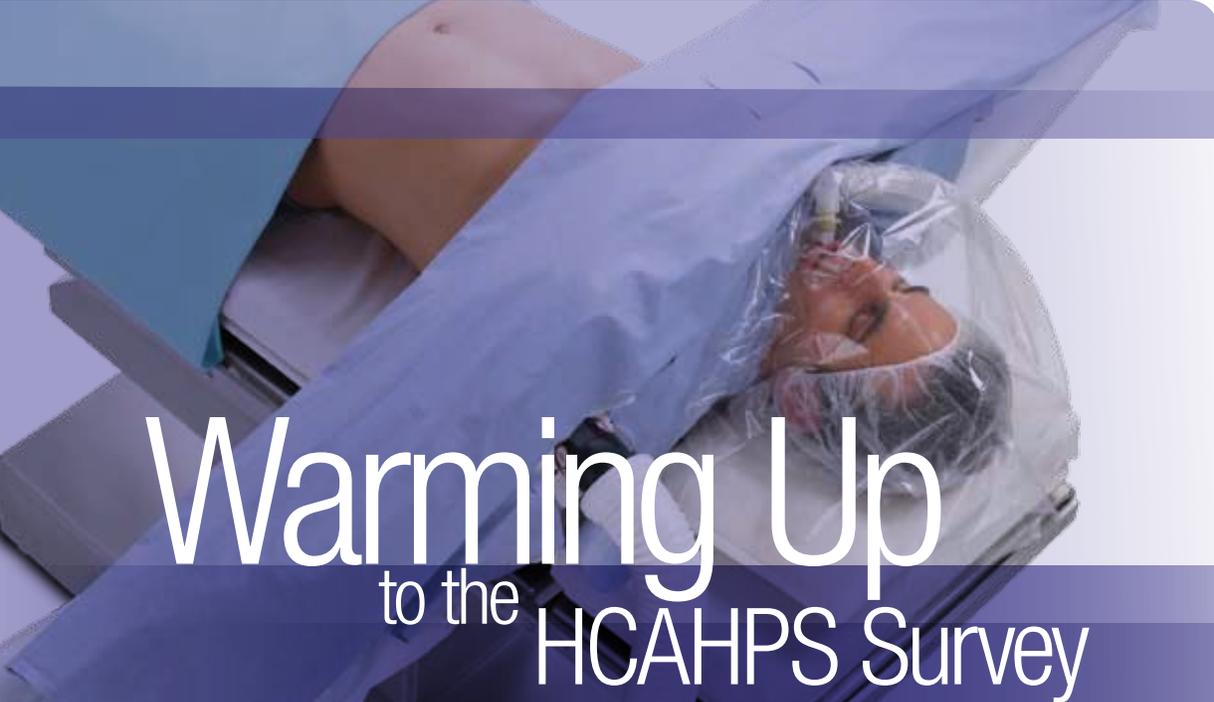


3M™ Bair Paws™ Warming System

Patient Satisfaction



Warming Up to the HCAHPS Survey



HCAHPS survey: Hospital Consumer Assessment of Healthcare Providers and Systems is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.

Learn how the 3M™ Bair Paws™ system can help increase patient satisfaction, which may have a positive impact on your facility's HCAHPS survey score.

3M Infection Prevention Solutions

Innovation
On A Mission



HCAHPS, also known as the CAHPS Hospital Survey, asks 27 questions to a random sample of discharged adult patients across 13 medical conditions about their recent hospital stay. The survey contains 18 core questions about critical aspects of patients' hospital experiences. One benefit of this new survey instrument and data collection methodology is that it allows for legitimate comparisons to be made between hospitals locally, regionally and nationally.¹

Why is HCAHPS important?

Hospitals that receive reimbursement in the Inpatient Prospective Payment System and are qualified for the Annual Payment Update must participate in HCAHPS to receive complete reimbursement updates.

Starting Oct. 1, 2012, Centers for Medicare and Medicaid Services (CMS) will add HCAHPS scores as one of the 13 measures that determine payment from its new Hospital Value-Based Purchasing Program. Adherence to the 12 quality care measures will account for 70 percent of the payment equation, with the remaining 30 percent being tied to patient satisfaction surveys.

For each hospital that partakes, 10 HCAHPS measures will be publicly recorded on the *Hospital Compare* website, www.hospitalcompare.hhs.gov, where consumers can access composites of responses and information that summarizes:

- How well hospital staff communicates with patients about medicines and in general
- How well hospital staff helps patients manage pain and how responsive they were to patients' needs
- Whether key information was provided at discharge
- Cleanliness and quietness of patients' rooms
- Overall rating of the hospital
- Whether they would recommend the hospital to family and friends

Numerous patients who have worn the Bair Paws gown for surgery have submitted unsolicited testimonials about their experience. Some of the most common remarks include an appreciation for the added comfort, warmth and modesty the gown provides.

"I have told all my friends to only have surgery where they offer the Bair Paws system; it really does make all the difference in the world."
-Janice B., Bradley, SC

"Absolutely GENIUS! It was so nice to have a clean gown. No germy cloth gowns or thin scratchy blankets. Every hospital should use this system."
-Stefanie O., Houston, TX

"I love the Bair Paws gown. It was so easy to control the temperature. I hope all hospitals use it. Patients will love it as much as I did."
-Shirley S.

