



Reporting Hospital Quality from the Patient Perspective: The Hospital CAHPS Survey

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Outline of Presentation

1. Background--Hospital Compare
2. Background--HCAHPS
3. Key Assumptions/Challenges
4. Tested Mock-ups
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Background--Hospital Compare: Homepage: www.hospitalcompare.hhs.gov

The screenshot shows the HHS Hospital Compare homepage. At the top, there is the United States Department of Health & Human Services logo with the tagline "Leading America to Better Health, Safety and Well-Being". To the right of the logo are links for "HHS Home", "Questions?", "Contact HHS", and "Site Map". Below the logo is a search bar. The main heading reads "Hospital Compare - A quality tool for adults, including people with Medicare". There are links for "Use Larger Font", "Help", and "E-mail This Page". A navigation bar contains tabs for "Find", "About", "Data Details", and "Resources". Below the navigation bar, there is a paragraph explaining the tool's purpose and a table with two columns: "This website has:" and "How would you like to Find a Hospital?".

This website has:	How would you like to Find a Hospital?
<ul style="list-style-type: none"> Hospital Information Get the address, telephone number and other important information for all Medicare-certified hospitals in the United States. Quality Measures Learn about treatments that are known to get the best results for most adult patients with heart attack, heart failure, pneumonia, and surgery. See how often hospitals provided recommended treatments for these medical conditions. Hospital Checklist Be prepared. Click here to see some important questions to consider before you or your loved one goes to the hospital. Your Rights When You Are in the Hospital Know your rights. Click here to learn more. 	<p>By Name I want to find a hospital by entering all/some of its name: Hospital Name</p> <p>By Proximity I want to find all hospitals within a certain distance of: City ZIP Code</p> <p>By Geography I want to find all hospitals within a: State County</p>

APHA, Wash. DC, Nov. 5, 2007

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HHS - Hospital Compare - Select Conditions - Microsoft Internet Explorer provided by Centers for Medicare and Medicaid

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address http://www.hospitalcompare.hhs.gov/Hospital/Search/SelectConditions.asp

Links



United States Department of Health & Human Services
Leading America to Better Health, Safety and Well-Being

HHS Home
Questions?
Contact HHS
Site Map

Search

Hospital Compare - A quality tool for adults, including people with Medicare

Use Larger Font ? Help E-mail This Page

Find About Data Details Resources

Find Criteria > Select Hospitals > Select Conditions

Step 3 - Select Conditions

Below, select the condition that you would like to view to compare the quality of care at the hospitals you selected.

<input type="checkbox"/> Select All Conditions	Description
<input type="checkbox"/> Heart Attack	A heart attack (also called an AMI or acute myocardial infarction) happens when the arteries leading to the heart become blocked and the blood supply is slowed or stopped. These quality measures show some of the standards of care provided, if appropriate, to someone who has a heart attack. Click here for more information about heart attack care .
<input type="checkbox"/> Heart Failure	Heart failure is a weakening of the heart's pumping power. With heart failure your body doesn't get enough oxygen and nutrients to meet its needs. These quality measures show some of the standards of care provided, if appropriate, to someone who has heart failure. Click here for more information about heart failure care .
<input type="checkbox"/> Pneumonia	Pneumonia is a serious lung infection that causes difficulty breathing, fever, cough and fatigue. These quality measures show some of the recommended treatments for pneumonia. Click here for more information about pneumonia .
<input type="checkbox"/> Surgical Care Improvement/Surgical Infection Prevention	Hospitals can reduce the risk of wound infection after surgery by making sure patients get the right medicines at the right time on the day of their surgery. These quality measures show some of the standards of care. Click here to learn more about how to prevent wound infections after surgery .

Select All Reset Checkboxes Next Step >

Page Last Updated: February 1, 2007



Background--HCAHPS

HCAHPS developed:

1. By research consortium under grant from Agency for Healthcare Research and Quality (AHRQ)
2. To let patients tell what only they can
3. To inform other patients about what they want to know & “should” know



Key Assumptions & Challenges (1)

Hospital CAHPS differs from the condition-specific clinical data on the site:

1. HCAHPS is from patients
 - Other data is about clinical procedures or outcomes
2. HCAHPS is hospital-wide
 - The other measures are condition-specific
3. HCAHPS is all-payer data
 - Thirty-day mortality rates are for Medicare Fee-for-Service patients only

