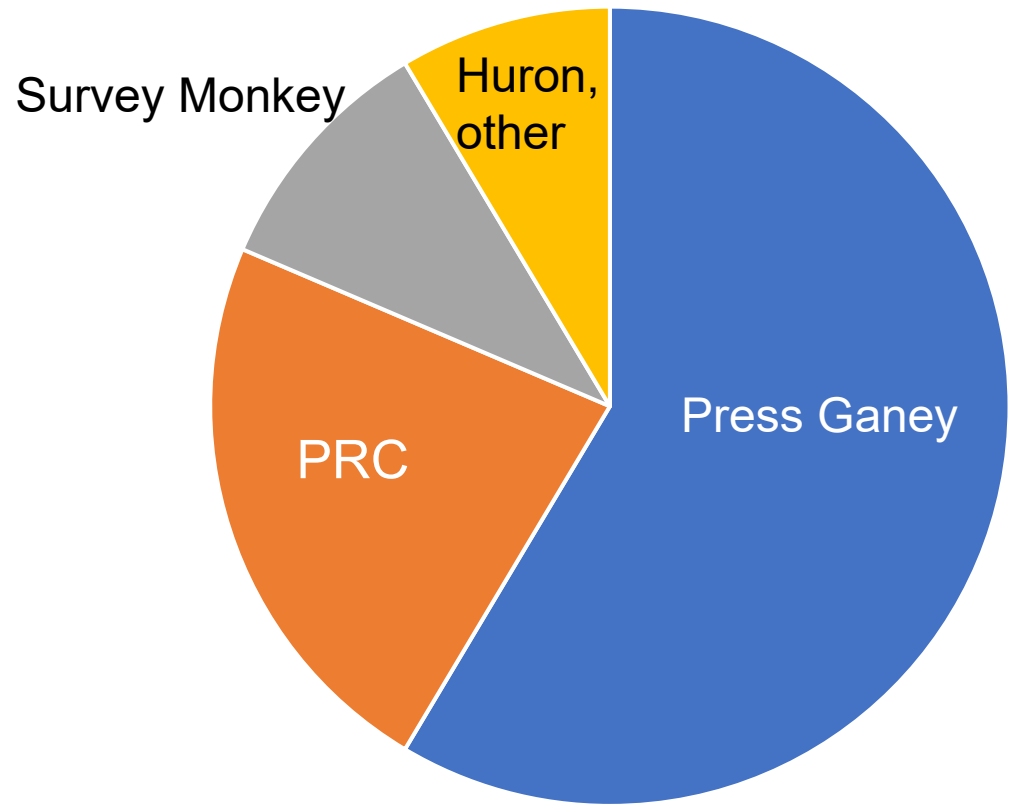
Does your organization use an HCAHPS dashboard?

Answered: 12 Skipped: 0



Survey Results

HCAHPS Survey Co.



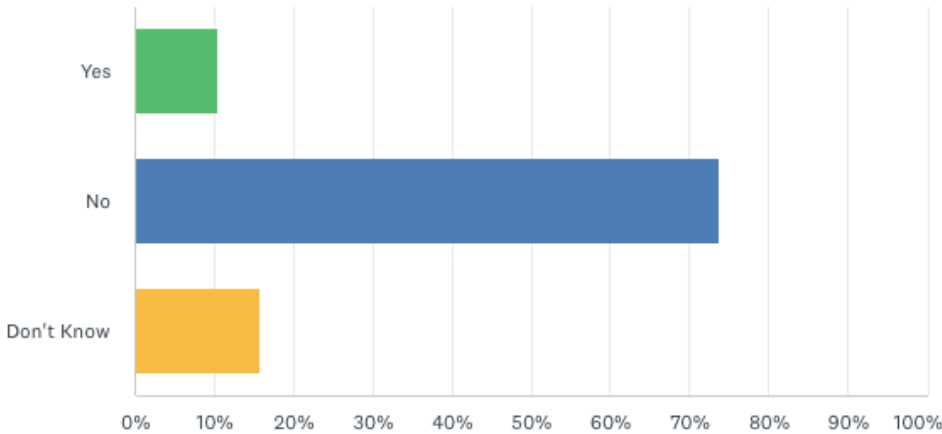
Dept. Oversight HCAHPS:

- Quality
- Patient Experience
- Care Experience
- Nursing Admin



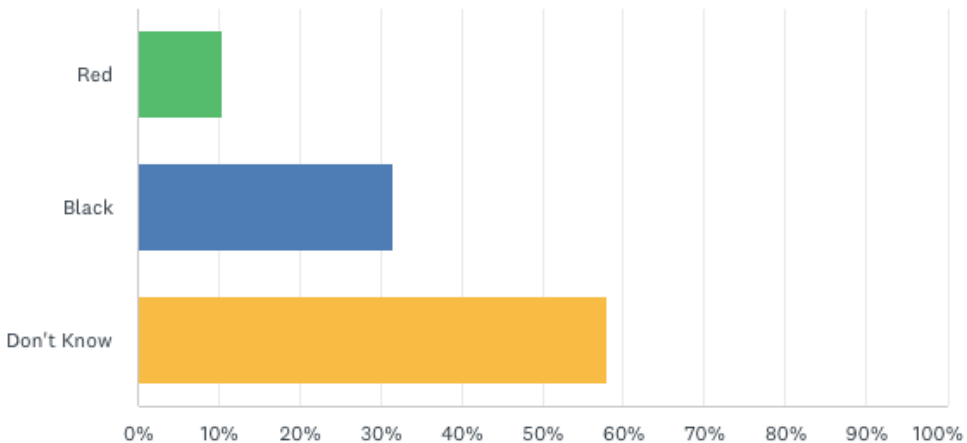
Does your Volunteer Services Department have a seat on your hospital's HCAHPS oversight committee?

