CLARIFIRE HEALTH®

Regional Hospital Network Sustains Increased HCAHPS Top Box Scores with Innovative Technology

Overview

With over four years of experience, healthcare workers are well versed in the requirements and nuances of HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scoring. The real question is, how do you improve your scores and, more importantly, sustain that increase? Managing patient care in terms of random HCAHPS patient experience survey is challenging from nearly every perspective. Most important, coupling the financial implications of lost Medicare reimbursements with patient-centered care detracts from the clinical aspects of healthcare, forcing hospitals to seek ways to stretch nurse availability year after year. The Medicare loss/gain component of reimbursements is set to increase in 2017 from 1.5 percent to 2 percent, which could translate to increased losses from poor survey marks. Mitigating these losses typically involves expanded reliance on technology; however, with numerous studies conducted since the introduction of HCAHPS, infrastructure technology has not consistently provided this relief, nor a sustainable increase in scores. Now more than ever, the industry needs healthcare technology that offers user flexibility and can impact the patient experience real-time… that's innovation.

Solution

This study, based on a hospital network that implemented an innovative workflow solution nearly two years ago, reflects how quickly sustainable results can be achieved with the right technology partner. At the center of the issue of HCAHPS scores and patient experience is the process of nurse rounding. Rounding is the key to hospital success in this environment, but has proven difficult to introduce and sustain. Not as unusual as one might think, this hospital network used an entirely paper-based process for rounding at the time of engagement. With no standardized process for rounding, there is no accountability for completion of rounding tasks, and no means for follow up on issues that present themselves during a patient's stay. These issues are important as they lead to greater exposure to HAI (hospital acquired infection) and increased readmission rates, both contributing to overall HCAHPS scores. In a hospital network, this has a trickledown effect, where the poor or mediocre scores of one hospital bring down the scores for the entire network. This situation can exist even when technology is present, as nurses abandon their laptops or iPad and resort to taking notes or memory while in with the patient. CLARIFIRE HEALTH™ eliminates this scenario by offering a rounding solution that is so innovative, nurses want to use it! As offered by a participating Nurse Manager, "CLARIFIRE® has provided our units with real accountability, we have seen a dramatic increase in our scores related to Nurse Communication."

Post Implementation Results

The hospital network involved in the study reported upward trending statistics and significantly improved "Top Box" scores within the first year of implementation – Client scores increased by up to eight percent and up to 40 percentile ranks! Top Box is the highest possible response category that a patient can select when answering a survey question. The HCAHPS Percentiles Table displays key percentile ranks for the 11 HCAHPS measurements.
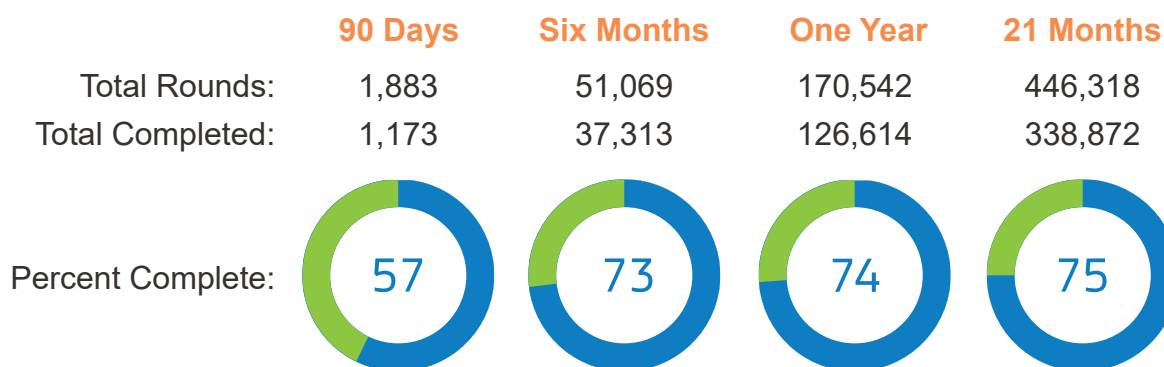
The following represents historical data from the client's Top Box score and rank based on the HCAHPS Percentiles Table. The reported metrics illustrate a positive client trend derived and sustained while using the CLARIFIRE HEALTH rounding system.

