

Proven Strategies for Tackling Low Physician HCAHPS Scores

Program Overview

Is your hospital working to improve patient satisfaction (HCAHPS scores) and process of care measures to prevent any loss in reimbursement? Knowing what actions to take is as important as knowing what not to do. This webinar will show you how to develop usable data, engage physicians in the process, and help your physicians become HCAHPS superstars. Mr. Snyder will also give participants tips on dealing with standard physician objections and he will show you how to sustain high scores once you have achieved them.

Program Objectives

At the completion of this program, the participants will be able to:

- Engage physicians in a constructive dialogue about patient satisfaction scores.
- Create an environment to help doctors want to have improved scores.
- Support physicians on their journeys to have better interactions with patients and higher scores.
- Understand the major barriers for doctors to achieve higher scores and how to address those barriers.

About the Speaker

Robert M. Snyder, Jr., FACHE
President, Bo Snyder Consulting, Inc.

Author of *The Best Patient Experience: Helping Physicians Improve Care, Satisfaction, and Scores* and *A Physician Guidebook to The Best Patient Experience* (both by Health Administration Press), Bo Snyder has helped healthcare leaders work more effectively with their physicians in many settings.

To large academic medical centers, community hospitals and multi-hospital systems, Bo brings broad, "real world" knowledge of the challenges and opportunities inherent in healthcare organizations. His unique perspective also includes extensive knowledge of patient satisfaction and leadership of high performing organizations gleaned from work as a Baldrige examiner and from nearly two decades at a Baldrige-award-winning hospital—Bronson Healthcare (Kalamazoo, Michigan).

This background makes Bo widely valued as a consultant, physician coach and speaker. A Fellow of ACHE, he holds a master's degree in health management from the University of Michigan, where he also serves as an adjunct professor.

Who Should Attend

CEOs, CFOs, COOs, CMOs, CNOs, Quality Improvement Staff, Physician Leadership & Service Excellence and Patient Experience Leadership



WEBINAR

DATE/TIME

Wednesday
February 15, 2017
1:00 PM - 2:30 PM

REGISTER
NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$175

Webinar connection & CD recording of
the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of
the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration.
Multiple participants can view the webinar. Payment must be received
before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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