3M Patient Warming can help

The 3M™ Bair Paws™ system provides comfort and clinical warming throughout the surgical journey. Here are a few ways the system can help increase patient satisfaction, which may have a positive impact on your facility's HCAHPS survey score.

- **Nurses have cited warmth as the top patient comfort concern,**² and the Bair Paws system provides consistent comfort and clinical warming throughout the surgical journey.
- The handheld controller gives patients control over their own temperature, leaving nurses with **more time for patient care and responsiveness.**
- 78 percent of survey participants said they **would tell a friend or family member about their experience with the Bair Paws system.**³
- The disposable Bair Paws gowns are single-use, so they are **fresh and brand new for each patient**, enhancing the overall cleanliness factor of the hospital environment.

The Bair Paws system provides an opportunity to exceed patient expectations by offering an unexpectedly positive experience when, and where, they least expect it. While it may look and feel like a luxury to your patients, the Bair Paws system may actually save you money, as it maintains normothermia and helps to create the best possible patient experience.

Economic Impact of Patient Satisfaction

Today, hospitals often look at patients as customers who can choose where to receive care, weigh in on treatment options and even select the physicians who care for them. Progressive facilities are offering improvements that can raise the bar on patient care and satisfaction while also maintaining, or even enhancing, the bottom line.

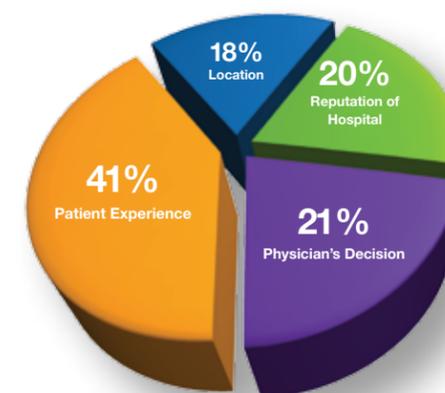
The way patients feel — emotionally as well as physically — can influence whether they'll return to a facility or recommend a doctor/healthcare facility to their family and friends.⁴ A positive patient experience can become a distinct competitive advantage for a healthcare facility, especially with the implementation of the HCAHPS survey.

The financial strength and profitability of a healthcare facility are also closely linked to patient satisfaction. A study of 51 hospitals found that even incremental elevations in patients' satisfaction levels were correlated with millions of dollars of annual earnings for the average facility.⁵ In addition, a Press Ganey study of 679 U.S. hospitals conducted in 2002 and 2003 shows a direct correlation between patient satisfaction scores and financial strength, revealing that the higher the patient satisfaction score, the more profitable the hospital.⁶

Patient satisfaction is an inseparable part of the healthcare environment and a potent mechanism for increasing and sustaining a facility's quality of care, efficiency, market share and bottom line. Best of all, efforts to improve patient satisfaction have been shown to more than pay for themselves.⁶

WHAT ARE THE FACTORS INFLUENCING YOUR CHOICE OF HOSPITALS?⁹

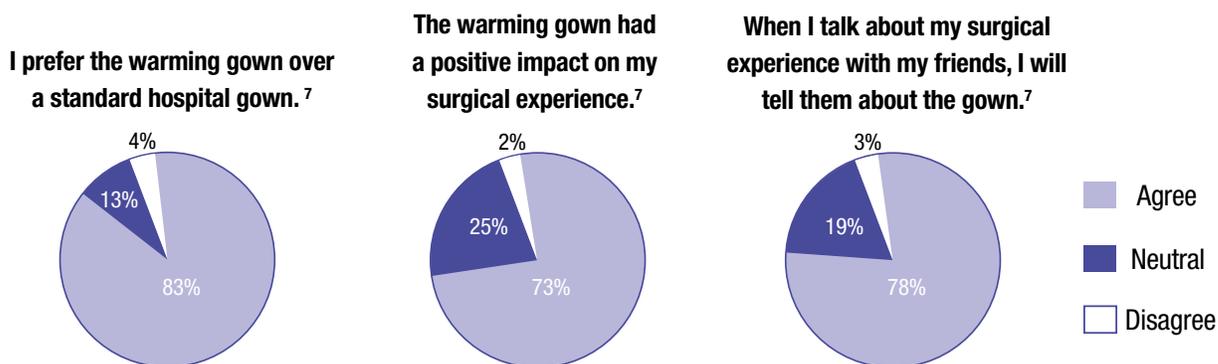
MCKINSEY & COMPANY SURVEY



A Study of Patient Warmth, Satisfaction

To identify how warming affects patient satisfaction and the overall patient experience, Arizant Healthcare Inc., a 3M company, and leading manufacturer of patient temperature management systems, worked with U.S. healthcare facilities in 2006-2007 to gather feedback from surgical patients across the country. Each of the 1,844 surgical patients involved in the survey used the Bair Paws forced-air warming gown for at least 30 minutes before surgery. The results showed a strong correlation between patient satisfaction and comfort and the use of the Bair Paws system.⁷

Patient warming holds tremendous potential for strong returns in both improved patient outcomes and increased patient satisfaction. An enhanced patient experience is a key component to securing future growth.



For more information about how 3M Patient Warming can help increase patient satisfaction and impact your facility's HCAHPS survey score, call 1-800-733-7775 or visit www.bairpaws.com.

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