	Top Box Scores Increased by		Percentile Ranks Increased By	
	12 Months	21 Months	12 Months	21 Months
Communication With Nurses Domain	2.4%	3.7%	16	23
Communication About Medicine Domain	4.4%	6.7%	26	41
Discharge Information	0.8%	3.1%	3	27
Care Transitions Domain	5.7%	6.6%	31	33
"Hospital staff took your preferences into account?"	8.3%	8.9%	40	40
"Staff worked together to care for you?"	1.1%	9.5%	1	43
"Staff included you in decisions regarding your treatment?"	3.3%	8.9%	7	18

Critical to successful implementation of any new process or system is adoption by personnel. Having great technology is meaningless if personnel do not have the time or the desire to incorporate use into their daily routine. As a part of this study, reports reflected that **adoption and compliance trended upward significantly within the first 90 days and sustained continued improvement for nearly 2 years** – Client reported an increase from 40 percent to 57 percent adoption!

Internal reports and statistics are reflected for the total nursing rounds initiated and those completed, with the percentage completed used to reflect increasing follow through to the end of the task. Those results are derived from the onset of implementation of the CLARIFIRE HEALTH rounding system through 21 months.

Post Conversion Sustained Results
using CLARIFIRE HEALTH Rounding

	90 Days	Six Months	One Year	21 Months
Total Rounds:	1,883	51,069	170,542	446,318
Total Completed:	1,173	37,313	126,614	338,872
Percent Complete:	57	73	74	75

Nurse rounding is a key touchpoint within the healthcare process, and with improvement, can have a direct correlation with increased HCAHPS scores. Rounding creates the opportunity to engage the patient, identify care issues, and initiate early intervention when there are issues. Not only does this impact the patient's view of their care, but readmissions can be minimized and scores improved, providing reduced patient and financial risk.

Conclusion

Today's healthcare requirements necessitate a technology solution that captures patient and event-based data in a format that is immediately accessible on a mobile device, as well as interfacing with EHR (Electronic Health Records) systems. The study of this regional hospital network's success upon implementing the CLARIFIRE HEALTH rounding solution illustrates this opportunity. The hospital network was able to readily implement a system to standardize the rounding process, delivering immediate event reporting from a customizable interface. The ability for nurses to personalize their approach to rounding and access from a mobile device empowered personnel to readily adopt and maximize the value of the tool. CLARIFIRE HEALTH differs from other solutions; it is a fully developed mobile solution that incorporates user functionality, such as swiping and tapping, to deliver an experience that doesn't compete with the core process of rounding. This success directly translated into increased HCAHPS "Top Box" scores, improved percentile rankings, and achieved greater compliance with rounding operational guidelines.

CLARIFIRE HEALTH is 'the solution' that will maximize the patient experience alongside hospital HCAHPS scoring; a proven workflow solution that will differentiate your hospital network's proficiency in rounding by providing data in real-time and improving patient service delivery by creating nurse availability and improved communication. In response to this case study, the Chief Nurse Executive noted that, "Great continuity of care throughout our units, and even our hospitals, is achieved with the help of this application." CLARIFIRE adds consistency and immediacy to rounding procedures, helping to standardize best practices and optimize healthcare processes. Mobile access allows personnel to immediately manage inpatient challenges and milestones, as well as minimize the chance of readmission. The net effect is a swift and enduring, positive impact on the hospital network's HCAHPS scores. **Improve and sustain your hospital scores today with CLARIFIRE!**

Read our eBook, New Rules for Nurse Leader Rounding, to learn more!

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