Answered: 19 Skipped: 0



Where does your hospital's operating margin fall?

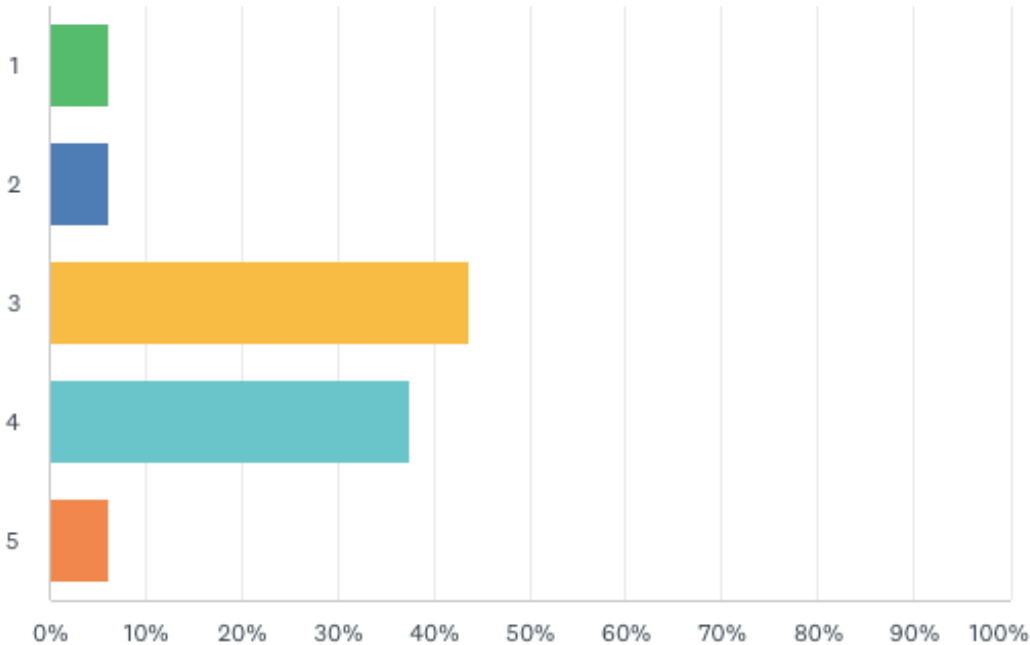
Answered: 19 Skipped: 0



Survey Results

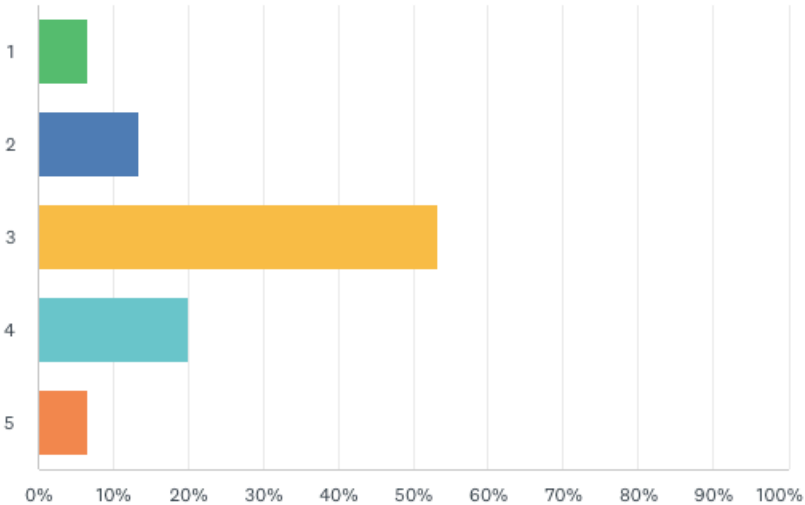
What is your hospital's Overall Star Rating on the Medicare.gov Care Compare website?

Answered: 16 Skipped: 3



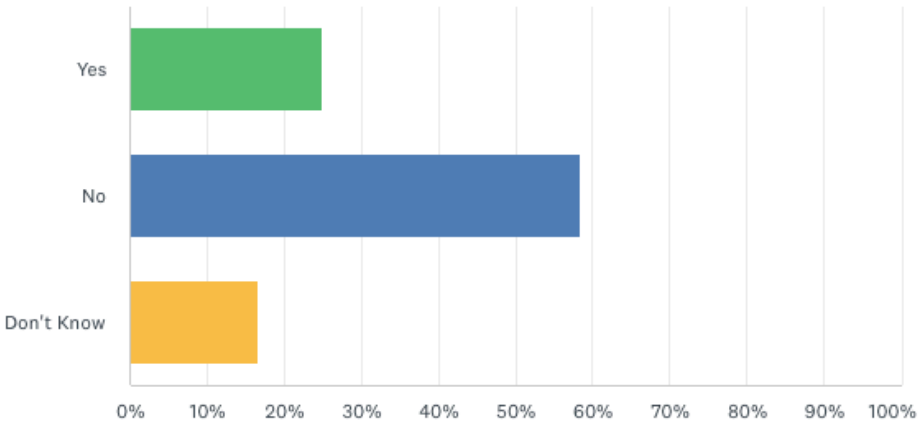
What is your hospital's Patient Survey Rating on the Medicare.gov Care Compare website?

