
Understanding HCAHPS:

*The new, national, standardized survey of
hospital patients' perspectives of care*

Session 3344.0

APHA

135th Annual Meeting

Washington, D.C.

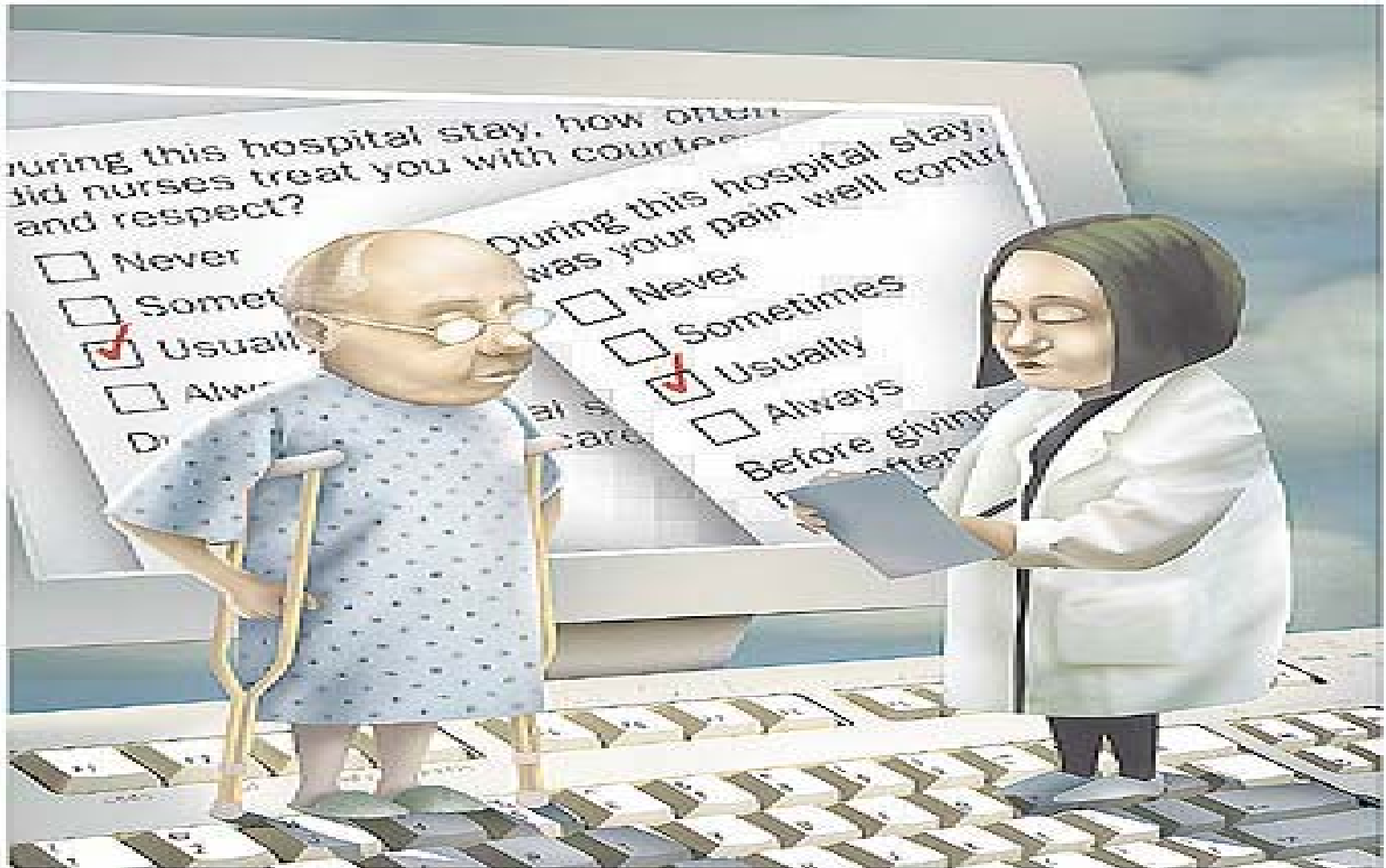
November 5, 2007

Today's Presentations:

1. *Recent Developments in HCAHPS*
2. **Lessons Learned From the Dry Run and National Implementation of HCAHPS**
3. *Findings from the HCAHPS Mode Experiment*
4. **Components of Care Vary in Importance for Overall Patient-Reported Experience by Type of Hospitalization in HCAHPS Survey**
5. *Reporting Hospital Quality from the Patient Perspective*

HCAHPS in the Media.

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The first presentation is ...

