

## Patients utilize HCAHPS scores when choosing which hospitals to trust.

With many hospitals reporting their HCAHPS scores publicly, it is becoming increasingly important that hospitals maintain high standards for their processes. Now more than ever, the performance of individual hospitals is before their patients via the internet.

For many hospitals, the consequence of low HCAHPS scores has been the loss of patients to other providers. For such hospitals, these measurements have become the basis for change and improvement. Our goal is to supply you with the tools you need to achieve almost perfect scores.

## Process improvement techniques in hospitals provide dramatic results.

Commitment to excellence is what first inspired us to create the Catena® Improvement System. Using Catena®, you can affect your processes by reducing critical performance measures by 60-80%. Among other things, our system has proven its worth in other hospitals by:

- Reducing wait time for patients and total stay time
- Lowering required work space
- Organizing paperwork/records
- Ensuring supplies are always on hand

Standard Work is much more than setting out the operational procedures for a process. It needs to encompass the overall organizational aspirations and standards, including product or service quality, health and safety standards, environmental standards, legislative demands and customer satisfaction.

## Create prompt response times and quality procedures.

Because timely feedback is an important part of any corrective action, we have put together a set of tools for continuous data analysis, providing you with the ability to monitor important data and identify problem areas before they pass limits.

Catena® Advance, a browser-based dashboard, demonstrates the power of tracking critical performance measurements and its effects on the quality of your patient care. Create an atmosphere of continuous improvement in your organization by using Catena® to monitor and improve your performance long before HCAHPS results are made public.

## Catena® Improvement System: Helping you make your hospital more patient centered.

Our system has produced results that often surprised our clients. Because Catena® was developed by process improvement specialists, its intuitive interface allows management to quickly and easily apply its principles, utilizing features such as:

- Data analysis
- Standard Work development
- Project management
- Resource planning and much more

The Catena® Improvement System has been created by OpEx consultants to meet the needs of various sized companies. Whether you have 10,000 employees or 50, Catena® can help you improve your HCAHPS ratings.



*“Improving organizations  
one process at a time”*

