

Abstract #13660

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Title

Cost effectively implementing the HCAHPS Learning Module during the Interprofessional Simulated Hospital Day



Purpose

The purpose of this project was to assess the effect of the HCAHPS Learning Module on undergraduate nursing students' HCAHPS knowledge and nursing practice during the Simulated Hospital Day (a four hour simulation with live scripted “patients”).



Relevance/Significance

The focus on a quality patient experience, patient safety and reimbursement is paramount in today's healthcare settings. This information is obtained through the HCAHPS survey. With this new focus on reimbursement, hospitals are placing more emphasis on customer service training for their staff and newly hired graduate nurses. Introducing these concepts to undergraduate nursing students will prepare them for expectations they will experience as staff nurses.



Strategy and Implementation

The HCAHPS Learning Module consisted of three tools: Pre/Post-module quiz, Learning module, and HCAHPS Survey. The module included an explanation of the HCAHPS survey. The study was implemented during the Simulated Hospital Day (SHD). During the two-day four-hour simulation, nursing students (50) provided all the care and skills for the live “patient” in real time. “Patients” (25 nursing students) were provided with scripts via laptop computers that adjust every thirty minutes. The “patients” scored the healthcare providers on their quality of care, answered NCLEX style questions and completed dosage calculations on an hourly basis. At the end of the SHD they scored their care on the HCAHPS survey. The nurses address patient needs, provide total care, complete assessments, pass medications, conduct patient teaching, completed necessary skills, and communicate with the patients and other team members. All of these efforts to improve the patient experience.



Evaluation

Sample of 213, 31% male and 75% Hispanic descent. A paired samples t-test showed there was a significant difference between scores at pre-test ($M = 3.62$, $SD = .91$) and at post-test ($M = 4.58$, $SD = .67$), $t(212) = -13.12$, $p < .001$. To determine the effect of being a “patient” or “nurse” on day one an independent samples t-test did not differ significantly between day one “patients” and “nurses”.



Implications for Practice

Win-Win. The students have been educated and have experience with HCAHPS which equals reduced orientation time, more marketability and competent patient care. Reduced expenses for hospital orientation and can get them to the bedside at a quicker pace, which impacts the bottom line.



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Simulated Hospital Day - 50 second video

http://www.youtube.com/watch?v=0yzdqH_vHg