

## Editorial

If you skipped this year's OR Manager conference, you missed an opportunity to learn about the evolution of healthcare delivery and the changes you should be making at your facility.

Improving the patient's experience of care was an underlying theme. We've all heard about the shift from volume-based to value-based measures of performance and how that will affect payment. But according to keynoter Tim Porter-O'Grady, DM, EdD, ScD(h), APRN, FAAN, senior partner, Tim Porter-O'Grady Associates, Inc, Atlanta, many nurse leaders are still trying to figure out what needs to be done differently to meet the new measures.

In Wednesday's preconference session, "Improve Your Scores: SCIP/HCAHPS/Core Measures," two experienced leaders connected the dots between perioperative services and patient satisfaction.

Mary H. Diamond, MBA, RN, PMP, CNOR, senior director of nursing, Tri City Medical Center, Oceanside, California, and Jerry W. Henderson, MBA, BSN, BSPA, RN, CASC, CNOR, executive director, perioperative services, Chippenham Hospital, Richmond, Virginia, took the audience back to basics. They revisited the importance of individualized care and attention, and they sent attendees home with tools to enhance communication between staff and patients.

"Patient experience matters," Henderson said. "Hospitals scoring in the top quartile of satisfaction reported more than two times the margin of those at the bottom, so it makes a big difference in how you're getting paid." In the hospital where she worked previously, she said, HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores were part of performance evaluations, and those who failed to meet HCAHPS goals lost out on getting an increase.

The Centers for Medicare & Medicaid Services recently announced that it will add HCAHPS Star Ratings to its Hospital Compare website in April 2015. Star Ratings, which aim to help consumers more easily compare hospitals, include HCAHPS measures related to communication with staff, pain management, discharge information, and care transition, along with an overall hospital rating and recommendation.

About a year ago, I had surgery for a tumor that turned out to be benign. Although I had an excellent surgeon and an excellent facility, I was nervous and scared. My case was delayed by about an hour, but the OR staff kept me informed and comfortable. During the nearly 4-hour procedure, my husband likewise was informed of my progress. I was discharged the following morning in a timely manner, and my recovery went well.

An elderly friend who underwent surgery at a different hospital in our area had a very different experience. Long wait times pre- and postoperatively with little to no information increased her level of anxiety and discomfort. During her recovery, she developed infections requiring emergency treatment, which she received at a different hospital.

For both of us, choice of surgeon mattered more than choice of hospital. But next time, we would not choose her hospital. Websites like Hospital Compare influence patients' decisions about their care, so proven delivery of value-based care is important. Attending the OR Manager Conference just might help you deliver that care, so next year, I hope to see you there. ❖

—Elizabeth Wood