

# Impact on HCAHPS and Patient Perception

## How our Patient Education Channels Can Help



There are five specific questions on HCAHPS that The Wellness Network can have a direct impact on:

### **When I left the hospital, I clearly understood the purpose for taking each of my medications.**

- How Medications Work: Beta blocker
- How Medications Work: Resin
- How Medications Work: Diuretic
- How Medications Work: Fibrate
- How Medications Work: Insulin Introduction
- How Medications Work: Statin
- How Medications Work: Cholesterol Absorption Inhibitor
- How Medications Work: Fat-Regulating Agent
- How Medications Work: Metformin for Blood Sugar Control
- How Medications Work: Prescription Vitamin B
- How Medications Work: Starch Blockers for Type 2 Diabetes
- How Medications Work: TZD Drugs for Type 2 Diabetes
- How Medications Work: Diabetes Drugs that Get Insulin Up and Moving
- Down There Care: Recovery from Delivery

### **When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.**

- Hip and Knee Replacement Surgery
- Your Care at Home: After a Heart Attack
- Your Care at Home: After Surgery
- Your Care at Home: Checking Blood Sugar
- Your Care at Home: Ileostomy Care
- Your Care at Home: Managing Heart Failure
- Your Care at Home: Pneumonia
- Your Care at Home: Urostomy Care
- Your Care at Home: Taking Insulin
- Your Care At Home: After Cardiac Catheterization
- Your Care at Home: Caring for Your Urinary Catheter
- Your Care at Home: Colostomy Care
- Your Care at Home: Infection Control
- Your Care at Home: Managing Your Medicine
- Your Care at Home: Preventing Falls
- Your Care at Home: Taking Blood Thinners
- A Mother's Gift
- Baby Skin
- Baby's First Test: Heart Disease Screening
- Back in Shape
- Breast is Best
- Breastfeeding Basics
- Car Seat Safety
- Circumcision: The Basics
- Down There Care: Recovery From Delivery

- Going Home With Baby: Your Discharge
- How to Choose a Baby Thermometer
- Infant and Child Safety in the Home
- Infant CPR and Choking Prevention
- Infant Feedings
- Jaundice and Your Newborn
- Keeping Baby Safe
- Mommy Don't Smoke
- Newborn Care
- Postpartum Depression: You're Not Alone
- Safe Sleep for Your Baby
- A Life in Your Hands: Preventing Shaken Baby Syndrome
- Shaken Baby Syndrome: A Preventable Tragedy
- Breastfeeding Made Easy
- Coping With the Baby Blues
- Patient Safety: What You Should Know
- Recovery from Cesarean Birth
- Well Baby Visits
- When a New Baby Comes Home

**During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?**

- Postpartum Depression: You're Not Alone
- A Life in Your Hands: Preventing Shaken Baby Syndrome
- Hip and Knee Replacement Surgery
- Coping With the Baby Blues
- Recovery from Cesarean Birth
- SIDS and Safe Sleep

**When giving you any new medicine, how often did staff tell you what the medicine was for?**

- Immunizations: The Facts
- How Medications Work: Beta blocker
- How Medications Work: Resin
- How Medications Work: Diuretic
- How Medications Work: Fibrate
- How Medications Work: Insulin Introduction
- How Medications Work: Statin
- How Medications Work: Cholesterol Absorption Inhibitor
- How Medications Work: Fat-Regulating Agent
- How Medications Work: Metformin for Blood Sugar Control
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- How Medications Work: TZD Drugs for Type 2 Diabetes
- How Medications Work: Diabetes Drugs that Get Insulin Up and Moving

**During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?**

- Transcripts for our programs are all available online to allow patients to print and read.

**In addition to the questions above, there are also several hospital perception questions that exposure to our channels could have a halo effect on, including:**

- "Would you recommend this hospital?"
- "How would you rate this hospital?" and
- "Did your doctor/nurse explain things in a way you could understand?"

To learn more about The Wellness Network and our patient and staff education products, visit us at [www.thewellnessnetwork.net](http://www.thewellnessnetwork.net), call 1.888.219.4678 or email [customer@thewellnessnetwork.net](mailto:customer@thewellnessnetwork.net)