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?
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
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
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
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
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
CAH Reporting of HCAHPS by State

Percent of CAHs Reporting HCAHPS Data for 2010 Discharges
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
### CAH HCAHPS Results for 2010 Discharges

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

• Annual CAH Hospital Compare national and state reports on [www.flexmonitoring.org](http://www.flexmonitoring.org)


• HCAHPS Fact Sheet