Answered: 15 Skipped: 4



Do you have a process to align volunteer placements with HCAHPS questions?

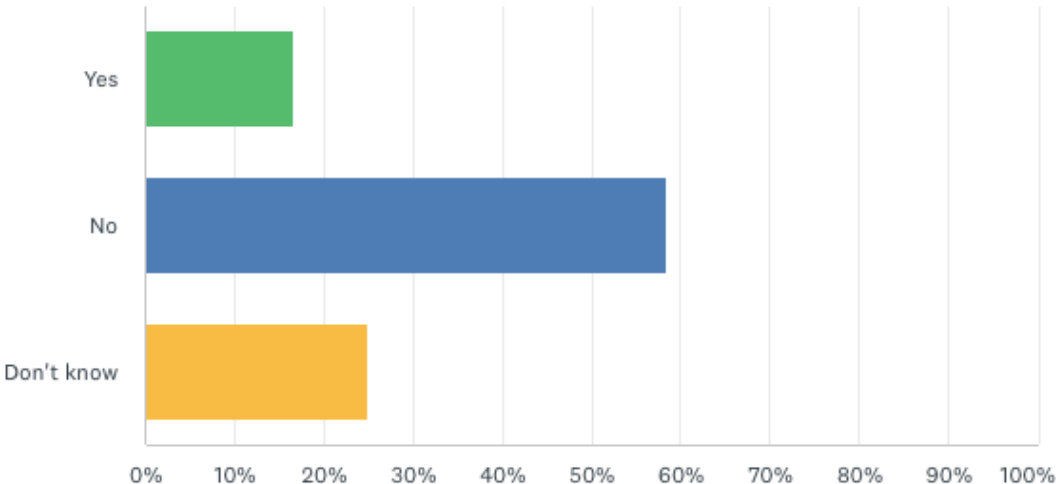
Answered: 12 Skipped: 0



Survey Results

Do your volunteers receive specific HCAHPS orientation and training?

Answered: 12 Skipped: 0





Survey Results

Is volunteer impact data integrated into your hospital's HCAHPS data collection system?

No



Yes

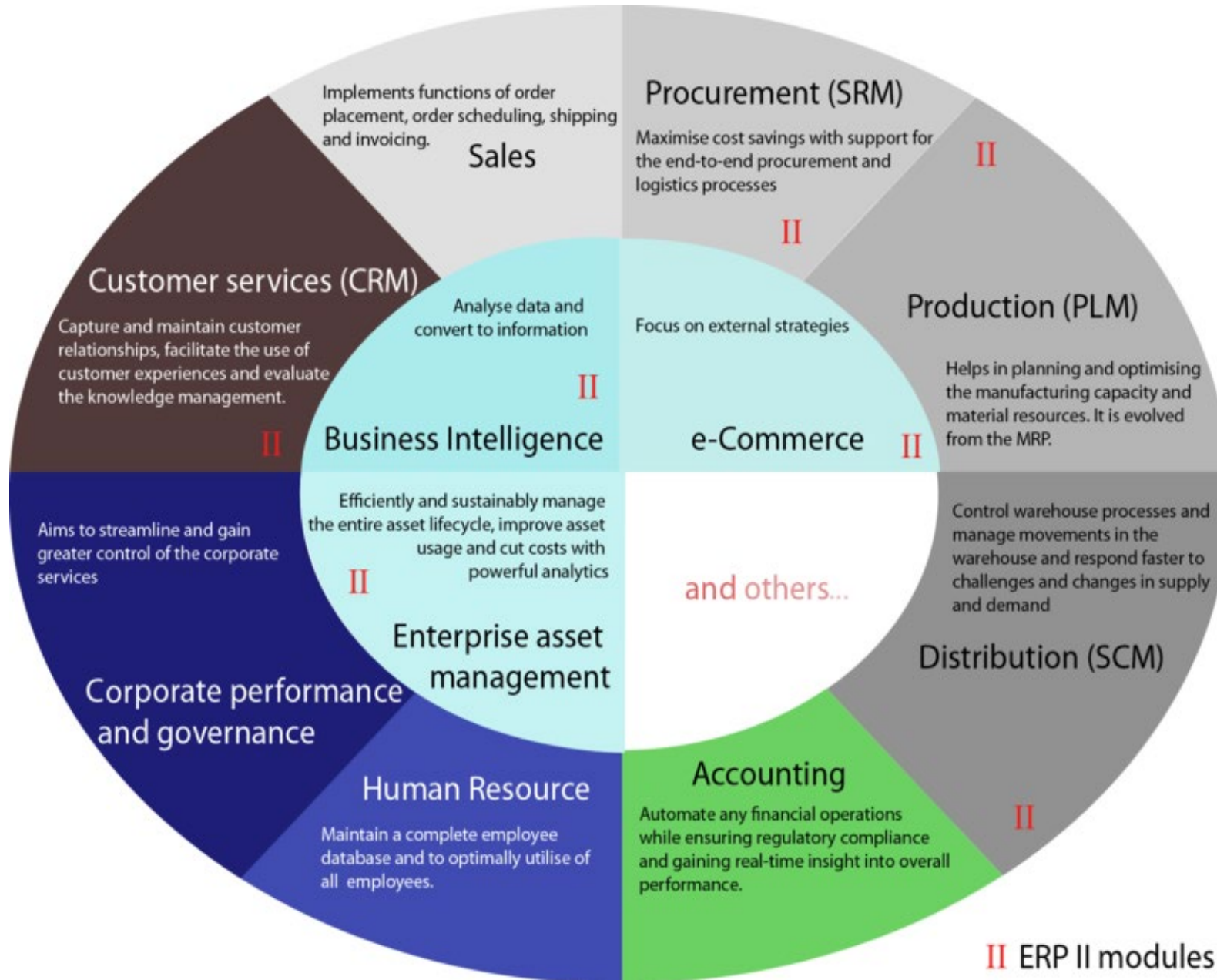


Don't Know





Enterprise Resource Planning



Example of an ERPS



with the patient at the heart

Outcomes
What you can do

Cool Things
Stories and articles

Software & Services ▼
What we do

Epic
UserWeb

ONC Certification Details



Software



Example of an ERPS



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[Demo](#)

