

October 2011 HCAHPS Executive Insight Letter

Welcome

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

In October, 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 January 2010 and December 2010.

Highlights

- HCAHPS data for Fourth Quarter 2009 was rolled off of Hospital Compare, while Fourth Quarter 2010 results were rolled on
- The October 2011 scores are based on more than 2.7 million completed surveys from 3,827 hospitals
 - Put differently, on average, every day more than 25,000 patients are surveyed about their hospital experience; every day more than 7,500 patients complete the HCAHPS survey
 - Looked at more broadly, according to the AHA, in 2009 about 35.8 million patients were admitted to all U.S. hospitals (which encompasses about 1,000 hospitals that don't participate in HCAHPS, and millions of patients who aren't eligible for the survey). Nevertheless, about 26% of ALL admitted patients received an HCAHPS survey, and over 7% completed it

News and Notes from the HCAHPS Project Team

Five Years In, and Looking Forward

October 2011 marks the fifth anniversary of the national implementation of the Hospital Consumer Assessment of Healthcare Providers and Systems survey. In October 2006, some 2,800 hospitals voluntarily began to administer this new, carefully developed and publicly vetted, standardized survey of patients' experience of care. Of these hospitals, 2,520 publicly reported their HCAHPS results (then based on just three calendar quarters) on CMS's Hospital Compare Web site in March 2008. Since then the number of hospitals reporting HCAHPS results has grown by 52%, and the number of completed surveys has increased by almost 250%.

HCAHPS created new information, instituted greater transparency, became attached to hospital reimbursement, and has become a common metric for hospitals. There is empirical evidence that patients' experience of care is improving in the ten key areas targeted by the survey. Media accounts and anecdotal information meanwhile suggest that greater attention is being paid to patient experience at all hospital levels. And as healthcare and media outlets have recognized, employed and shared HCAHPS results, whether in whole or in selected parts, the message of the survey is amplified and extended.

Looking forward, Hospital Value-Based Purchasing is poised to propel HCAHPS and, more importantly, attention to the patient's perspective of care, to a higher level. CMS is planning the first enlargement of the survey, primarily to encompass patients' transition to post-hospital care. And oversight to assure that thousands of participating hospitals and dozens of approved survey vendors fully, fairly and uniformly administer the survey is taking on even greater importance. The next five years may bring more changes. CMS and the HCAHPS Project Team look forward to building on the foundation of partnership with hospitals and survey vendors to ensure that HCAHPS plays a significant and positive role in improving healthcare for all patients.

HCAHPS and Hospital Value Based Purchasing

CMS is proceeding with its plan to introduce Hospital Value-Based Purchasing for IPPS hospitals, beginning with inpatients discharged in October 2012. HCAHPS performance will account for 30% of Hospital VBP Total Performance Score in FY 2013. Information about Hospital VBP is available at a new CMS Web site, <http://www.cms.gov/Hospital-Value-Based-Purchasing/>. We encourage you to visit the Hospital VBP Web site for official news regarding Hospital VBP.

In July, CMS conducted an "Open Door Forum" on the new Hospital VBP program. The slide set used in that presentation explains the program. It can be found at http://www.cms.gov/Hospital-Value-Based-Purchasing/Downloads/HospVBP_ODF_072711.pdf. A summary of the "Patient Experience of Care" domain (HCAHPS) and how this score will be calculated is covered on slides 35-61.

New Data Submission Deadline: January 4, 2012

Due to the new Hospital VBP program, CMS will institute a Review and Correction process in January 2012. As part of this process, the data submission deadline for third quarter 2011, which is the first quarter in the FY 2013 Hospital VBP Performance Period (July 1 to September 30, 2011 discharges), will be moved forward by one week, from January 11 to January 4, 2012. This change will also be made to subsequent data submission deadlines; see "What's New" on HCAHPS On-Line home page.

The new data submission deadline will be immediately followed by a one week Review and Correction period, during which self-administering hospitals and survey vendors will have an opportunity to submit corrected data for patients whose data had been accepted into the warehouse prior to the January 4 deadline. A new report (the "Review and Correction report") summarizing the data in the warehouse at the data submission deadline will be made available to hospitals at the start of the Review and Correction period. This report is intended to help hospitals and survey vendors identify and correct any errors. The HCAHPS Project Team will provide more information concerning the Review and Correction period, report, and submission process in the coming months.

More information about the HCAHPS Review and Correction process can be found in the proposed Outpatient Prospective Payment System rule currently on display in the *Federal Register* at: <http://www.ofr.gov/inspection.aspx?AspxAutoDetectCookieSupport=1>.

HCAHPS Charts and Tables

In October we refreshed the state and national HCAHPS results and the HCAHPS "top-box" and "bottom-box" percentiles using data from patients discharged between January 2010 and December 2010. In August we refreshed the HCAHPS Hospital Characteristics Comparison Charts and the HCAHPS correlation matrix based on patients discharged between July 2009 and June 2010. All of the tables and charts, which are exclusive to HCAHPS On-Line, can be found under the "Summary Analyses" button on the www.hcahpsonline.org home page.

Other News

- The HCAHPS Project Team has begun contacting a random sample of hospitals to participate in a test of new HCAHPS survey items
- The HCAHPS Project Team's published research is listed in the *HCAHPS Bibliography*

"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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