

8 WAYS TO BOOST YOUR HCAHPS SATISFACTION SCORES

DEVELOP A STANDARD APPROACH TO CLEANING



1 Clean in a systematic order.
A systematic cleaning protocol should start at the door and work in a circular direction around the room, ensuring the area is completely disinfected.

2 Prioritize high-touch areas.
High-touch areas include doors, light switches, chair arms, windowsills, bed tables, sinks, faucet handles, shower handles, paper towel holders, toilet flush handles and toilet seats. To be effective, staff must identify each area and clean thoroughly.

TRAIN EMPLOYEES APPROPRIATELY



3 Establish a training protocol.
First, have a supervisor show staff members how to clean a room while describing the methodology. Next, observe employees cleaning a room as they explain what they are doing and why.

4 Give staff “scripts” and empower them to interact with patients.
Train front-line staff members to effectively interact with patients. Provide prepared “scripts” and help them feel comfortable fulfilling reasonable requests.

CONSIDER VISUAL CUES



5 Give patients visual cues of cleanliness.
Hospitals can adopt a system of “visual cues” that communicate to patients that their rooms have been cleaned. For example, wrap the toilet seat once cleaned or fold fresh bathroom towels.

MAKE ROUNDING A PRIORITY



6 Interact with patients frequently.
The number of positive personal “touches” from hospital staff a patient receives has proved to significantly increase satisfaction scores. Ask patients and family members for feedback regarding environmental services and if there are any issues that can be rectified.

7 Strategically place engaging employees.
Positive patient engagement has been shown to successfully impact patient scores more than any other factor. Capitalize by assigning the most engaging employees on units with the highest number of survey responses.

WORK WITH AN EXPERIENCED PARTNER



8 Gain pro-level environmental services and training programs.
Partner with an experienced service expert that provides a specialized healthcare environmental services program and competency training.

With a consistent record of helping hospitals reach the 90th percentile, Aramark can elevate your hospital’s cleaning program to the next level. **Discover more reasons to partner with Aramark—click here.**