

# ASPIRE RURAL HEALTH SYSTEM

*Aspire for a healthier future.*

**HCAHPS**

**DOCTOR/PROVIDER COMMUNICATION**



# 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)

# 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**

# 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

# PRESS GANEY RESOURCE #1

- Solutions Starters for all survey types

[Press Ganey Patient Experience Community - Press Ganey Associates](#)

The screenshot displays the 'PRESS GANEY PATIENT EXPERIENCE COMMUNITY' interface. At the top, a dark blue header contains the title and a 'Settings' button. Below this is a navigation bar with buttons for 'Community Home', 'Discussion 831', 'Library 279', 'Blogs 22', 'Events 8', and 'Members 28.3K'. A large green arrow points from the bottom left towards the 'Library' button. To the right, a 'Filter By: File Type' dropdown menu is open, showing a tree structure under 'Main' with categories like 'CAHPS', 'Data & Improvement', 'Narrative Dx', 'PGFusion Help & Training', 'Posters - Survey Promotion', 'Solutions Starters', 'Webinars - Patient Experience', 'eBooks', and 'White Papers'. A second large green arrow points from the bottom center towards the 'Solutions Starters' item in the filter menu.

**PRESS GANEY PATIENT EXPERIENCE COMMUNITY**

Settings

Community Home Discussion 831 Library 279 Blogs 22 Events 8 Members 28.3K

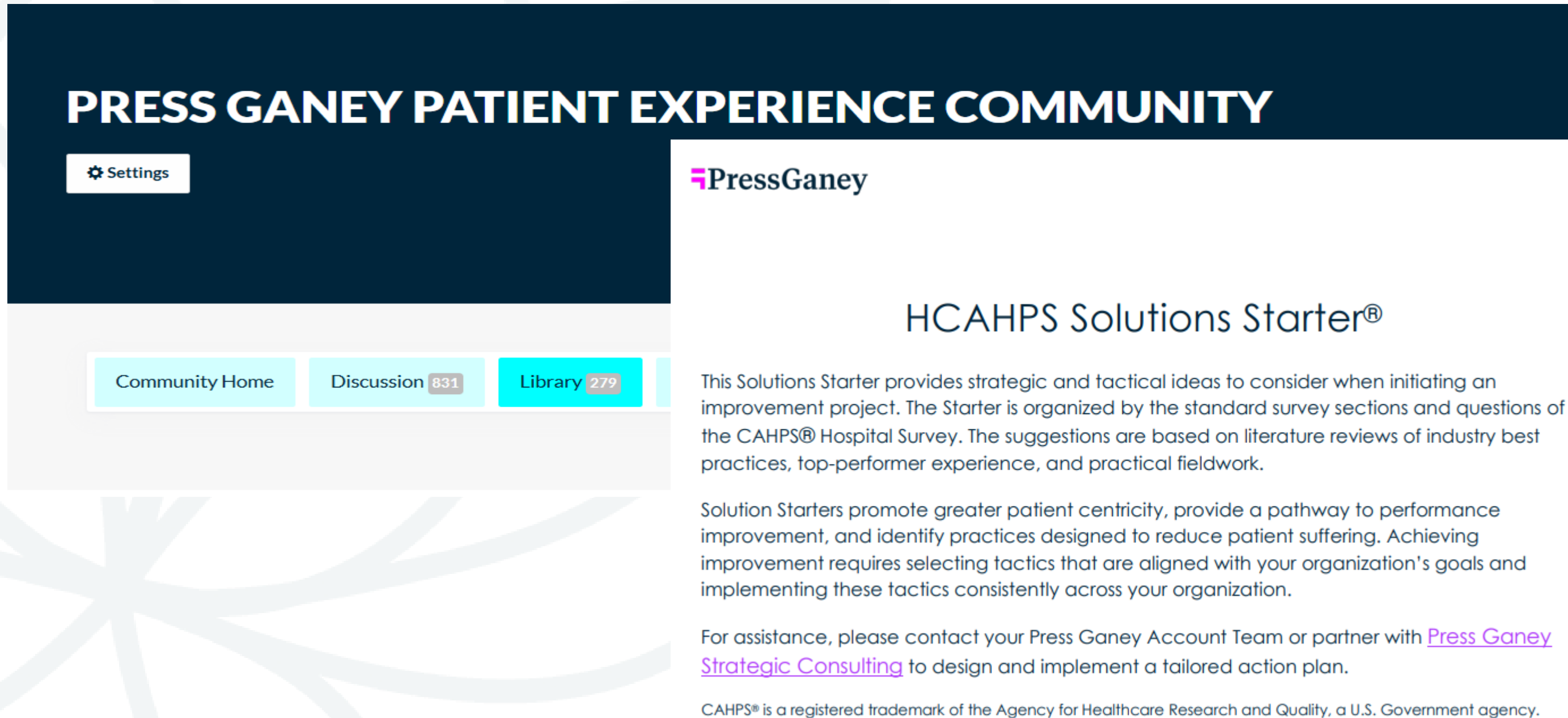
Filter By: File Type

- Main
  - CAHPS
  - Data & Improvement
  - Narrative Dx
  - PGFusion Help & Training
  - Posters - Survey Promotion
  - Solutions Starters
  - Webinars - Patient Experience
  - eBooks
  - White Papers

# PRESS GANEY RESOURCE #1

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**PRESS GANEY PATIENT EXPERIENCE COMMUNITY**

Settings

Community Home Discussion 831 Library 279

**PressGaney**

## HCAHPS Solutions Starter®

This Solutions Starter provides strategic and tactical ideas to consider when initiating an improvement project. The Starter is organized by the standard survey sections and questions of the CAHPS® Hospital Survey. The suggestions are based on literature reviews of industry best practices, top-performer experience, and practical fieldwork.

Solution Starters promote greater patient centricity, provide a pathway to performance improvement, and identify practices designed to reduce patient suffering. Achieving improvement requires selecting tactics that are aligned with your organization's goals and implementing these tactics consistently across your organization.

