ASPIRE RURAL HEALTH SYSTEM

Aspire for a healthier future.

HCAHPS

DOCTOR/PROVIDER COMMUNICATION

ASPIRE
RURAL HEALTH SYSTEM

IMPROVEMENT

Marlette Regional Hospital

Time Period	Doctor Communication Top Box %
CY 2023	82% (n=132)
CY 2024	81% (n=127)
YTD 2025:	85% (n=96)

Hills and Dales Healthcare

Time Period	Doctor Communication Top Box %
CY 2023	89% (only 33 surveys. 11/23-12/23)
CY 2024	86% (n=125)
YTD 2025:	89% (n=84)

ASPIRE
RURAL HEALTH SYSTEM

HOW?

- 2024 merger
  - Leadership and medical staff changes > Improvement/growth mindset
- **Employee and medical staff engagement**
- **Sharing survey results and comments, organizationally and to med staff leadership**

ASPIRE
RURAL HEALTH SYSTEM

ENGAGEMENT

CURRENT

- **Leader rounds**
  - CMO w/ hospitalists
- **Invited to:**
  - Strategic planning
  - CMO and APP at weekly senior team mtgs
- **Contributions**
  - Newsletters, biannual magazine
- **Recognition**
  - Awards, community service
    - Social media and sending notes
- **Medical staff newsletter and communications**
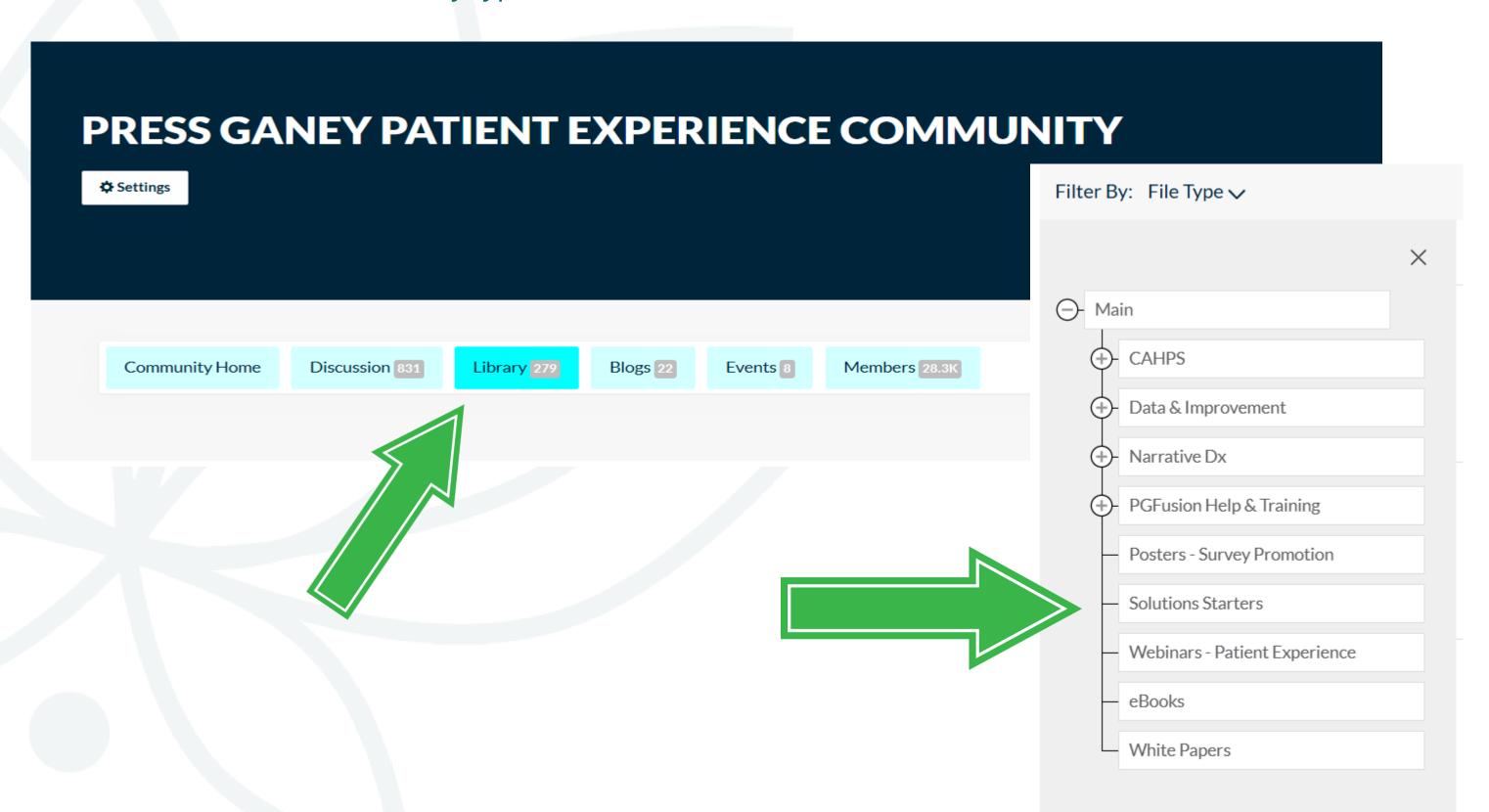
FUTURE

