

## HCAHPS Hospital VBP Performance Standards for FY 2018

HCAHPS Dimension used in Hospital VBP	Floor (Minimum)	Achievement Threshold (50 <sup>th</sup> Percentile)	Benchmark (Mean of Top Decile)
Communication with Nurses	55.27	78.52	86.68
Communication with Doctors	57.39	80.44	88.51
Responsiveness of Hospital Staff	38.40	65.08	80.35
Pain Management	52.19	70.20	78.46
Communication about Medicines	43.43	63.37	73.66
Hospital Cleanliness & Quietness	40.05	65.60	79.00
Discharge Information	62.25	86.60	91.63
Care Transition	25.21	51.45	62.44
Overall Hospital Rating	37.67	70.23	84.58

### Notes on HCAHPS Performance Standards

- Includes IPPS hospitals with 100+ completed surveys from patients discharged between **January 2014 and December 2014** (3,086 hospitals).
- Scores have been adjusted for survey mode and patient-mix.
- Based on hospital "Top-box" scores, which represents the percentage of patients who chose the most positive response to HCAHPS survey items.

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