

BENEFITS OF PARTICIPATION

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Where the world comes for answers

Benefits of Participation

- First comprehensive database for Child HCAHPS
- Free resource available to all survey users
- Data will be case-mix adjusted for meaningful peer comparisons
- Comparative data can be used for:
 - ▶ Identifying opportunities for improvement (examples to follow)
 - ▶ Tracking progress over time
- Research data sets can be used to link to other important quality measures

Utilizing Child HCAHPS Scores to Identify Opportunities for Improvement



- Pediatric hospitals nationwide have used Child HCAHPS scores to measure and enhance multiple dimensions of care:
 - ▶ Improving Communication with Providers
 - ▶ Preparing Families for Discharge
 - ▶ Engaging with Patients and Families to Improve Pain Management
 - ▶ Improving Overall Willingness to Recommend
- AHRQ Child HCAHPS toolkit highlights QI case studies:
<https://www.ahrq.gov/pqmp/implementation-qi/toolkit/child-hcahps/index.html>

Case Study #1: Improving Communication with Nurses

Goal:

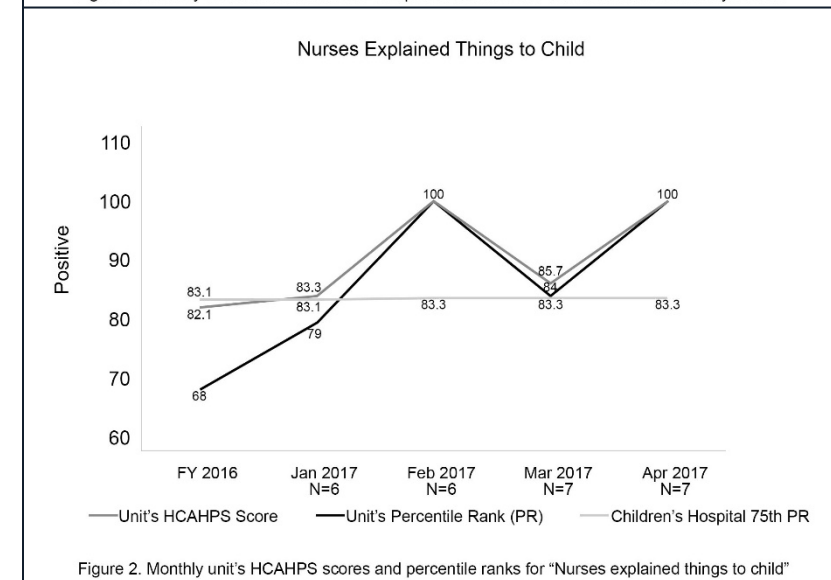
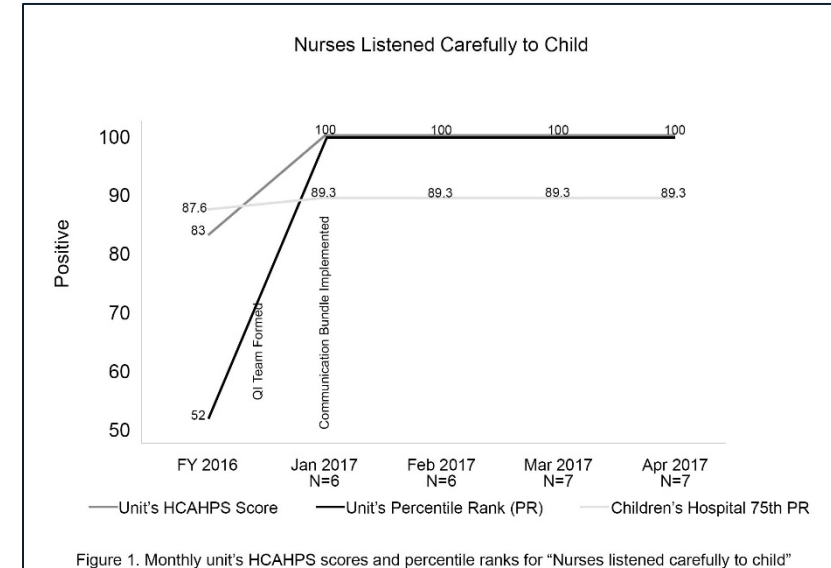
- Improve Child HCAHPS nurse-child communication scores above 75th percentile

Intervention:

- Communication bundle
 - ▶ Bedside nurse shift reporting, whiteboards, scripting

Outcome Measures:

- Child HCAHPS scores for two communication questions:
 - ▶ 1) How often the nurse listened carefully to the child; and
 - ▶ 2) How often the nurse explained things in a way that was easy for the child to understand.