- **Leader rounds**
  - Senior leadership
  - Shadowing physicians
- **Physician-led:**
  - Communication education/training
  - Shadowing and coaching programs
- **Pulse surveys**
- **Patient feedback mechanisms**
  - Notepad at admission

ASPIRE
RURAL HEALTH SYSTEM

PRESS GANEY RESOURCE #1

- Solutions Starters for all survey types

Press Ganey Patient Experience Community - Press Ganey Associates

PRESS GANEY RESOURCE #1

- Solutions Starters for all survey types

Press Ganey Patient Experience Community - Press Ganey Associates

SHARING DATA AND INFORMATION

- Patient experience dashboards sent out monthly organization-wide
- Leaders and dept champions trained on Press Ganey system
- Workbooks created by Quality department
  - Dashboard, Comparative Data, HCAHPS Questions, Resources
- Survey Comments
  - Reviewed by medical staff leaders (also posted in dept by dept leader)
  - Drill down using PG reports

SHARING DATA AND INFORMATION

BELOW Highest Competition Top Box	SAME AS Highest Competition Top Box	EXCEEDING Highest Competition Top Box
(red)	(yellow)	(green)

2025 HOSPITAL (HCAHPS) PATIENT EXPERIENCE - All Aspire Hospitals

Top Box Score (Best Response) (%)	*All Other Responses* (%)

Aspire Rural Health System

2024	Q1	Q2	QTD	Q4	YTD	HCAHPS QUESTION	Quarter to Date (07/01/2025-07/31/2025) 2nd Best	Middle	Lowest	Running YTD 2nd Best	Middle	Lowest
1/1/2024 - 12/31/2024	1/1/2025 - 3/31/2025	04/01/2025- 06/30/2025	07/01/2025- 07/31/2025	10/1/2025 - 12/31/2025	01/01/2025- 07/31/2025							

▪Arrow in **2024** indicates whether 2024 performance trended up or down **from 2023**.
▪Arrows in **Q1** and **Q2** indicate whether performance trended up or down **from the previous quarter**.
▪Arrow in **QTD** indicates whether quarterly performance is trending up or down **since last month**.
▪Arrow in **YTD** indicates whether performance for the year is trending up or down **since last month**.

SUMMARY STAR RATING
DCH: Too Few
HD: 5★
MRH: Too Few

2024	Q1	Q2	QTD	Q4	YTD	HCAHPS QUESTION	2nd Best	Middle	Lowest	2nd Best	Middle	Lowest
Score to beat: 87						OVERALL RATING	7-8	4-6	0-3	7-8	4-6	0-3
-	-	-	-		-	Deckerville	-	-	-	-	-	-
88 ↑	94 ↑	90 ↓	100 ↑		93 ↑	Hills & Dales	0	0	0	6	1	0
81 ↓	81 ↑	74 ↓	71 ↓		76 ↓	Marlette	21	8	0	20	4	0
Score to beat: 89						DOCTOR COMMUNICATION	Usually	Sometimes	Never	Usually	Sometimes	Never
-	-	-	-		-	Deckerville	-	-	-	-	-	-
86 ↓	94 ↑	85 ↓	90 ↑		89 –	Hills & Dales	10	0	0	11	0	0
81 ↓	85 ↑	83 ↓	91 ↑		85 ↑	Marlette	9	0	0	14	1	0

ASPIRE RURAL HEALTH SYSTEM

SHARING DATA AND INFORMATION

HCAHPS (Inpatient)

	Public Reporting (Historical)			Comparative from Press Ganey (Current)		
	Aspire	Local	National	Michigan	National (All hospitals)	Michigan	Critical Access - US
	7/1/2023 - 6/30/2024 (Most Current Available Public Report)				5/1/2025 - 7/31/2025 (Current Benchmarking Period)		
OVERALL RATING							
DCH	N/A	87	72	70	71	68	77
H&D	91						
MRH	84						
DOCTOR COMMUNICATION							
DCH	N/A	89	80	78	79	78	82
H&D	91						
MRH	85						

