

## THE GOAL

Measure the impact implementing a patient engagement solution has on facility HCAHPS scores

## DETAILS

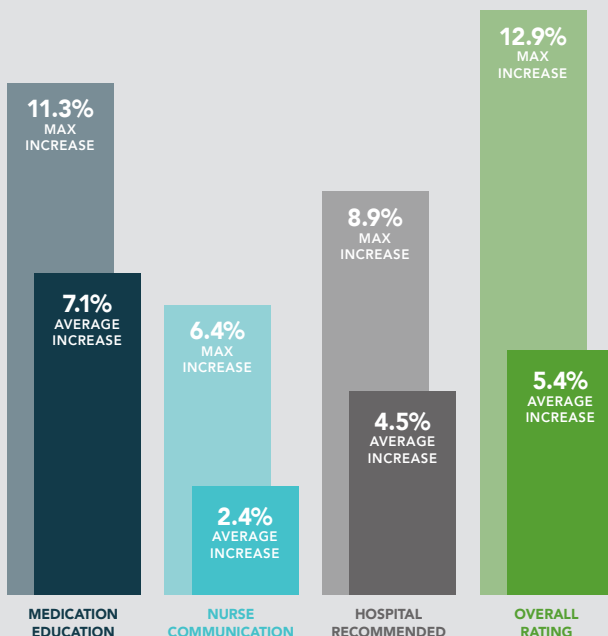
# Patient Engagement Solution Impacts HCAHPS Scores

STUDIED NINE HOSPITALS
John Dempsey Hospital – UConn Health
John D Archbold Memorial Hospital
Fairbanks Memorial Hospital
Eden Medical Center – Sutter Health
Mayo Clinic Health System Franciscan Medical Center – La Crosse
North Memorial Medical Center
Phoebe Sumter Medical Center
Williamsport Regional Medical Center
Wentworth - Douglass Hospital

SONIFI Health completed a comparison study of facility HCAHPS scores pre- and post- implementation of an interactive patient engagement system. Nine hospitals were selected for the study based on the timing of their implementation in relation to the HCAHPS data reporting periods. Thus, providing a correlation of the two timelines.

The study objective was to verify if hospitals investing in patient engagement technology could see a measurable impact on HCAHPS scores within 12 months. Since HCAHPS scores factor into Medicare Payment Reimbursement amounts, even minor changes to these scores significantly influence hospital productivity as well as the overall patient experience.

## RESULTS



### MEDICATION EDUCATION

Medication Education scores saw the highest impact with a **7.10% average increase**. This is likely related to the solution simplifying assigning & accessing patient education.

### HOSPITAL RECOMMENDATION

**6 of 9 hospitals** improved their **Hospital Recommendation score** from below State & National average to above average **in less than 12 months**.

### OVERALL IMPROVEMENT

The Overall Rating score **increased an average of 5.36%**. This demonstrates patients feel they have a good experience in hospitals with interactive engagement systems.