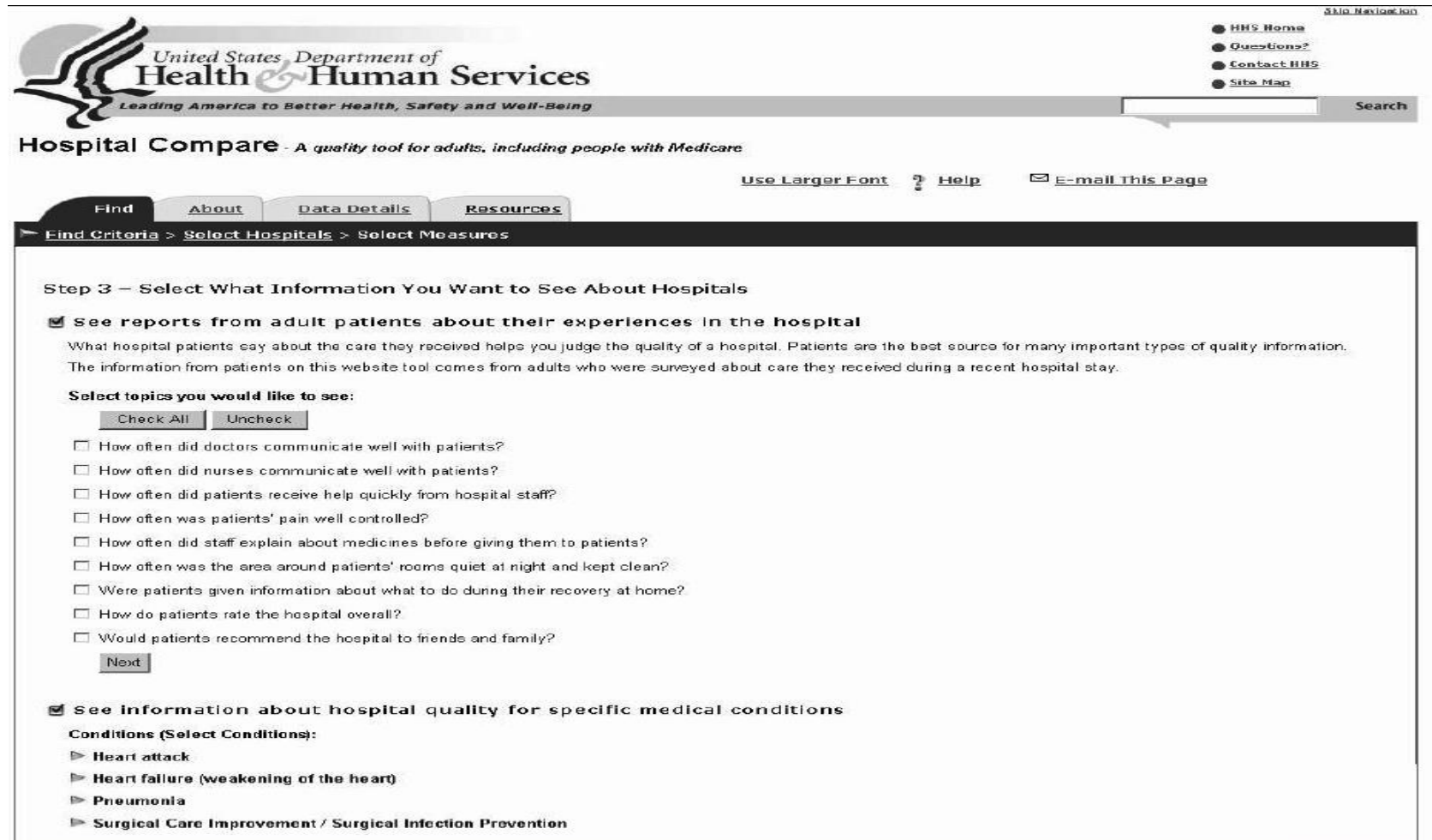


Key Assumptions & Challenges (2)

4. The HCAHPS survey was developed to meet the needs of consumers—so we assumed consumers will be more interested in HCAHPS than clinical

So we thought the challenge would be how to use HCAHPS to foster interest in and educate consumers about other aspects of quality (outcomes, standards of care)

Tested Mock-ups: Selection of Measure & Measure Type



The screenshot displays the 'Hospital Compare' interface. At the top, the United States Department of Health & Human Services logo is visible, along with navigation links for 'HHS Home', 'Questions?', 'Contact HHS', and 'Site Map'. A search bar is located on the right. Below the logo, the text reads 'Hospital Compare - A quality tool for adults, including people with Medicare'. Navigation tabs include 'Find', 'About', 'Data Details', and 'Resources'. The current page is 'Find Criteria > Select Hospitals > Select Measures'. The main content area is titled 'Step 3 - Select What Information You Want to See About Hospitals'. It features two main sections, both with checked checkboxes:

- See reports from adult patients about their experiences in the hospital**

What hospital patients say about the care they received helps you judge the quality of a hospital. Patients are the best source for many important types of quality information. The information from patients on this website tool comes from adults who were surveyed about care they received during a recent hospital stay.