Solutions for better healthcare operations

Enterprise-wide connect and strengthen healthcare operations

[Get a consultation](#)

All Solutions

Provider Data Management

Provider Credentialing Software

For Payer Organizations

Provider Directory Software

CVO Services

Workforce Management

Workforce Management

Talent Management

Compliance, Quality, and Safety

Compliance

Quality

Safety

Access Management

Vendor Credentialing

Visitor Management

Contract Management

Contract Management

Spend Management

Value Management

Provider Evidence

Spend Analytics

Capital Market Intelligence

Hello, how may I help



HCAHPS Value

*Key to the future
of healthcare
volunteerism*





HCAHPS Breakdown



Quality

Affordability

Safety



Understanding CAHPS® Surveys: A Primer for New Users

A Webcast on January 8, 2019

CAHPS: Consumer Assessment of Healthcare Providers and Systems

The CAHPS Program

Goal of AHRQ's CAHPS program: Advancing knowledge, measurement, and improvement of patients' experiences with health care

Understanding Patient Experience

Patient experience encompasses the range of interactions patients have with the health care system, including:



Good communication with
health care providers



Coordinated care from doctors
and nurses



Ability to schedule timely
appointments

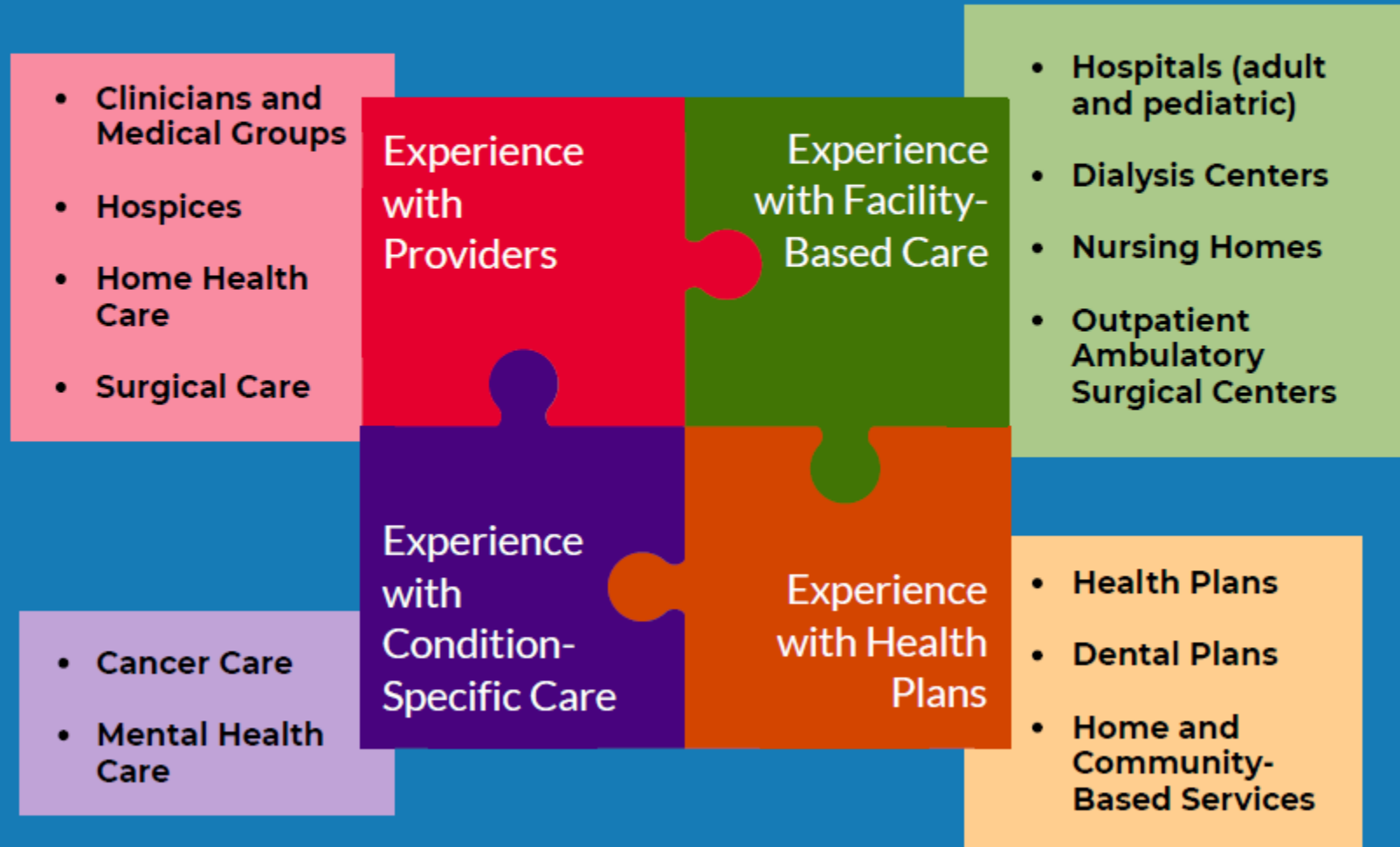


Easy access to information



CAHPS Surveys

Measuring patient experience of care in different settings





Why Is It Important?