Case Study #2: Improving Pain Management Engagement

Goal:

- To engage patients and families in conversations about pain management to improve effectiveness of pain treatment.

Intervention:

- Interactive patient care technology and new pain assessment workflows

Outcome Measure:

- Response to Child HCAHPS question: “Did staff do everything they could to manage your child’s pain?”

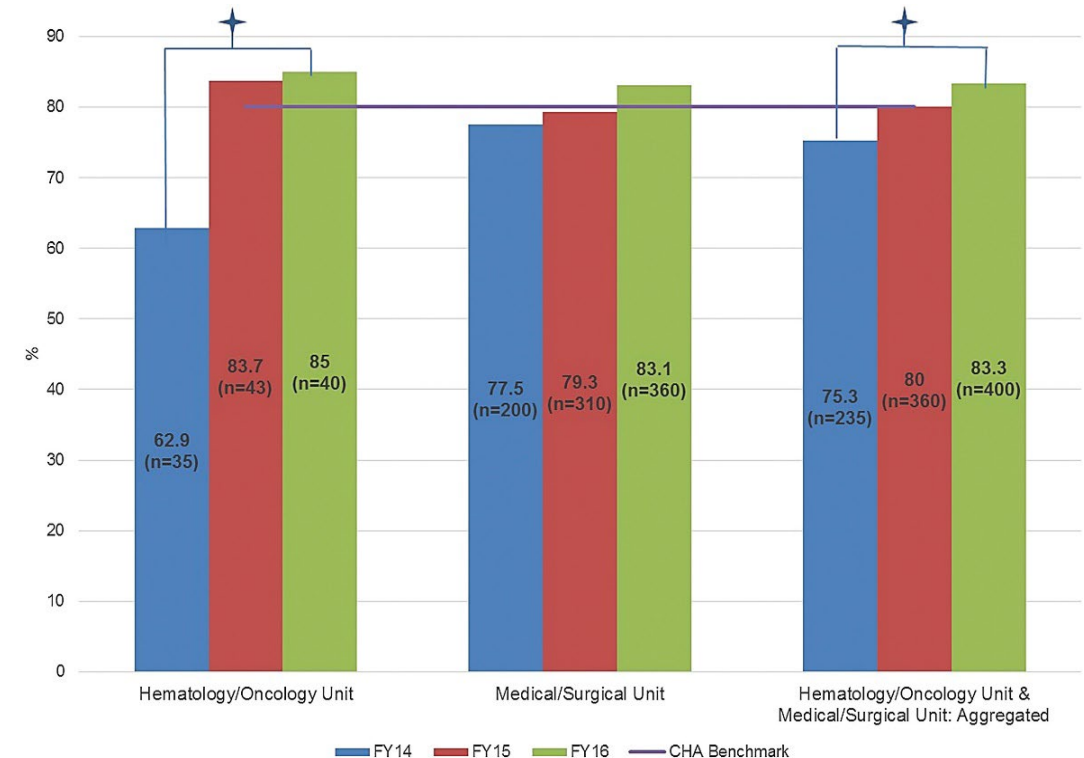


FIGURE 1. ■ Proportion of positive responses to HCAHPS pain question: “Did staff do everything they could to manage your child’s pain?” † Statistically significant difference $p < .05$. HCAHPS = Hospital Consumer Assessment of Healthcare Providers and Systems; CHA = Children’s Hospital Association benchmark; FY14 = fiscal year 2014, baseline measure; FY15 = fiscal year 2015; FY16