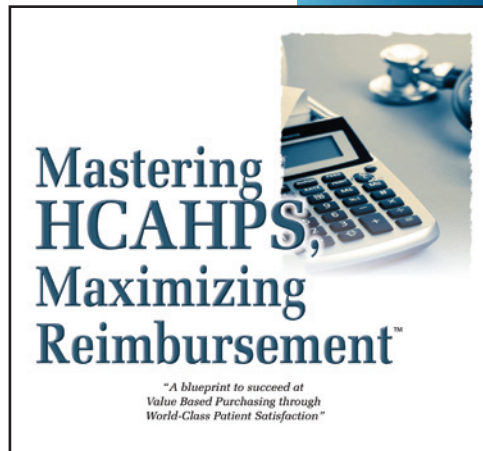


Mastering HCAHPS, Maximizing Reimbursement™



MISSION:

A blueprint to succeed at Value Based Purchasing through World-Class Patient Satisfaction.

YOU WILL LEARN HOW TO:

- ▶ Clearly comprehend the HCAHPS Survey process and discover the hidden opportunities for enhanced patient satisfaction.
- ▶ Gain first hand working knowledge of the CMS “Value Based Purchasing” policy and how to avoid costly penalties in reimbursement.
- ▶ Fast track your HCAHPS improvement process by applying a dynamic “60 Day Quickstart” process.
- ▶ Implement a “13 Stepping Stones to Service Excellence” blueprint for systematic improvement of the patient experience.
- ▶ Empower nurses at the bedside to deliver empathetic, compassionate care through the 5 step “S.E.R.V.E.” technique.
- ▶ Significantly improve outcomes by applying the hourly rounding best practice.
- ▶ Create a system of leadership accountability that will pay immediate and long term dividend.

SEMINAR ATTENDEES SAY IT BEST:

“This is by far the best solution to HCAHPS I’ve ever encountered. Thanks so much!”

– *Tim Larkins, Director of Patient Finance, Greenville Hospital Systems*

“Brian’s talk was superb – love to have the complete PowerPoint.”

– *Kevin Gallagher, Executive Director, St. Catherine Hospital*

“Brian – Thank you for continuing to motivate us and give us great tools we can take back to help us continue our quest towards excellence.”

– *Amy Arledge, VP Support Services, St. Lukes Hospital*

“Brian gave us practical tips to implement change at work.”

– *Emily Mouser, HR VP, McAlester Regional Health Center*