Quality improvement

Public reporting

Certification and recognition

Value-based purchasing

Health services research

< Back

🚩 What's new 🖨️ Print

MY LOCATION

PROVIDER TYPE

NAME & TYPE (optional)

Sacramento, CA

Hospitals ▾

Facility name or type

Search

Filter by:

Distance: 25 mi. ▾

Overall star rating ▾

Patient survey rating ▾

View All Filters

Showing 1 - 15 of 17 hospitals

Sort by: **Closest** ▾

1. **Sutter Medical Center,**
Sacramento 
1.5 mi

ACUTE CARE HOSPITALS

2825 Capitol Avenue
Sacramento, CA 95816
(916) 733-8999

Overall star rating



Patient survey rating

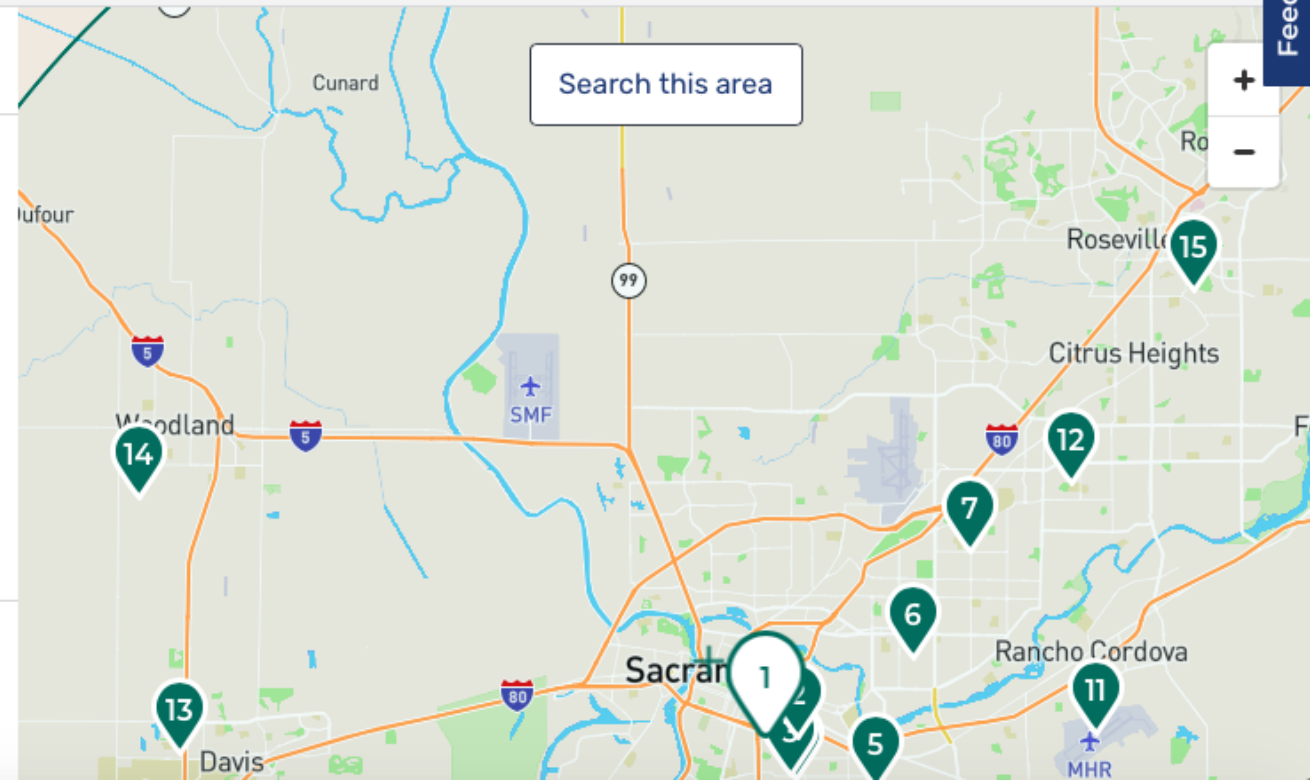


Compare



2. **Mercy General Hospital** 
2.3 mi
ACUTE CARE HOSPITALS

Overall star rating



Feedback



Centers for Medicare & Medicaid Services

Search

- Medicare
- Medicaid/CHIP
- Medicare-Medicaid Coordination
- Private Insurance
- Innovation Center
- Regulations & Guidance
- Research, Statistics, Data & Systems
- Outreach & Education

CMS ▾

Search

Sort by:

Relevance ▾

Showing 3,240 results for **volunteer**

[Volunteer at the MII | CMS](#)

Apr 9, 2020 ... The MII relies on **volunteers** to help with our courses and overall training mission. State Medicaid personnel may **volunteer** in a number of ...

[Pathways Programs for Students and Recent Graduates | CMS](#)

CMS also uses the Student **volunteer** Program to fill non-paid internship positions. A full description of each program may be found below.

[2019-12-19 | CMS](#)

Dec 19, 2019 ... In late December, CMS will issue a Comparative Billing Report (CBR) on Mohs Microsurgery, focusing on providers who submit Medicare Part B ...