Select topics you would like to see:

 - How often did doctors communicate well with patients?
 - How often did nurses communicate well with patients?
 - How often did patients receive help quickly from hospital staff?
 - How often was patients' pain well controlled?
 - How often did staff explain about medicines before giving them to patients?
 - How often was the area around patients' rooms quiet at night and kept clean?
 - Were patients given information about what to do during their recovery at home?
 - How do patients rate the hospital overall?
 - Would patients recommend the hospital to friends and family?
- See information about hospital quality for specific medical conditions**

Conditions (Select Conditions):

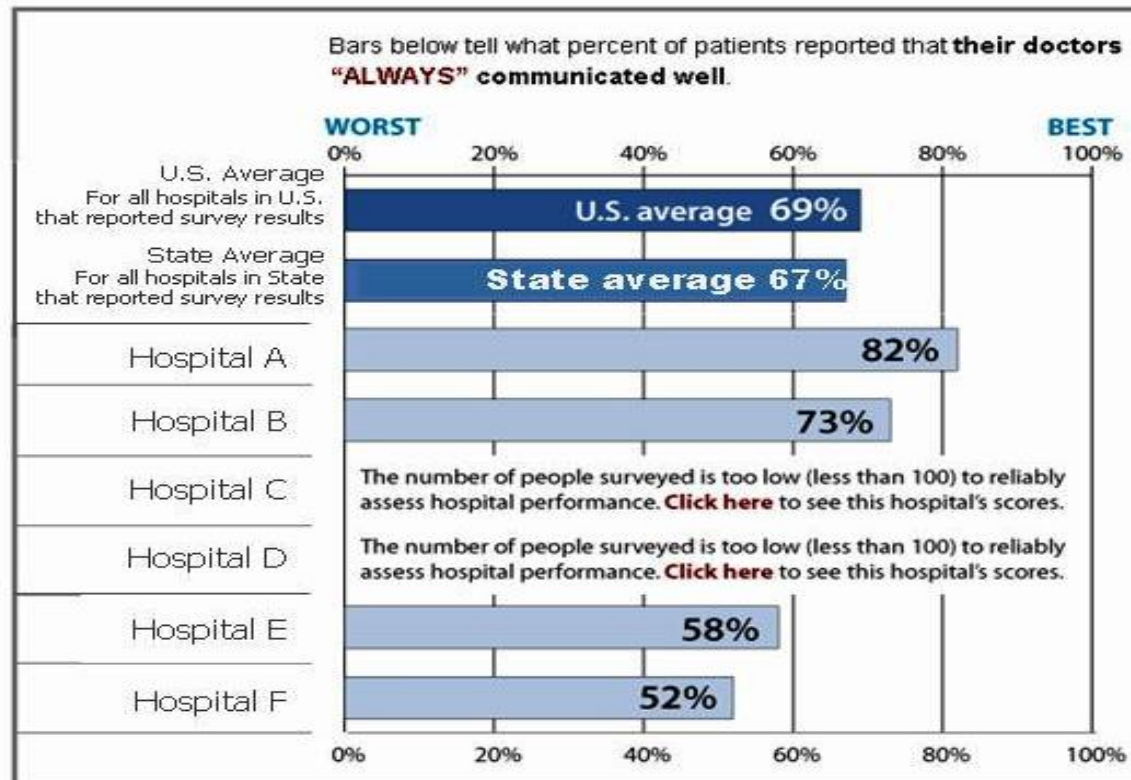
 - Heart attack
 - Heart failure (weakening of the heart)
 - Pneumonia
 - Surgical Care Improvement / Surgical Infection Prevention

Tested Mock-ups: Bar Graph of Composites

How often did doctors communicate well with patients?

Results for the selected hospitals within 10 miles of ZIPCODE 1
These results are from patients who had hospital stays between January 2006 and December 2006.

Patients reported how often their doctors communicated well with them during their hospital stay. "Communicated well" means doctors **explained things clearly, listened carefully** to the patient, and treated the patient with **courtesy and respect**.



Page Last Updated: April 17, 2007

Data Last Updated: March 23, 2007

Change this data display

- Click to [show the hospitals in alphabetical order](#) (instead of showing the best-scoring hospitals at the top)
- Click for a [table of numbers on this topic](#)

Learn more

- Click to [learn how patient experiences were collected and analyzed](#)



Methods

- ❖ 3 rounds of website audience testing
 - Four locations
 - Subjects: MDs, RNs, caregivers, hospital patients, and hospital QI staff
- ❖ Review by Stakeholder workgroup
- ❖ Iterative revisions of mock-ups of displays and text



Results & Discussion

Key Themes:

Consumers:

- ❖ Clean & Quiet--More distinct than expected
- ❖ Patients want to know about *their* condition, but understand and expect survey data
- ❖ Stating who is excluded/included draws undue attention



Results & Discussion (continued)

Key Themes (continued):

Physicians:

- ❖ “That’s critical for QI” vs. “It’s too subjective”
- ❖ Once they see actual HCAHPS composites or questions, some recognize its value



Results & Discussion (continued)

Key Themes (continued):

Customized sorting may have benefits over static sorting:

- ❖ Performance-ordered sort helps with accurate understanding
- ❖ Alpha-ordered sort helps locate hospital of interest



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