

Critical Access Hospitals and HCAHPS

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Overview of Presentation

- Why is HCAHPS important?
- How many CAHs are reporting HCAHPS data to Hospital Compare?
- How do CAHs' HCAHPS results compare to those of other hospitals?



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Why are patient perceptions of quality important?

- Patient perceptions of quality should be important in a patient-centered health care system
- Research suggests that patient perceptions of quality influence:
 - choice of health plans and providers
 - patient complaints and malpractice claims
 - adherence to medical advice
 - health and functional status outcomes



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CMS Goals for HCAHPS

- Provide comparable data on patients' perspectives of care that allows objective and meaningful comparisons among hospitals
- Create incentives for hospitals to improve the quality of care
- Enhance public accountability in health care through public reporting



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Use of HCAHPS by CMS

- Voluntary hospital participation in 2006
- Inpatient Quality Reporting/Hospital Compare for PPS hospitals in 2007
- CMS Hospital Value-Based Purchasing program for PPS hospitals
 - HCAHPS comprises 30% of Total Performance Score for PPS hospitals in FY 2013 & FY 2014



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Research on HCAHPS and Rural Hospitals

- Rural hospitals have significantly higher HCAHPS ratings than urban hospitals
- Non-core rural hospitals score significantly higher than those in micropolitan rural areas
- Significant differences by rurality remain after controlling for organizational factors including hospital size and staffing



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HCAHPS Reporting by CAHs

- Nationally, 38% of CAHs reported HCAHPS data for 2010 discharges
- Most CAHs report HCAHPS data in addition to inpatient measures; some also report outpatient measures
- Reporting varies widely by state
 - 1 state has 0% of CAHs reporting
 - 2 states have 100% of CAHs reporting

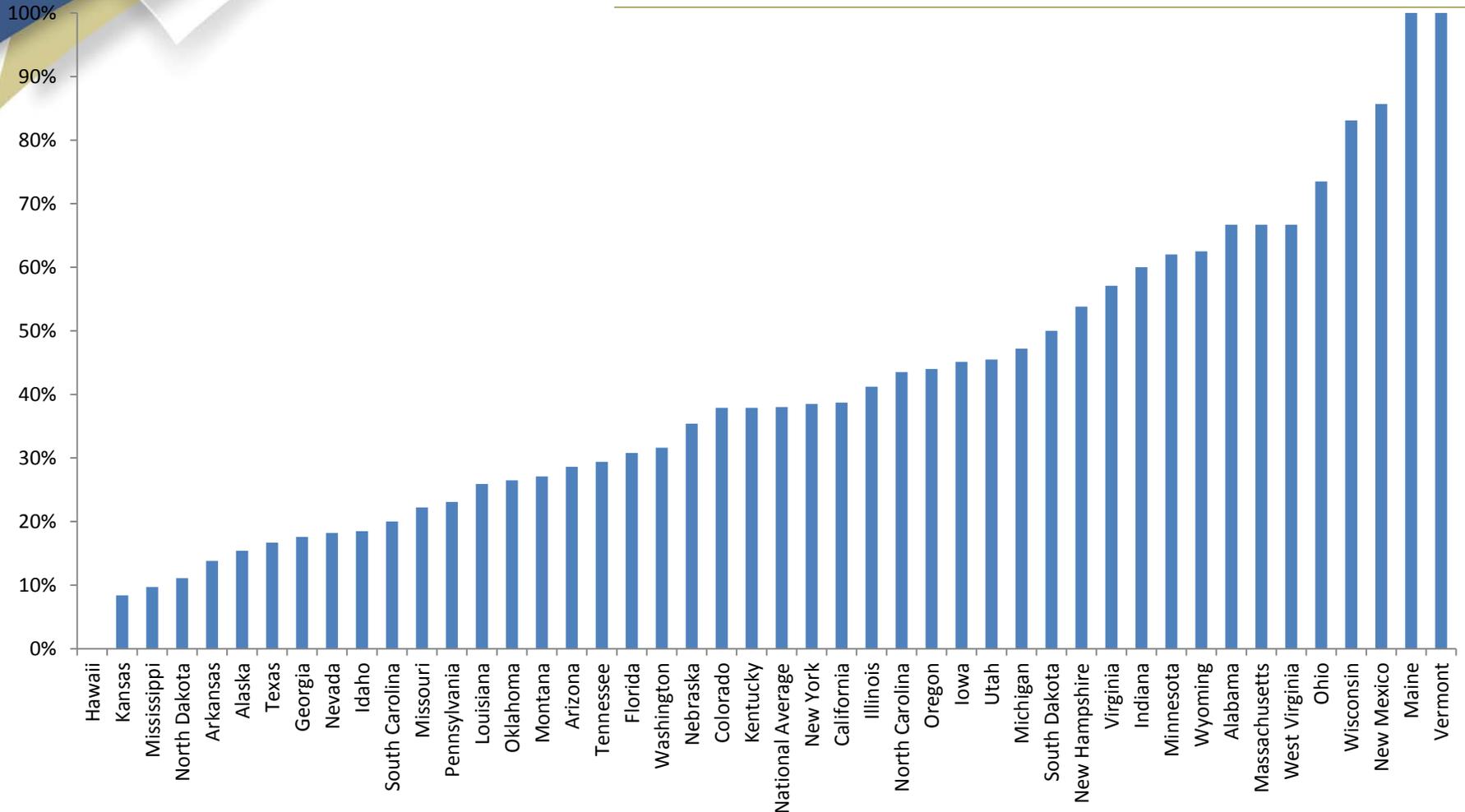


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CAH Reporting of HCAHPS by State



■ Percent of CAHs Reporting HCAHPS Data for 2010 Discharges



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HCAHPS Response Rates

- CMS recommends a survey response rate of at least 40%
- One-third of the 505 CAHs with HCAHPS data for 2010 discharges had response rates of 40% or more
- The average rate for all hospitals (CAHs and non-CAHs) reporting HCAHPS data for 2010 discharges was 33%

HCAHPS Completed Surveys

- CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually
 - 27% of reporting CAHs had 300 or more completed surveys
 - 54% had between 100 and 299 completed surveys
 - 19% had less than 100 completed surveys



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CAH HCAHPS Results for 2010 Discharges

Percent of patients who reported that:	Mean (average) for:	
	CAHs	All US hospitals
Nurses always communicated well	81%	76%
Doctors always communicated well	84%	80%
Patient always received help as soon as wanted	74%	63%
Pain was always well controlled	72%	69%
Staff always explained about medications before giving to patient	66%	60%
Yes, staff gave patient information about what to do during recovery at home	84%	82%
Area around patient room was always quiet at night	63%	58%
Patient room and bathroom were always clean	80%	70%
An overall hospital rating of 9 or 10 (high) on 1-10 scale	73%	67%
Would definitely recommend the hospital to friends and family	73%	69%



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Additional Information

- Annual CAH Hospital Compare national and state reports on www.flexmonitoring.org
- Casey, Davidson and Moscovice. “Patient Assessments and Quality of Care in Rural Hospitals.” www.uppermidwestrhrc.org/pdf/report_%20061010.pdf
- HCAHPS Fact Sheet
<http://www.hcahpsonline.org/files/HCAHPS%20Fact%20Sheet%20May%202012.pdf>