[2015-04-16 | CMS](#)

Apr 16, 2015 ... 2015 MLN Connects® National Provider Calls Medicare Shared Savings Program ACO: Application Process — Last Chance to Register.

[2015-04-09 | CMS](#)

Apr 9, 2015 ... **volunteer** for ICD-10 End-to-End Testing in July — Forms Due April 17. Webinar for Comparative Billing Report on Ophthalmology. Announcements.

[Enforcement and Compliance Overview | CMS](#)

Search AHRQ

AHRQ Collection ▾

Search all AHRQ sites

volunteers in health care

Search

For an exact phrase match, enclose search terms in double quotes.

[Go to Advanced Search](#)

Results

Total Results: 940 records

Showing results for "**volunteers in health care**".

1. [Abnormal Volunteer Results | PSNet](#)

psnet.ahrq.gov/web-mm/abnormal-volunteer-results

August 02, 2006 - Abnormal **Volunteer** Results Save Print Share Facebook ... PubMed] This project was funded under contract number 75Q80119C00004 from the Agency for **Healthcare** ... **care in** the United States. ... to the Family June 1, 2004 View More See More About **Health** ... **Care** Providers **Health Care** Executives and Administrators Pathology & Laboratory Medicine Discontinuities

2. [A qualitative formative evaluation of a patient-centred patient safety intervention](#)

SHARE: [f](#) [t](#) [p](#) [e](#) [+](#)

SIMILAR TERMS:

[staff](#), [number](#), [healthcare](#), [substance abuse](#),
[insurance coverage](#)

SEARCH WITHIN A SPECIFIC AHRQ SITE

Click to show only results for the selected site.

[Back to Top](#)

Feedback



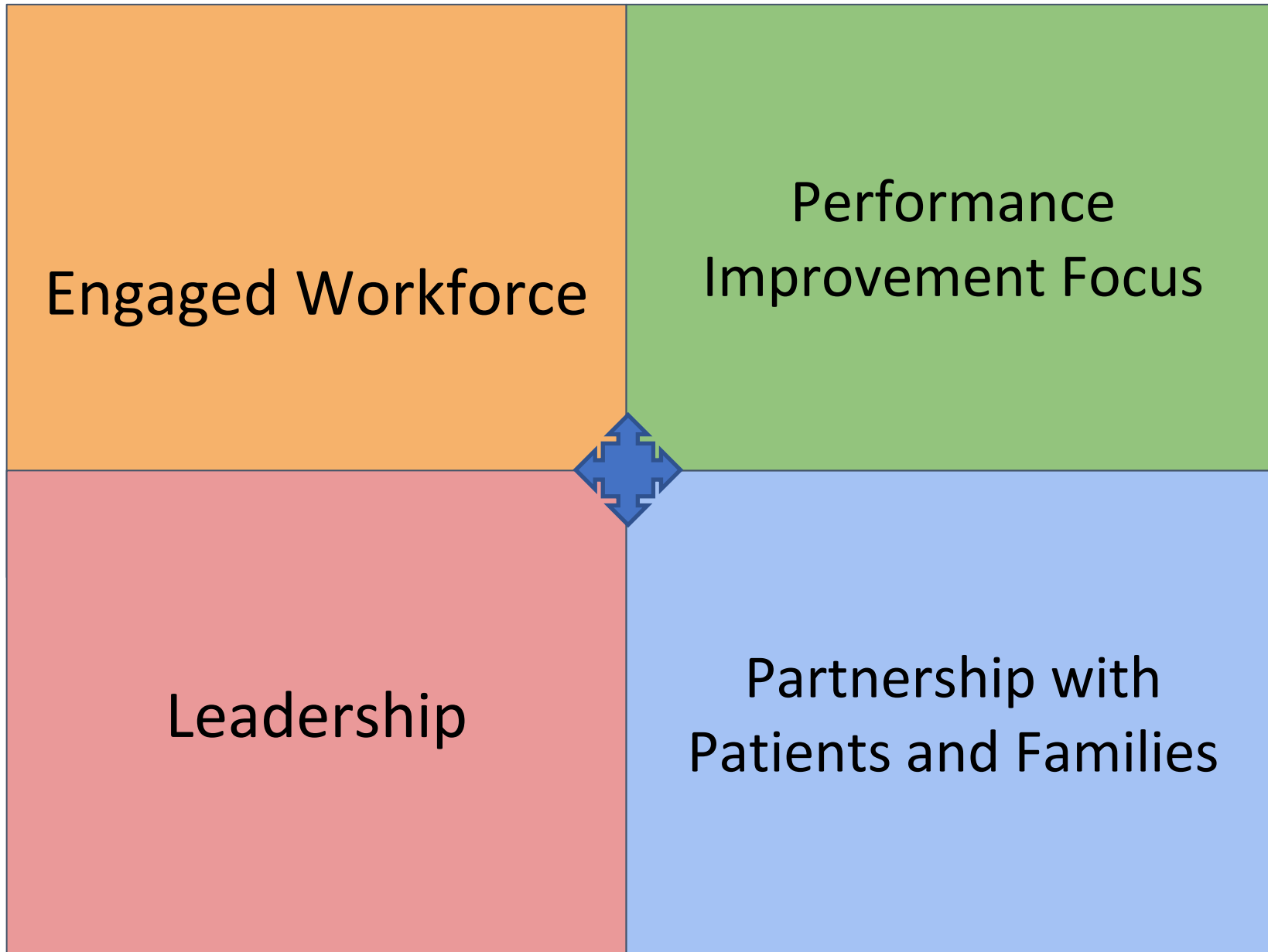
Valuations

THE HCAHPS SURVEY

HOW POLICIES IMPACT HOSPITALS, PATIENTS AND HEALTHCARE WORKERS



HCAHPS is NOT
a satisfaction
survey!



