Welcome

March 31, 2009

Welcome again to *HCAHPS Executive Insight*, the gold button on www.hcahpsonline.org.

In March, the Centers for Medicare & Medicaid Services (CMS) refreshed the HCAHPS results on the *Hospital Compare* website (www.hospitalcompare.hhs.gov). This marks the fifth time that HCAHPS results have been publicly reported, as well as the first public reporting for nearly one thousand hospitals that began participating in HCAHPS in July 2007. The latest HCAHPS results are based on patients discharged between July 2007 and June 2008 at 3,711 hospitals. Some highlights include:

- o   The number of hospitals participating has increased by 995 (37%) since the previous public reporting (December 2008)

- o   The March 2009 results are based on HCAHPS surveys from more than 2.2 million patients

- o   In March, we rolled off HCAHPS data from Second Quarter 2007, while rolling on data from second quarter 2008. The result of this quarterly updating process is that all of the data used in the inaugural March 2008 public reporting have now rolled out of public reporting

- o   The March 2009 public reporting is the first in which hospitals paid under the Inpatient Prospective Payment System (IPPS) can no longer suppress the public reporting of their HCAHPS results

A summary table of state and national HCAHPS results, and information on how to interpret them, can be found below at Summary of HCAHPS Results.

News and Notes from the HCAHPS Project Team

March 2009 also marks the first anniversary of the public reporting of HCAHPS results. Since March 2008, the number of participating hospitals has increased by 1,190 (47%).

CMS and the HCAHPS Project Team continue to analyze HCAHPS data and regularly present research findings. A recently published article explores the logic and methodology of both the patient-mix and survey mode adjustments incorporated in HCAHPS results (Elliott, M.N., A.M. Zaslavsky, E. Goldstein, W. Lehrman, K. Hambarsoomians, M.K. Beckett, and L. Giordano. 2009. "Effects of Survey Mode, Patient Mix, and Nonresponse on CAHPS Hospital Survey Scores." *Health Services Research* 44: 501-518).

The HCAHPS survey featured prominently at the CAHPS Users Group Meeting (UGM) held in Phoenix in December 2008. Please visit the UGM website (https://www.cahps.ahrq.gov/content/community/events/Download%20UGM%20Presentation%20Slides%20-HTML%20Page%2011-20.htm) to view slide presentations on recent HCAHPS updates, the experience and advice of hospitals that self-administer the survey, and on ways hospitals use HCAHPS for quality improvement.

A new version of the HCAHPS survey protocols, *Quality Assurance Guidelines, V4.0*, was published in February and can be found on the HCAHPS On-Line website. The HCAHPS Project Team also posts *Bulletins* on the HCAHPS On-Line website to expand upon or clarify issues that have arisen about survey administration.

We encourage participating hospitals and their survey vendors to be aware of the regularly recurring dates for data submission. For the latest, please see Key Upcoming Dates below.

As always, we invite you to share (and re-share) the material presented on *HCAHPS Executive Insight*. But when you do, please include the following citation:

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Thank you for visiting *HCAHPS Executive Insight,* and please continue to do so as we update and add new content. If you have any comments or suggestions for HEI, please send us an email at hcahps@azqio.sdps.org.

Bill Lehrman and Liz Goldstein, Co-editors
Centers for Medicare & Medicaid Services (CMS)

Key Upcoming Date

Data collected for the HCAHPS survey must be submitted to the HCAHPS warehouse, via My QualityNet, by or before the deadline posted on the HCAHPS website. It is imperative that data be *submitted correctly* by the deadline in order for hospitals to meet RHQDAPU requirements. Once the warehouse closes, *data cannot be submitted or changed in any way*. CMS strongly suggests that data be submitted at least 48 hours prior to the deadline, which should allow time for resubmission if there were an error in the original submission. Hospitals are strongly encouraged to promptly inspect their *Data Submission Report* and/or *HCAHPS Feedback Reports* to confirm their data were accepted into the data warehouse.

The next deadline for submission of HCAHPS data (October, November and December 2008 discharges) is July 8, 2009.

Summary of HCAHPS Results

A summary table of HCAHPS results for patients discharged between July 2007 and June 2008 is available through the link below. This table contains the average scores of participating hospitals in the most positive, or "top box," category for each of the ten publicly reported HCAHPS measures. For example, the column labeled **"Comm. with Nurses"** displays the percent of patients who reported that their nurses **"Always"** communicated well. Also shown is the number of participating hospitals and the survey response rate for hospitals in each state and in the nation.

To view and/or download the table please click here.

For comparative purposes, summary results from all previous public reportings of HCAHPS results can be found below in the archive section.

To view the full set of current results on each HCAHPS measure, and find brief information on survey administration, methodology, etc., please visit the *"Survey of Patients' Hospital Experiences"* section of the *Hospital Compare* website (http://www.hospitalcompare.hhs.gov/Hospital).

Archive: Summary Table of HCAHPS Results

Date of Public Reporting   Months Included

March 2008:   October 2006 through June 2007
Summer 2008:   October 2006 through September 2007
September 2008:   January 2007 through December 2007
December 2008:   April 2007 through March 2008