Color shading on the dashboard is based on the highest score from all of the comparative data available to us. Example: For "Overall Rating," the "score to beat" is a local competitor at 87, so the color of MRH is red because we did not meet the highest comparison score possible. The target is always going to be moving and so our goal is to essentially be THE BEST when compared to all of our competition - whether it is local, state, national (all hospitals), or specific to CAHs.
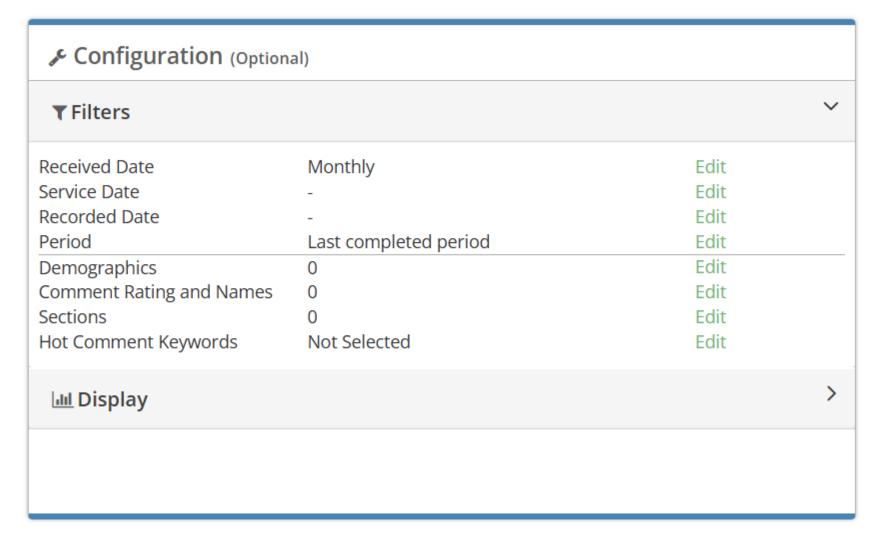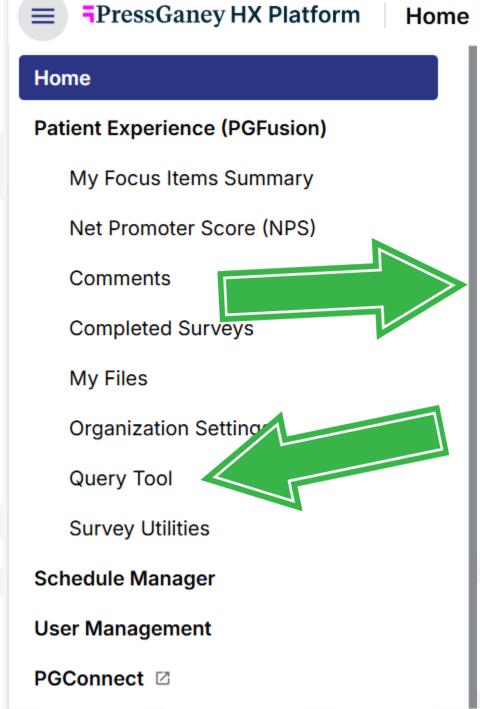
ASPIRE
RURAL HEALTH SYSTEM

RESOURCE #2 – COMMENTS REPORTS

Refine your report or generate now with default options.

Report Data (Required)

Report Type — Edit
Comment Details with Survey Responses

Services — 1 — Edit View

Sites — 1 — Edit View

Update

Configuration (Optional)

Filters

Received Date	Monthly	Edit
Service Date	-	Edit
Recorded Date	-	Edit
Period	Last completed period	Edit
Demographics	0	Edit
Comment Rating and Names	0	Edit
Sections	0	Edit
Hot Comment Keywords	Not Selected	Edit

Display

PressGaney HX Platform | Home

Home

Patient Experience (PGFusion)

My Focus Items Summary

Net Promoter Score (NPS)

Comments

Completed Surveys

My Files

Organization Settings

Query Tool

Survey Utilities

Schedule Manager

User Management

PGConnect

- Demographic Filters – ask PG if something is not there.

RESOURCE #3 – USING FILTERS AND GROUPS

- By inpt attending
- By ER attending
- Check your mapping to make the most of your reports!

QUESTIONS?

wait-times dignity
cultural-sensitivity listening
responsiveness compassion timeliness
coordination
autonomy human privacy
patient family
comfort experience
satisfaction
trust cleanliness
engagement communication
empathy connection
amenities health quality
support
caregiver accessibility
personalization
safety
navigation noise literacy advocacy
respect inclusion decision-making

ASPIRE
RURAL HEALTH SYSTEM