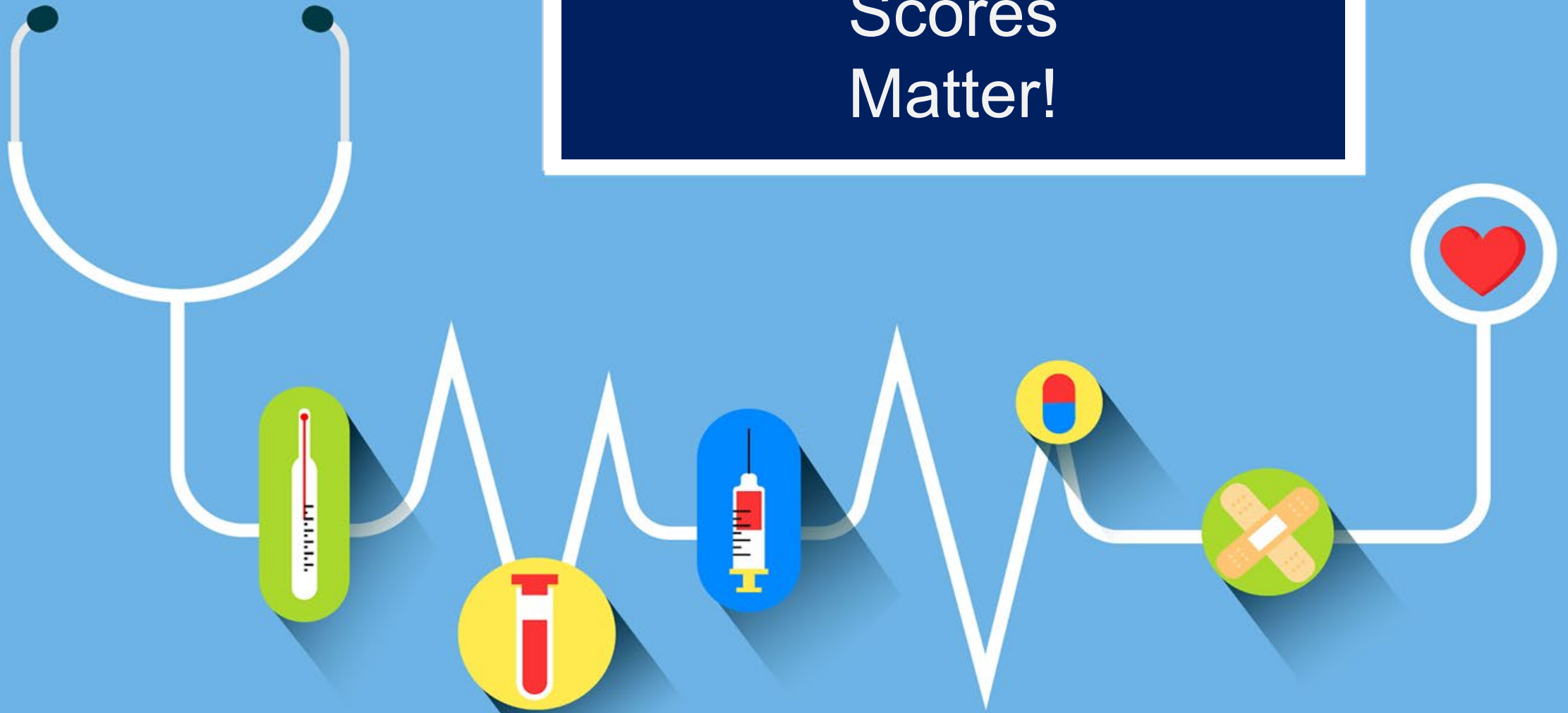
High
Performance Is...

*All of these
are aligned!*

The better you perform on the HCAHPS survey, the higher your reimbursement



Scores
Matter!





Top Box Scoring

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☒ Always





Volunteer Placements = Top Scores

- How can volunteer placements and programs assist with “top box” scores?
- And how can volunteer impact on top box scores be proven?





Patient Eligibility Requirements

Patient survey eligibility requirements help prioritize volunteer placements and programs essential to HCAHPS.





HCAHPS “Composites”

HCAHPS results are reported for six composites, two individual items, and two global items.

- Composite Measures:
 - Communication with Nurses (Q1, Q2, Q3)
 - Communication with Doctors (Q5, Q6, Q7)
 - Responsiveness of Hospital Staff (Q4, Q11)
 - Communication About Medicines (Q13, Q14)
 - Discharge Information (Q16, Q17)
 - Care Transition (Q20, Q21, Q22)



“Individual” & “Global” Elements

HCAHPS results are reported for six composites, two individual items, and two global items.