Recent Developments in HCAHPS:

*The first national, standardized,
publicly reported survey of
patients' perspectives of hospital care*

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Overview of Presentation

- Purpose and content of HCAHPS
- Development and Implementation
- Early indicators

The Name of the Survey

- Formal name: CAHPS[®] Hospital Survey
- Also known as:
 - Hospital CAHPS[®] *or*

- HCAHPS

- *Hospital Consumer Assessment of Healthcare Providers and Systems*

CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), a U.S. Government agency.

Purpose of HCAHPS

- Publicly report patients' perspective of hospital care
- Provide new incentives for hospitals to improve quality of care
- Enhance transparency and public accountability in healthcare

Method of HCAHPS

- Ask patients (survey)
 - Collect in standardized, consistent manner
 - Analyze and adjust data
 - Publicly report with full accessibility
- >>> Promote improvement in hospital care
for all patients*

HCAHPS 101

- Short-term, acute care hospitals
 - “*General hospitals*” (AHA)
 - Excludes pediatric, psychiatric and specialty hospitals
- Eligible patients
 - Adult
 - Medical, surgical or maternity care
 - Overnight stay, or longer
 - Alive at discharge
 - *Excludes hospice discharge, prisoner, foreign address and “no publicity” patients*
- Survey after discharge
 - Four modes of survey administration
 - Standardized methods of data collection, submission, analysis and public reporting

Composition of Survey

HCAHPS contains 27 items:

- Items 1-22: Core of HCAHPS
 - *18 substantive items*
 - *4 “screeener” items*
 - *Also, 5 demographic items*
- Survey may be either:
 - Administered as a “stand-alone”, or
 - Integrated with hospital’s own patient survey

Six Domains/Composites

What patients & consumers want/need to know:

1. Communication with nurses
2. Communication with doctors
3. Responsiveness of hospital staff
4. Pain management
5. Communication about medicines
6. Discharge information

Two Individual Items

HCAHPS also contains two individual items:

1. Cleanliness of room and bathroom
2. Quietness of patient's room at night

Two Overall Ratings

... and HCAHPS contains two 'overall' items:

- *'Overall rating of hospital'*
 - 0 to 10 scale
- *'Recommend this hospital'*
 - Four point scale

HCAHPS composite: *Communication with nurses*

1. **During this hospital stay, how often did nurses treat you with courtesy and respect?**

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

2. **During this hospital stay, how often did nurses listen carefully to you?**

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

3. **During this hospital stay, how often did nurses explain things in a way you could understand?**

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

Development of HCAHPS

- Survey development, testing, comments & approval (2002 - 2005)
- Mode experiment (February - May 2006)
- *“Dry Run”* (Spring 2006; March 2007, and quarterly)
- **National Implementation** (Oct. 2006)
- HCAHPS- payment linkage for FY2008, and forward
- *First public reporting* of hospitals’ HCAHPS results (late March 2008)

Implementation of HCAHPS

Hospital and Survey Vendor role:

Data Collection and Submission

- Develop sampling frame of eligible discharges
- Draw random sample
- Administer survey
- Submit HCAHPS data to data warehouse
- Adhere to *Quality Assurance Guidelines*

Implementation of HCAHPS, *cont.*

Government Role: *Support & Report*

- Provide training and technical assistance
- Ensure integrity of survey (oversight)
 - Data analysis
 - Review survey procedures
 - Site visits
- Accumulate data from self-administering hospitals and survey vendors
- Calculate and publicly report results

HCAHPS Public Reporting

- Hospital results displayed on www.hospitalcompare.hhs.gov
- *First public reporting: late March 2008*
 - *Voluntary participation*
 - *October 2006 - June 2007 patients*
 - *Rolling quarters*
- Results will be adjusted for mode of survey administration and patient mix

Evolution of HCAHPS

<u>PHASE*</u>	<u>TIME FRAME</u>
Voluntary participation	October 2006
Penalty^ for <u>not participating</u>	July 2007
Voluntary public reporting	March 2008
Public reporting required	March 2009

** Applies to hospitals paid under IPPS provisions*

^ 2% of CMS Annual Payment Update

What the HCAHPS Data Show

- Analysis of first three quarters of data (October 2006 - June 2007)
 - *Preliminary results*
- Includes ~3075 hospitals
 - ~3% self-administer HCAHPS
 - ~97% use survey vendors
 - 36 survey vendors participated
 - 7 survey vendors have ~87% of hospitals
 - » 3 survey vendors have ~63% of hospitals

What the HCAHPS Data Show, cont.

