

# Leadership Essentials for the Revised HCAHPS Survey (HCAHPS 2.0)

## VIRTUAL TRAINING

### WHEN

April 29, 2026  
11:00 AM – 12:30 PM

### PROGRAM FEE

MHEI Member: \$30

### REGISTER

To register, please visit [MHEI.org](https://mhei.org). After you register, you will receive the virtual training log-in instructions including meeting ID and password information.

Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239  
[kyost@mhei.org](mailto:kyost@mhei.org)

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## Program Overview

The HCAHPS survey was significantly updated effective January 1, 2025, with changes that include new measures (e.g., Care Coordination, Restfulness of Hospital Environment, Information about Symptoms), removal of some legacy items, and altered item content. These changes affect how hospitals collect data and how performance is publicly reported beginning in October 2026. Because of these updates, leadership and staff training is critical. This interactive session will address not just what changed, but on how to translate those changes into improved patient experience and quality results.

## Program Objectives

1. Interpret revised survey measures.
2. Identify how HCAHPS outcomes influence organizational quality, patient safety, and financial performance.
3. Articulate the role of leadership in shaping patient experience culture and aligning patient experience with organizational goals.

## About the Speaker

### **Katrina Coleman, BSN, MSN**

Over the past 25+ years, Katrina has consulted and coached hundreds of managers in developing and implementing key skills to create focus on achieving goals and easing their busy schedules. Katrina is a master's prepared nurse and an ATD-Certified Coach.

## Target Audience

- All Healthcare Leaders