

March 2008

Welcome to the debut of *HCAHPS Executive Insight*, a new feature on [www.hcahpsonline.org](http://www.hcahpsonline.org), the official HCAHPS website.

The purpose of *HCAHPS Executive Insight* (HEI) is to provide concise, timely and useful information about HCAHPS directly to hospital executives, healthcare executives, and others who share an interest in improving hospital quality.

*HCAHPS Executive Insight* will be the first source for summary HCAHPS results. In addition, this page will allow CMS to directly convey key HCAHPS dates and deadlines, top-line summaries of analytic articles and presentations on HCAHPS, and other information of special pertinence to hospital executives. In time, we hope to use HEI to create a dialog with executives about HCAHPS.

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

HCAHPS Executive Insight. [hcahpsonline.org](http://www.hcahpsonline.org). March 28, 2008. Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed*.

[http://www.hcahpsonline.org/HCAHPS\\_Executive\\_Insight.aspx](http://www.hcahpsonline.org/HCAHPS_Executive_Insight.aspx).

Thank you for visiting *HCAHPS Executive Insight*, and please visit again as we will update the tables and introduce new content in the upcoming weeks and months. For details about the HCAHPS survey, its development, methodology, content, etc., please see our HCAHPS Fact Sheet <http://www.hcahpsonline.org/facts.aspx>.

If you have any suggestions for HEI, send us an email at [hcahps@azqio.sdps.org](mailto:hcahps@azqio.sdps.org).

Sincerely,

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