

December 18, 2008

Welcome again to *HCAHPS Executive Insight*, the gold button on www.hcahpsonline.org, the official HCAHPS website.

In December, HCAHPS results on the Department of Health and Human Services' (HHS) *Hospital Compare* website (www.hospitalcompare.hhs.gov) were refreshed. This represents the fourth time that participating hospitals' HCAHPS results have been publicly reported. Highlights include:

- **HCAHPS results** are available for 2,716 hospitals that voluntarily surveyed and submitted data for patients discharged from April 2007 through March 2008.
 - The number of hospitals participating has increased by 121 since the September public reporting
 - For the December public reporting, we rolled off HCAHPS results from First Quarter 2007, and rolled on those from First Quarter 2008
 - The December 2008 public reporting is the last in which IPPS hospitals had the option to suppress their HCAHPS results. From March 2009 forward, all IPPS hospitals will have their HCAHPS results publicly reported on *Hospital Compare*
- A **summary table** of state and national HCAHPS results, and information on how to interpret it, can be found below at [Summary of HCAHPS Results](#)

News and Notes from the HCAHPS Project Team

A soon to be published article details the logic and methodology of both the patient-mix and survey mode adjustments that are incorporated in publicly reported HCAHPS results. (Elliott, M.N., A.M. Zaslavsky, E. Goldstein, W. Lehrman, K. Hambarsoomians, M.K. Beckett, and L.A. Giordano. 2008. Effects of survey mode, patient-mix, and nonresponse on CAHPS hospital survey scores. *Health Services Research*)

The HCAHPS survey featured prominently at the recent CAHPS Users Group Meeting (UGM) in Phoenix. Please visit the UGM website (<https://www.cahps.ahrq.gov/content/community/events/Download%20UGM%20Presentation%20Slides%20HTML%20Page%2011-20.htm>) to view slide presentations on recent HCAHPS updates, the experience and advice of hospitals that self-administer the survey, and on how hospitals are using HCAHPS for quality improvement purposes.

The HCAHPS Project Team will offer **training**, via webinar, on *Introduction to HCAHPS* and *HCAHPS Update* in early February 2009. Scheduling information appears on our HCAHPS On-Line website, and registration has opened. We encourage both Quality Improvement Organizations and hospitals that use survey vendors to consider participating in the *Update* training to gain a better understanding of HCAHPS.

We also encourage participating hospitals and their survey vendors to be aware of the regularly recurring dates for data submission. For the latest, please see [Key Upcoming Dates](#) below.

Healthcare researchers have begun to examine HCAHPS results. Findings recently appeared in the *New England Journal of Medicine* (Jha, Ashish K., E. John Orav, Jie Zheng, and Arnold M. Epstein. 2008. Patients' perception of hospital care. *New England Journal of Medicine* 359 (18):1921-1931).

And as always, we invite you to share (and re-share) the material presented on *HCAHPS Executive Insight*. But please, when you do, include the following citation: HCAHPS Executive Insight, {date of issue}. [hcahpsonline.org](http://www.hcahpsonline.org). Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed*. http://www.hcahpsonline.org/Executive_Insight/.

Thank you for visiting *HCAHPS Executive Insight*, and please continue to do so as we update and add new content. If you have any comments or suggestions for HEI, please email us at hcahps@azqio.sdps.org.

Sincerely,

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