

# HCAHPS *Achieve*



The HCAHPS process has now become part of your organization's daily life. And while the standard instrument and results keep you compliant and help you compare to similar organizations, shouldn't you be using the process to improve patient satisfaction? Shouldn't you be using the process to *achieve* greater results?

The Jackson Group has offered patient and customer satisfaction survey services to the healthcare industry for over 30 years, focusing on providing flexible survey delivery options, easy-to-read reports and unparalleled customer service.

As one of the initial survey research firms to meet with the Centers for Medicare and Medicaid Services and help develop the current HCAHPS survey instrument, The Jackson Group is proud to offer turn-key HCAHPS services as part of its array of services to healthcare organizations.



## HCAHPS "Standard"

Using a skilled in-house telephone call center, The Jackson Group has been collecting and managing HCAHPS data for many clients since the program's inception. The standard HCAHPS services includes the **handling of discharge data files, drawing appropriate samples, conducting telephone calls** to all sampled, and **reporting the data to your organization** on a quarter basis.

The Jackson Group also handles **submitting the appropriate files and data to CMS / HCAHPS** to ensure your organization is compliant and your results are available on the *HospitalCompare* web site for public viewing.

All of this is done with the highest level of customer service possible, as each organization is assigned a direct project manager and a data specialist – both available to answer questions and address your organization's needs.

## HCAHPS *Achieve*...

- **Sharper focus** for improvement efforts through department & service line breakouts
- Greater **patient satisfaction** through your own custom inquiries
- **Better understanding** of HCAHPS results through analysis and presentations
- **Quicker access** to results through the Mercury online system

## But what if you need more?

Although the HCAHPS instrument and reports by themselves are useful and help you understand how the public will view your organization, it does not act on its own as a "performance improvement" tool. Without knowing which department or area responses come from, it is hard to focus improvement efforts on the areas that most need them. And without "real-time" access to your data, you cannot respond quickly to shift-related issues that may arise.

The Jackson Group has introduced the "*HCAHPS Achieve*" program to provide your organization with additional tools and services to make the most use of your standardized survey process. Under *HCAHPS Achieve*, your organization would receive double the number of completed calls per year, which in turn would give you more ability to receive meaningful "breakout" reports by service line and by department. And you would also have online access to Mercury, The Jackson Group's web-based tool for real-time data analysis.



	HCAHPS Standard	HCAHPS Achieve
Completed Survey Calls	300*	600*
Quarterly Report	✓	✓
Monthly Response Counts	✓	✓
Service Line Breakouts (3/quarter)	✓	✓
Competitor Comparison Reports	up to 5 comparisons	up to 10 comparisons
Mercury On-Line Data Access		✓
Additional Survey Questions (up to 10)		✓
Department Breakouts (5/quarter)		✓
Regression Analysis (once a year)		✓
On-site presentation of results (once a year)		✓

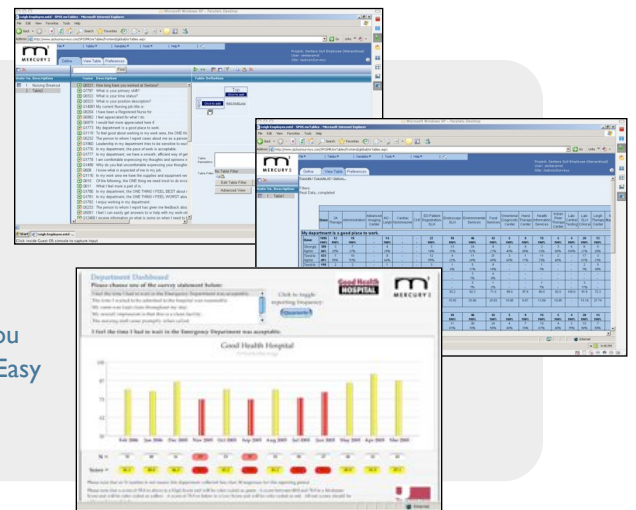
In addition to the increased number of calls, **HCAHPS Achieve** provides you with other additions. You can also add up to **ten additional inquiries** to the end of your HCAHPS inpatient survey to address unique needs or goals your organization may have. Each quarter, you have the capability to receive up to **five department-level breakout reports** to better understand where your results are coming from and focus your improvement efforts. Once a year, The Jackson Group will produce a “**regression analysis**” on your **HCAHPS Achieve** data to help you see what elements of the survey have the most impact on your patients’ overall satisfaction. And each year, your Jackson Group consultant will visit with you and **present your year’s worth of results** in an engaging conversation. And, as always, you can continue to customize the services you receive from The Jackson Group to truly make the program your own.

\* Note: The exact number of completed calls will vary throughout the year based on response rate. The Jackson Group will draw the appropriate sample size each quarter according to CMS specifications, but must place calls to everyone that is sampled, resulting in a varied number of completed calls. Any calls beyond the 300 or 600 targeted will be charged on a per completed call basis.



When taking part in the HCAHPS Achieve program, our innovative data reporting system, **MERCURY**, allows you online access to your data at any time. This feature provides you with the ability to access and view comprehensive survey results and utilize the data before physical reports are

generated. For a quick snapshot of your data, our Dashboard system gives you the option to look at individual statements and department-specific results. Easy to read graphs and charts provide for a quick analysis of your results. *(Dashboards are not included with Mercury access; additional fees apply.)*



For more information on either the HCAHPS Standard or *Achieve* programs, or to request a proposal or on-site presentation, contact us by telephone at 800.554.0373, on the web at [www.thejacksongroup.com](http://www.thejacksongroup.com), or by email at [info@thejacksongroup.com](mailto:info@thejacksongroup.com)



**THE JACKSON GROUP** is a management consulting / survey services firm serving over 220 clients in over 38 states and internationally, specializing in employee satisfaction, customer/patient satisfaction, leadership development, and multimedia services.

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