

# CINDY ARONSON TRAINING

Corporate training, seminars, and keynotes

**In the Age of HCAHPS: *Discovering W.H.A.T. Leads to Always*®**

## **Six Letters and 27 Questions Will Change Healthcare Forever: *ARE YOU READY?***

If ever there was a time to ensure your team is always committed to your hospital's mission of delivering excellent patient care, the time is now.

The Age of HCAHPS (*Hospital Consumer Assessment of Healthcare Providers and Systems*) is here. And its' 27-question, nationally standardized survey tool is measuring, and publicizing, consumers' perception of the quality of care they receive at your hospital --- along with every other hospital in the country. How your consumers respond will affect your reputation and your bottom line.

Every good hospital expresses a commitment to deliver quality patient care. With HCAHPS, your consumers now have a visible say in how well you're doing in living up to that commitment. Today, your survey results are regularly updated and posted online (at [hospitalcompare.hhs.gov](http://hospitalcompare.hhs.gov)) – giving the public quick and easy access to see how your hospital is perceived, while comparing you to others. These results provide potential consumers with better information when weighing healthcare choices. It's likely they also factor into decisions and options of current team members, potential candidates, vendors, volunteers, and your entire community.

The good news is that great hospitals, and their team of people committed to delivering excellence, welcome the HCAHPS 'scorecard.' Feedback from consumers is powerful: it helps to celebrate the team's success and effectiveness – while at the same time, quickly pinpointing opportunities for improvement when scores are less than desirable.

**Our workshop, 'Discovering W.H.A.T. Leads to Always'** is designed to encourage your best team members to stay on track and keep the momentum of excellence going—while re-engaging the commitment of those who may be disconnected from their commitment and purpose.

**The 3-hour, interactive workshop gets your team focused and ready for the Age of HCAHPS by:**

- **Inspiring them** – with an internal, self-motivated choice to be part of an 'A-Hospital' that always delivers excellence.
- **Helping them to recognize the advantages of delivering excellence** – and discovering how it becomes a win-win for everyone – themselves, their workplace, consumers, their families & the community.
- **Assessing their current commitment to deliver excellence** – using a scorecard which coordinates with the HCAHPS survey, they'll benchmark their own strengths and identify personal opportunities for improvement .
- **Giving them powerful tools that work** – they'll walk away with techniques they can act on immediately; specific ways they can deliver excellent patient care so consumers feel respected, informed, cared for, and listened to – always.

***It would be our privilege to partner with your hospital in delivering this important message to your team. Together, we'll make a positive difference in the excellent care you provide to all you serve. Please contact us below to learn more.***

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