

April HCAHPS Executive Insight Letter

Welcome

April 2011

Welcome back to *HCAHPS Executive Insight*, the gold button on the HCAHPS On-Line Web site, www.hcahpsonline.org.

In April, the Centers for Medicare & Medicaid Services (CMS) refreshed the HCAHPS results on the Hospital Compare Web site (www.hospitalcompare.hhs.gov). The new HCAHPS scores are based on patients discharged between July 2009 and June 2010.

Highlights

- HCAHPS data for Second Quarter 2009 was rolled off of Hospital Compare, while Second Quarter 2010 results were rolled on
- The April 2011 scores are based on more than 2.6 million completed surveys from 3,810 hospitals
 - Put differently, on average, every day more than 24,000 patients are surveyed about their hospital experience, and every day more than 7,300 patients complete the HCAHPS survey
- The number of hospitals reporting their HCAHPS results has increased by 1,290 (54%) since the first public reporting in March 2008

Perhaps you noticed that the Hospital Compare Web site was refreshed in April this year, rather than March. Going forward, CMS plans to refresh the Hospital Compare Web site in April, July, October and January. As always, the full, complete and official HCAHPS results are publicly reported on Hospital Compare.

News and Notes from the HCAHPS Project Team

HCAHPS Training

In March, the HCAHPS Project Team conducted "Introduction to HCAHPS Training" and "HCAHPS Update Training." Introduction training was attended by 81 organizations and over 130 individuals, while over 300 individuals from 176 organizations attended Update training. The next HCAHPS training sessions are tentatively slated for March 2012.

HCAHPS and Hospital Value Based Purchasing

As you know, the *Patient Protection and Affordable Care Act* (P.L. 111-148) (<http://docs.house.gov/energycommerce/ppacacon.pdf>) includes HCAHPS in the Hospital Value Based Purchasing (Hospital VBP) program (see Section 3001) beginning with discharges in FY 2013 (October 1, 2012).

The HCAHPS Project Team has received numerous inquiries regarding the exact role HCAHPS will play in hospital pay-for-performance. It is too early for specifics, but a recent HCAHPS Bulletin addresses this general topic. Click [here](#) to view or download a copy of HCAHPS Bulletin 2010-01, "HCAHPS and Hospital Value Based Purchasing." We anticipate that the final Hospital VBP rule will be published this Spring.

HCAHPS Charts and Tables

In December 2010 we added the HCAHPS Hospital Characteristics Comparison Charts to the HCAHPS On-Line Web site. The charts depict hospital performance on all ten publicly reported HCAHPS measures by hospital Region, Bed Size, Teaching Status, Ownership and Control, and Location. The charts allow users to see how hospitals that differ on specific characteristics perform on HCAHPS.

Also in December 2010, we added the "*Summary Analyses*" button to make it easy to access the charts and tables (state and national HCAHPS results, HCAHPS "top-box" and "bottom-box" percentiles, and inter-correlations of HCAHPS measures) that are exclusive to HCAHPS On-Line. In addition, the HCAHPS Project Team's published research is listed in the *HCAHPS Bibliography*. Let us know if you have suggestions for new HCAHPS charts or tables.

"What's New"

We encourage hospitals and their survey vendors to frequently check our "*What's New*" button to find the latest information on HCAHPS, such as upcoming data submission deadlines. We also invite you to share the material presented on *HCAHPS Executive Insight*, but when you share or reproduce this material, please include the following citation:

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Thanks for visiting *HCAHPS Executive Insight*. Comments or suggestions for HCAHPS Executive Insight should be directed to us, by email, at hcahps@azqio.sdps.org.

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