**Kansas City Quality & Value Innovation Consortium (QVIC)**

**Patient Experience, Satisfaction, and Engagement Working Group**

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Problem: Kansas City hospitals would like to increase HCAHPS scores.

Opportunity: A partnership between hospitals and researchers could address HCAHPS scores through a two-stage approach – assessment and intervention.

*Assessment:*

* Use the analytical skills of health services researchers to examine HCAHPS data to determine:
  + What are the lowest and highest scoring items/domains?
  + What items drive HCAHPS scores?
  + Are these different by patient demographic characteristics?
* Use the qualitative skills of health services researchers to conduct focus groups with patients to determine:
  + What experiences affect the way that patients answer HCAHPS questions?

The QVIC Patient Experience, Satisfaction, and Engagement Working Group includes team members with the quantitative skills necessary to statistically examine HCAHPS scores and probe the data for actionable information. The Patient Experience, Satisfaction, and Engagement Working Group also includes researchers who are skilled at engaging patients and other stakeholders, facilitating focus groups, and analyzing qualitative data. Together, the quantitative and qualitative analyses can provide researchers and hospitals with specific targets for improvement.

*Intervention:*

* Use implementation scientists and quality improvement researchers to design and coach teams through interventions designed to address patient satisfaction and experience.

The QVIC Patient Experience, Satisfaction, and Engagement Working Group and the larger QVIC community includes members with experience in implementation and team science, in addition to quality improvement research capabilities. These individuals can provide hospitals with the support needed to successfully implement an intervention with a focus on sustainability.