For assistance, please contact your Press Ganey Account Team or partner with [Press Ganey Strategic Consulting](#) to design and implement a tailored action plan.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.

# 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			2025 HOSPITAL (HCAHPS) PATIENT EXPERIENCE - All Aspire Hospitals								
															Current as of 7/31/2025		
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)			Running YTD							
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		2nd Best	Middle	Lowest	2nd Best	Middle	Lowest					
<div>•Arrow in 2024 indicates whether 2024 performance trended up or down from 2023.</div> <div>•Arrows in Q1 and Q2 indicate whether performance trended up or down from the previous quarter.</div> <div>•Arrow in QTD indicates whether quarterly performance is trending up or down since last month.</div> <div>•Arrow in YTD indicates whether performance for the year is trending up or down since last month.</div>						SUMMARY STAR RATING											
						DCH: Too Few											
						HD: 5 ⭐											
						MRH: Too Few											
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			



# 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	NA	87	72	70	71	68	77
H&D	91						
MRH	84						
DOCTOR COMMUNICATION							
DCH	NA	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.

# RESOURCE #2 – COMMENTS REPORTS

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

Report Data (Required)

Report Type

Comment Details with Survey Responses

Edit

Services

1

Edit View

Sites

1

Edit View

Update

Refine your report or generate now with default options.

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

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

# RESOURCE #3 – USING FILTERS AND GROUPS

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

Refine your report or generate now with default options.

Configuration (Optional)

Filters and Groups

Received Date

Service Date

Period

Filters

Groups

Custom

--

Last completed period

0

0

Edit

Edit

Edit

Edit

Edit

Options and Format

Display

Inpatient

IT Attending MD Number: '23490'

			Total	
Questions	Top Box	n	Top Box	n
*Rate hospital 0-10	100.00	4	100.00	4
*Recommend the hospital	100.00	4	100.00	4

- 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  
autonomy human privacy coordination  
comfort experience patient family  
trust cleanliness satisfaction  
engagement communication  
amenities health empathy connection quality  
caregiver support accessibility  
navigation safety personalization  
respect noise literacy advocacy  
inclusion decision-making