- Individual Items:
 - Cleanliness of Hospital Environment (Q8)
 - Quietness of Hospital Environment (Q9)
- Global Items:
 - Overall Hospital Rating (Q18)
 - Recommend the Hospital (Q19)



Communication With Staff





Environment & Responsiveness

- Call button response time
- Cleanliness
- Noise
- Food





Potential Volunteer Assignments

- Project RED (Re-Engineered Discharge) Toolkit/AHRQ
- Discharge with Dignity/Clothes Closets
- Food Pantry
- Post Discharge Calls
- Car Seat Donation Program
- Special Needs Fund
- Transportation Vans
- Cell Phone/Tablet Donation Program
- Congregational Health Volunteers
- Community Partners: National Volunteer Caregiving Network

Discharge & Transitions



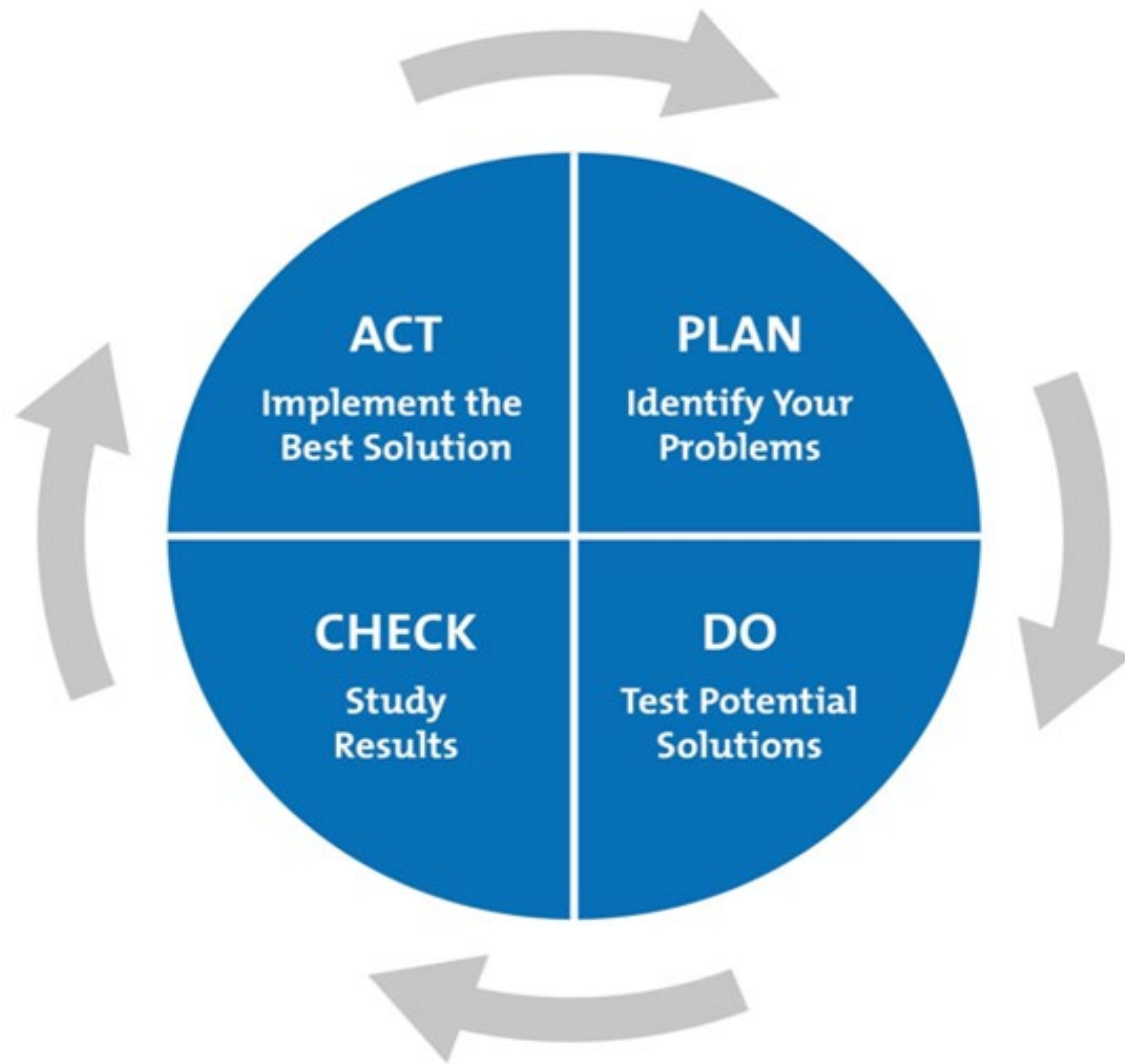


Overall Rating





Ideas To Action!



1. Adapt HCAHPS Volunteer Assignment Worksheet
2. Use [Plan.Do.Check.Act.](#) Approach
3. Behave as role models of Quality Improvement (QI)



Ideas To Action!

4. Establish HCAHPS Volunteer Assignments Review Committee.
5. Obtain/maintain Certified Patient Experience Professional (CPXP).
6. Obtain/maintain Certified Administrator of Volunteer Services (CAVS).



Ideas To Action!

7. Rethink and align everyday VRD practices with HCAHPS.

(We have a .xlsx that might help. Download [here](#)).

[illegible]



Ideas To Action!

- Define your department's data integration path(s) into your hospital's Enterprise Resource Planning System.



Ideas To Action!



9. Talk to VSys about:

- Definition tables
- Placement names/categories
- Placements options
- Placement groupings
- Integrations



What is YOUR Journey Map?



Additional Resources

[Agency for Healthcare Research and Quality \(AHRQ\)](#)

[AHRQ Understanding CAHPS Surveys Graphic](#)

[Approved Vendor List HCAHPS](#)

[Care Compare](#)

[Centers for Medicare and Medicaid Services/CAHPS](#)

[Health Care Leader Action Guide to Effectively Using HCAHPS](#)

[Patient Experience Institute](#)



**Learn
More**

THANK YOU

Joan Cardellino

Joan.Cardellino@gmail.com



Visit the [VSys Voices Webpage](#)