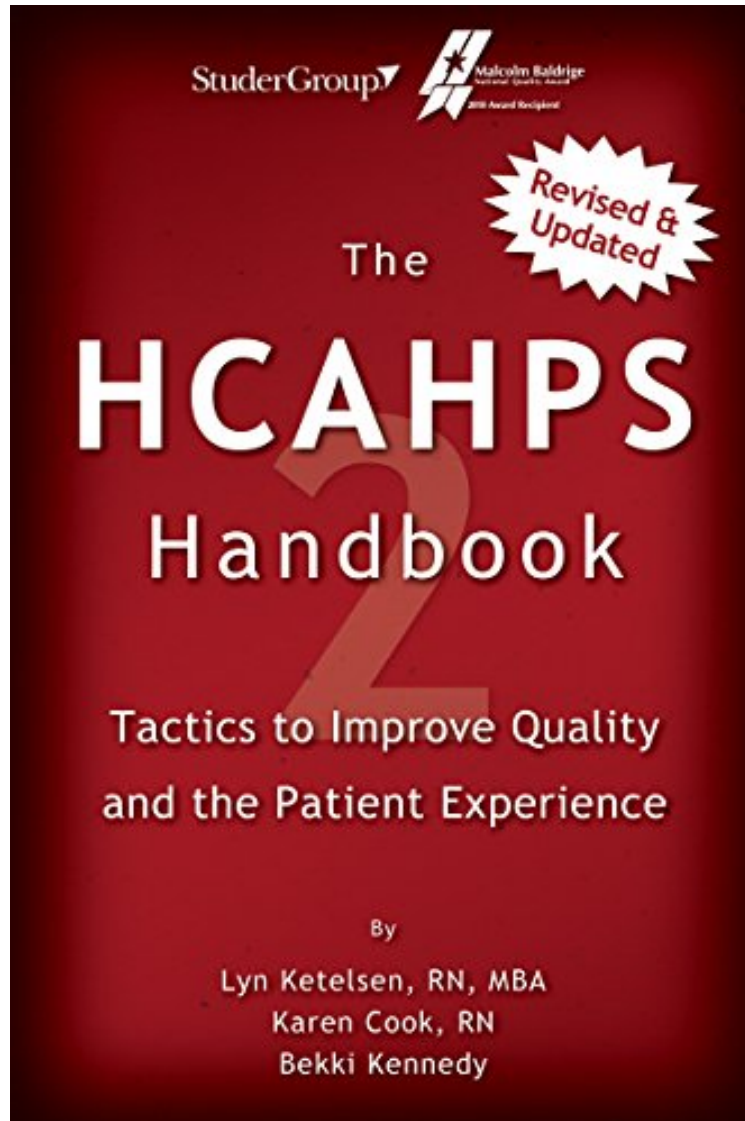


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## The HCAHPS Handbook 2: Tactics to Improve Quality and the Patient Experience

Lyn Ketelsen, Karen Cook, Bekki Kennedy

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**Lyn Ketelsen, Karen Cook, Bekki Kennedy : The HCAHPS Handbook 2: Tactics to Improve Quality and the Patient Experience** before purchasing it in order to gage whether or not it would be worth my time, and all praised The HCAHPS Handbook 2: Tactics to Improve Quality and the Patient Experience:

0 of 0 people found the following review helpful. Good primer but repetitious and a marketing 'sell'By W. MurphyThis book basically covers five main techniques for improving scores but packages them in a Studer

proprietary concept. By the fourth chapter the tactics to employ are repetitious and by the last chapter you start talking to yourself with 'yadayadayada'....The book has some good reminders for anyone who has management experience and suggests engaging employees by connecting the dots of 'why' is an important factor to obtaining consistent improvement. It also lies to promote other Studer books and seminars/training and reminds you why you need to use them because they achieve great and consistent results with their five constantly cited clients. The statistics are not correlational though they imply such and some of the graph results were misleading in representational trends. I read this as part of my employment training, and while it was a quick read (especially as it gets repetitious) it has useful tools to employ and is a good primer on engaging employees to achieve a better patient experience. 0 of 0 people found the following review helpful. Must Have for Hospitals! By Customer Excellent book - love Version 2! Bought for my Service Excellence team and for our hospital leaders. Must have as a follow up to Hardwiring Excellence. 1 of 1 people found the following review helpful. Five Stars By Customer Great book for great price!

Discover the newest proven tactics for consistently high HCAHPS results. In the race to improve the patient experience, organizations coached by Studer Group have a distinct edge. They outperform the nation on HCAHPS measures by an average of 21 percentile points, outpace it in improvements at a speed of nearly 50 percent faster, and also beat the national average in every core measure. What's more, they set themselves up for quick, sustainable improvements in outcomes connected to future value-based purchasing changes. The revised new edition of The HCAHPS Handbook: Tactics to Improve Quality and the Patient Experience - written by Lyn Ketelsen, RN, MBA, Karen Cook, RN, and Bekki Kennedy - lays out the strategy and tactics that enable them to consistently perform at such a high level. It retains the how-to focus that made the first edition a bestseller, while also providing fresh evidence and vital new content. This book is a valuable resource for organizations seeking to provide the exceptional quality of care their patients expect and deserve. It provides: A new section up front that functions as an HCAHPS primer - great for helping to set the right goals and getting people aligned and accountable. Vital information on the five new HCAHPS questions that became mandatory in 2013. New tactics to improve quality and patient perception of care in areas pinpointed by the new Care Transition Composite. Fresh evidence straight from Studer Group's Learning Lab on which tactics are most successful at moving metrics on all HCAHPS questions. Insights on critical tweaks you can make to refine and perfect the tactics you are already using. The first edition of The HCAHPS Handbook has quickly become an authoritative resource for healthcare organizations seeking to maximize clinical quality, patient perception of care, and reimbursement. The revised and updated second edition is a can't miss resource for any organization seeking to maximize clinical quality and the patient experience...while protecting the margin that keeps you living your mission.

About the Author Lyn Ketelsen, RN, MBA has been a RN for 28 years and joined Studer Group 12 years ago. In conjunction with the Alliance for Healthcare Research, Lyn co-authored the largest study ever conducted on reducing call lights which was published in American Journal of Nursing in September 2006. She has demonstrated her ability to not only coach others to a higher level of performance, but that she can walk the talk. Karen Cook, RN, is a senior coach at Studer Group. She was the primary author of one of the industry's first HCAHPS toolkits, published by Studer Group in 2007, which became the springboard for the first edition of The HCAHPS Handbook. Bekki Kennedy in 2004 launched Fire Starter Publishing, which has contributed to over one million books in the marketplace and collaborates with Studer Group coaches and other experts to collect research and evidence, distill it all down to the best of the best, and connect it to the high-impact tactics that help organizations thrive in the pay-for-performance era.