

CMS to update HCAHPS Survey mode adjustments beginning with patients discharged in January 2025*.

In 2021, CMS conducted a large-scale, randomized HCAHPS mode experiment. The experiment allowed calculation of survey mode adjustments applicable to all modes, both the legacy modes (Mail Only, Phone Only, and Mixed Mode) and the new Web-first modes (Web-Mail, Web-Phone, and Web-Mail-Phone).

The 2021 mode experiment employed a representative, stratified random sample of 46 short-term acute care hospitals with adequate sample sizes for both their standard HCAHPS reporting and the mode experiment. This sample of hospitals that participate in HCAHPS included hospitals from each of CMS's ten geographic regions. Within each hospital, patients were randomly assigned to survey modes. Data from this experiment was used to develop the new mode adjustments. These adjustments more accurately capture the current effect of mode of survey administration on how patients respond.

The new web-first adjustments will be applied when the new Web-first modes are launched in January 2025. Patients in Web-first survey mode protocols will be classified by the availability of a valid email address, which is one with the lexically correct form: "[XXX@YYY.ZZZ](#)" where ZZZ is a valid domain name. Patients in the Web-first modes will be classified as either EMA (Email address available), or NEMA (No email address available). NEMA patients in a Web-first protocol (e.g., Web-Phone) experience a delayed traditional survey mode protocol (e.g., delayed Phone-Only). Please note that within the mixed mode protocols (Mail-Phone, Web-Mail, Web-Phone, and Web-Mail-Phone), mode of response does not affect mode adjustments.

The 5 adjustment cells in the Table below incorporate EMA/NEMA and reflect the modes to which a patient was exposed in comparison to patients in the reference mode, **Mail-Only/Web-Mail (WM) NEMA** (*Mail Only mode + patients in the Web-Mail mode without a valid email address*):

- Phone-Only/Web-Phone (WP) NEMA
 - o *Phone Only mode + patients in the Web-Phone mode without a valid email address*
- Mail-Phone (MP, formerly known as "Mixed Mode")/Web-Mail-Phone (WMP) NEMA
 - o *Mail-Phone mode + patients in the Web-Mail-Phone mode without a valid email address*
- Web-Mail (WM) EMA
 - o *Patients in the Web-Mail mode with a valid email address*
- Web-Phone (WP) EMA
 - o *Patients in the Web-Phone mode with a valid email address*
- Web-Mail-Phone (WMP) EMA
 - o *Patients in the Web-Mail-Phone mode with a valid email address*

TABLE: HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail-Only/Web-Mail (WM) NEMA, Beginning with January 2025 discharges.

	Bottom Box					Top Box				
	Phone/ NEMA, Web- Phone	Mail- Phone/ NEMA, Web- Mail- Phone	EMA, Web- Mail	EMA, Web- Phone	EMA, Web- Mail- Phone	Phone/ NEMA, Web- Phone	Mail- Phone/ NEMA, Web- Mail- Phone	EMA, Web- Mail	EMA, Web- Phone	EMA, Web- Mail- Phone
HCAHPS Composite Measures										
Communication with Nurses	-1.2%	-1.4%	0.1%	-0.9%	-0.6%	-5.4%	-1.0%	-1.5%	-2.2%	-2.2%
Communication with Doctors	-1.9%	-1.0%	0.8%	-1.8%	-0.5%	-2.5%	-0.8%	-1.8%	-1.1%	-1.3%
Restfulness of Hospital Environment	-1.2%	-1.0%	-0.6%	-1.5%	-1.2%	-7.2%	-1.6%	2.3%	-1.1%	1.6%
Care Coordination	-1.3%	-1.8%	0.2%	-1.0%	-0.9%	-4.8%	0.0%	-0.1%	0.2%	-0.1%
Responsiveness of Hospital Staff	-0.3%	-2.1%	0.2%	-1.5%	-0.8%	-2.6%	2.7%	1.0%	0.3%	0.5%
Communication About Medicines	0.4%	0.3%	0.5%	-0.7%	1.8%	-6.1%	-1.9%	-2.2%	-3.1%	-5.0%
Discharge Information	1.3%	-0.4%	-0.3%	0.5%	0.4%	-1.3%	0.4%	0.3%	-0.5%	-0.4%
HCAHPS Individual items										
Cleanliness of Hospital Environment	-1.1%	-0.9%	-0.8%	-3.2%	-1.8%	-0.9%	-0.7%	1.1%	2.6%	-1.0%
Information About Symptoms	-0.4%	-1.0%	0.3%	-0.1%	-1.0%	-4.6%	0.1%	-1.5%	0.0%	-1.4%
Quietness of Hospital Environment	-1.9%	-0.8%	-0.7%	-1.3%	-0.1%	-7.1%	-0.9%	1.4%	-3.3%	-1.0%
HCAHPS Global Items										
Overall Hospital Rating	0.4%	-0.2%	0.0%	-0.7%	-1.4%	-3.2%	0.9%	-0.3%	1.1%	0.5%
Recommend the Hospital	0.2%	-0.8%	-0.9%	-2.2%	-2.1%	-0.7%	0.2%	0.2%	1.7%	2.6%

**Pending final approval of the proposed HCAHPS Survey changes included in the FY 2025 proposed Hospital Inpatient Prospective Payment Systems for Acute Care Hospitals Rule (CMS-1808-P).*