4.01 million patients surveyed (Oct. 2006-June 2007)

1.25 million completed surveys

Overall response rate: 32%

Mail: 32%

Telephone: 33%

Mixed mode: 50%

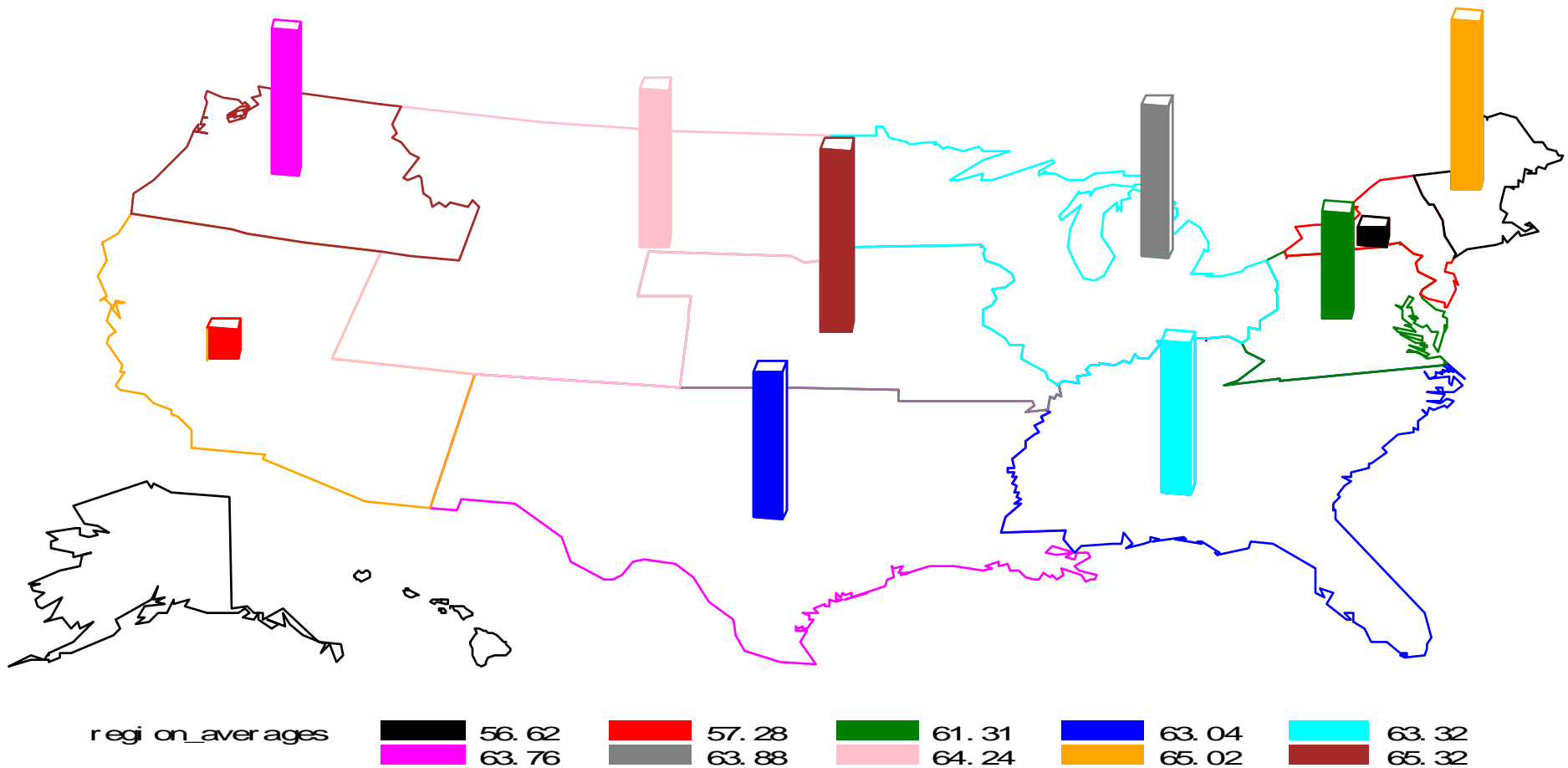
Active IVR: 19%

Variation Across Regions

- The following slide shows variation across CMS regions in
“Hospital Overall Rating”
 - *Percent of discharges who rated their hospital a “9” or “10” on ten point scale*

“Hospital Overall Rating”

by CMS region



SAS/GRAPH

More information on HCAHPS:

- Background and reports on HCAHPS:
www.cms.hhs.gov/HospitalQualityInits
- Registration, applications, FAQs, updates:
www.hcahpsonline.org
- Submitting HCAHPS data:
www.qnetexchange.org
- Publicly reported HCAHPS results:
www.hospitalcompare.hhs.gov

Comments?

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