

Patient Experience



# HCAHPS

## Questions and Answers

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey, which is also known as the CAHPS® Hospital Survey, offers consumers an easy way to compare the performance of one hospital with the performance of another when deciding where to receive care. When hospitals choose Professional Research Consultants, Inc., (PRC) as their research partner, they commit their organizations to enhancing patient perceptions, driving greater loyalty, and improving institutional performance. PRC clients choose to pursue excellence.



## Who is eligible for the HCAHPS survey?

CMS (The Centers for Medicare and Medicaid Services) requires Acute Care hospitals to complete 300 HCAHPS interviews per year. Why 300? That's how many cases it takes to ensure the statistical reliability and integrity of the data. Acute Care hospitals' HCAHPS scores will be publicly reported and factored into the Value-Based Purchasing program formula to determine each hospital's annual Medicare reimbursement.

Critical Access Hospitals and some specialty hospitals have the option of submitting HCAHPS data to CMS. These hospitals generally have smaller populations and are not held to the strict standard of 300 completions per year, although that is the goal. They also don't participate in Value-Based Purchasing because they're not funded in the same way as acute care hospitals.

Approved vendors, working in partnership with client hospitals, administer the HCAHPS survey only to patients who meet the following eligibility criteria. They must:

- Be 18 years of age or older
- Be treated as an inpatient with at least one overnight stay in the hospital
- Have a non-psychiatric principal diagnosis at discharge
- NOT be discharged to a court or law enforcement official, hospice, nursing home, skilled nursing facility, or foreign home address

## Is PRC a CMS-approved HCAHPS survey vendor?

Yes, CMS has listed PRC as an HCAHPS survey vendor since the program's introduction in 2006. Over the past 10 years, PRC has served over 400 unique HCAHPS clients.

## How is the HCAHPS survey administered?

1. Every week, clients send files to PRC that contain the records of patients who were discharged during a specific seven-day range.
2. Then, PRC's sample managers filter out ineligible patients and select a random sample of patient records to be prepared for the interviewing department.
3. Specific patient information is automatically inserted into interviewers' scripts when they dial the telephone numbers of patients selected for the study.
  - Selected patients will be called up to five times over a six-week window.
  - Call attempts occur on different days of the week, at different times of day.
4. PRC compiles all of the results and submits the data to QualityNet, in accordance with the prescribed deadline schedule. Hospital contacts are notified when the files have been accepted.

## What does the HCAHPS survey measure?

The HCAHPS survey consists of 32 core questions that capture patients' perceptions of the care they received in the hospital and gather general demographic information about the patients themselves. Patient responses are reported across the 10 dimensions listed to the right.

## Can we customize the standard survey tool to encourage excellence?

Core HCAHPS survey questions do not measure excellence, but hospitals can combine the required core items with customized, hospital-specific questions to more effectively analyze where to invest resources to improve performance. PRC is the only research firm measuring excellence on its five-point scale. Excellent sets a higher standard than the top box terms used by traditional service vendors (Very Good, Very Satisfied) and is a greater predictor of patient loyalty. The PRC scale is a more effective tool for determining how to allocate resources where they will have the greatest impact.

## How will we receive the survey results?

Client hospitals enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, listen to patient Voices® and design and schedule custom reports to be emailed anywhere within the organization. PRC clients have fast access to data — as soon as PRC receives the completed survey, it's available for reporting.

CMS will generate Preview Reports of publicly reported and Value-Based Purchasing information through its QualityNet website, where administrative users can retrieve reports showing HCAHPS and clinical scores for their hospitals to gauge their performance before it becomes publicly available.

## Will the results be publicly reported?

The HCAHPS dimensions are published on the CMS Hospital Compare website (<http://www.medicare.gov/hospitalcompare>) every quarter and displayed as four rolling quarters of patient data. Consumers may use this website to select neighboring hospitals and evaluate the elements of care most important to them before selecting a hospital. By default, the website shows the percentage of patients who provided the top-box response for each composite and an HCAHPS Summary Star Rating for the hospital. Digging further, users can see the percentage of all response options and the Star Ratings for each HCAHPS dimension.

HCAHPS Dimensions	
Communications with Nurses	3 questions (Always – Never)
Communications with Doctors	3 questions (Always – Never)
Communication about Pain	2 questions (Always – Never)
Responsiveness of Staff	2 questions (Always – Never)
Communication about Medications	2 questions (Always – Never)
Hospital Environment	2 questions (Always – Never)
Discharge Information	2 questions (Yes/No)
Care Transition	3 questions (Strongly Agree – Strongly Disagree)
Overall Rating	1 question (0 – 10)
Likelihood to Recommend	1 question (Definitely Yes – Definitely No)



## What are your goals?

To learn what PRC's custom data can do for you, contact us at 800-428-7455 or visit [PRCCustomResearch.com](http://PRCCustomResearch.com)

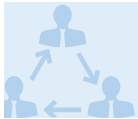
### PRC Product Lines



CAHPS  
Surveys



Patient  
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Physician  
Alignment &  
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Consumer  
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Health

## Why choose PRC?

PRC's response rate on HCAHPS surveys consistently exceeds national averages, helping ensure that survey data are truly representative. PRC research shows that higher response rates are also associated with better HCAHPS scores, which can lead to greater levels of reimbursement from CMS.

Professional Research Consultants, Inc., empowers healthcare organizations to become the best possible places for physicians to practice medicine, patients to be treated, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research and consulting solutions that help them sustain a culture of excellence and drive growth.

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