## **HCAHPS IMPROVEMENT PLAN**

			Service Delivery	Improvement Plo	an (A)		
Priority Area	Required Score (%)	Score Obtained (%)	Reasons for Lower Score	Ideal Solutions	Implication of Implementing Ideal Solution	Adopted Solutions	Time Frame
Access	100						
vailability and use of medicine	95						
Safety	65						
leanliness and IPC	74						
alues and attitudes	74						
atient waiting time	74						
			Opera	tional Plan (B)			
Priority Area	Aim	<b>Tasks</b> (Activities)		Responsible Party (Name & Area of work)	Due Date for Completion	Managers Comment (Result)	
Access							
vailability and use of medicine							
Safety							
Cleanliness and IPC							
alues andattitudes							
atient waiting time							
OTES:							
JILS.							