



REGISTER NOW

Proven Strategies for Tackling Low Physician HCAHPS Scores

Webinar #021517-MS

DATE AND TIME

February 15, 2017
12:00 - 1:30 p.m. CT

OVERVIEW

Is your hospital working to improve patient satisfaction (HCAHPS scores) and process of care measures to prevent any loss in reimbursement? Knowing what actions to take is as important as knowing what not to do. This webinar will show you how to develop usable data, engage physicians in the process, and help your physicians become HCAHPS superstars. Mr. Snyder will also give participants tips on dealing with standard physician objections and he will show you how to sustain high scores once you have achieved them.

TARGET AUDIENCE

CEOs, CFOs, COOs, CMOs, CNOs, quality improvement staff, physician leadership and service excellence, and patient experience leadership.

OBJECTIVES

1. Engage physicians in a constructive dialogue about patient satisfaction scores.
2. Create an environment to help doctors want to have improved scores.
3. Support physicians on their journeys to have better interactions with patients and higher scores.
4. Understand the major barriers for doctors to achieve higher scores and how to address those barriers.

FACULTY

Robert M. Snyder, Jr., FACHE
President, Bo Snyder Consulting, Inc.

Author of *The Best Patient Experience: Helping Physicians Improve Care, Satisfaction, and Scores* and *A Physician Guidebook to The Best Patient Experience* (both by Health Administration Press), Bo Snyder has helped healthcare leaders work more effectively with their physicians in many settings.

To large academic medical centers, community hospitals and multi-hospital systems, he brings broad, “real world” knowledge of the challenges and opportunities inherent in healthcare organizations. His unique perspective also includes extensive knowledge of patient satisfaction and leadership of high performing organizations gleaned from work as a Baldrige examiner and from nearly two decades at a Baldrige-award-winning hospital—Bronson Healthcare (Kalamazoo, Michigan).

This background makes Bo Snyder widely valued as a consultant, physician coach and speaker. A Fellow of ACHE, he holds a master’s degree in health management from the University of Michigan, where he also serves as an adjunct professor.

PRICE

\$195 per connection.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!

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