

TRAINING UPDATE

Lab Location: SGAH & WAH
Department: Mgmt & QA

Date Distributed: 2/3/2014
Due Date: 2/28/2014
Implementation: 3/1/2014

DESCRIPTION OF PROCEDURE

Name of procedure:
HealthStream Reports SGAH / WAH. QA861 v0
Description of change(s):
<p>This is a new procedure that describes how to obtain the lab report for OP satisfaction from the HealthStream website</p> <p>This revised SOP will be implemented on March 1, 2014</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training all sites (version 0)

Non-Technical SOP

Title	HealthStream Reports	
Prepared by	Leslie Barrett	Date: 1/20/2014
Owner	Cynthia Bowman-Gholston	Date: 1/20/2014

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

This procedure describes the process to create a report from the HealthStream website.

2. SCOPE

This procedure applies to Laboratory leadership and Quality Assurance (QA) staff.

3. RESPONSIBILITY

Laboratory supervisors, managers, directors and QA specialists perform this procedure and utilize results for performance improvement initiatives.

4. DEFINITIONS

HealthStream – An external company which measures patient satisfaction through phone surveys, utilizing the standard Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. Reports provide insight into the patient experience and are used to improve clinical and business outcomes.


5. PROCEDURE

1. Access the HealthStream website via the following link:

<https://www.healthstreamresearch.com/InsightsOnline/Account/Login.aspx?ReturnUrl=%2fInsightsOnline%2fPages%2fCreateReport.aspx>

2. Sign in with user name and password

3. Choose **‘create report’**
4. Report Type: select **Response Distribution by Question**
5. Survey Type: select **Patient Insights - Outpatient**
6. Organization: choose appropriate hospital site (SGAH or WAH)
7. Units: click on “+” to open drop down window, select **LAB**
8. Include survey responses for: use default. If a different study period than one displayed is desired, use drop down to select.
9. Select survey question: click to open drop down, choose **H17 ‘Patient Advocacy (likelihood to recommend)’**

10. Filters: none required
11. Select values to display: use default of **‘Top box’**
12. Select output method: use default of **‘Run the report’**
Note: other options include ability to **schedule** a report and have it sent by email, or **save** report settings for future use
13. Click **‘RUN Report’** box
14. The report will display on the screen.
Note: It may be exported into a power point, pdf or other file type by clicking the file icon (see picture)  and selecting from the drop down box.

6. RELATED DOCUMENTS

N/A

7. REFERENCES

N/A

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

Example of HealthStream ‘Create Report’ Application

Example of HealthStream 'Create Report' Application

Create a Report

insights Online | Dashboard | **Create a Report** | Published Reports | voice of the Patient | Best Practices | Help Center | User Feedback Survey | healthStream

Previously saved report settings Select

Select the information to include Edit

Report Type: Response Distribution by Question

Survey Type: Patient Insights - Outpatient

Reporting Group: Adventist Healthcare - Patient Insights

Organization(s): Washington Adventist Hospital

Unit(s): Laboratory Procedures

Include survey responses for:

- All Units
- Washington Adventist Hospital
 - Cardiology
 - Heart Cath/Cardiology
 - Laboratory Procedures
 - Outpatient Surgery
 - Radiology Services

the active survey study period
 the most recently completed survey study period
 the survey study period selected below

Selected survey study period: Oct - Dec 12*

* indicates data collection is in progress

Select survey questions Edit

Select data filters (optional) Edit

Select the values to display Edit

Select the output method for the report Select