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# How can I use EasyView® to motivate staff and recognize excellence?

Before we can learn from our successes, we first have to discover where they are. There are endless ways to slice and dice your data on PRCEasyView.com®, but here are some quick tips for illuminating your bright spots.

## **HCAHPS Dashboard: Find the units that have hardwired behaviors necessary for high quality care.**

Today's focus on HCAHPS makes the Dashboard an important tool not only for looking at individual unit scores, but for finding those units that are top performers. This application displays the HCAHPS data in an easy-to-read table format that is color coded to show high, middle, and low scores. Blue indicates those scores that are at the benchmark for CMS and Value-Based Purchasing. These high scoring units are high scoring for a reason; find out what that reason is so that it can be replicated in other units.

## **Quickview: View which survey questions are scoring highly.**

In this application, you can see the scores from all of the Excellent-Poor rating questions for an individual unit or hospital. This information can be used to help the unit/hospital realize where strengths are and try to apply those strengths to other survey questions.

## **Target Tracker: View all responses and monitor the distance from achieving your goal.**

This application allows you to see the full breakout of responses to questions, helping staff realize that the challenge is to move patients from feeling satisfied to feeling wowed. As one of PRC's most popular tools, this view of data is very easy to understand. Instead of overwhelming the graph with percentiles and percentages that sometimes require explanation, it humanizes the data and shows the number of patients and how they responded to the question.

## **Rankings & Scorecard: Identify best practice performers within your organization.**

The Rankings and Scorecard applications can be used to determine which units are top performers within the hospital or system. Any question with normative data can be graphed. This feature is particularly useful for departments within the hospital such as Food Service or Environmental Services. Those at the top of the graph may be used as teachers to the other middle- and low-performing units.



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## **Voices®: Hear straight from the patient what stood out about the care.**

Within Voices®, you can play patient responses from two questions asked at the end of the survey. The first question asks, “During your visit, was there anything you felt was outstanding?” and then probes for specific examples. The second question is more problem-fixing focused. It asks, “What could have been done to improve your visit?” Both of these questions provide insight into patient experience, but the first focuses on recognizing excellence. Many of our top performing clients use Voices® to share stories of what’s working within their department or unit. These units play the recordings in staff meetings to serve as recognition for the persons involved, and also to better understand what defines a patient experience as excellent. Beyond staff meetings, some high performers have a system in place to email a recording to the person referred to in the recording. A patient’s voice is much more expressive than a written comment. When you listen to a recording, you can hear the emotion in the patient’s voice as she expresses how much she appreciated her nurse’s communication, for example. Hearing a patient’s voice makes the feedback more human, keeping staff focused on the fact that these are people, not just numbers.

Your patients already like you. Studying your success by using these PRCEasyView.com® applications help you determine what it would take to get your patients to love you.

