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## Nebraska Quality Residency Program Agenda's

### Module I - Patient Family Engagement & Emergency Management

(Leads: Anne Timmerman, Amber Kavan, Francine Parmenter)

September 9, 2022

TBA

#### Objectives:

1. State key principles of the principle of excellence: creating value for the customer.
2. Identify strategies for engaging patient and care partners into all levels of a system.
3. Explain the HCAHPS survey and how the survey is administered.
4. Describe how the Patient Satisfaction survey is scored.
5. Differentiate HCAHPS mean score versus the top box score in organizational reporting.
6. Demonstrate how to use your HCAHPS scores for organizational improvement.
7. Describe core elements of emergency management plan.
8. Describe risks and assessment of water management.

#### Pre-work:

1. Bring latest HCAHPS report
2. Familiarize self with facility emergency and water management plans

8-8:30	Program Overview	Anne Timmerman Amber Kavan Francine Parmenter
8:30 – 10:00	Creating Value for the Customer <ul style="list-style-type: none"><li>• Value Definition</li><li>• Identifying Value Drivers</li></ul> Voice of the Customer <ul style="list-style-type: none"><li>• Patient &amp; Family Engagement (PFE) definition</li><li>• Tools and Strategies to successfully engage patients and families</li><li>• From Concept to reality</li></ul>	Anne Timmerman Amber Kavan

10:00-10:15	Break	
10:15-12:00	HCAHPS & Patient Satisfaction <ul style="list-style-type: none"> <li>• The world of HCAHPS</li> <li>• Working with Patient Satisfaction reports</li> <li>• Feedback and Service Recovery</li> <li>• Care Compare Website</li> </ul>	Anne Timmerman
12:00-12:30	Lunch	
1:00 -2:30	Emergency Management	Dari Olson
2:30-2:45	Break	
2:45 -4:30	Water Management	Sharon Conroy
4:30-5:00	Wrap-Up Feedback	