



HCAHPS in North Dakota CAHs A Network Approach

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Center *for*
Rural Health

The University of North Dakota
School of Medicine & Health Sciences

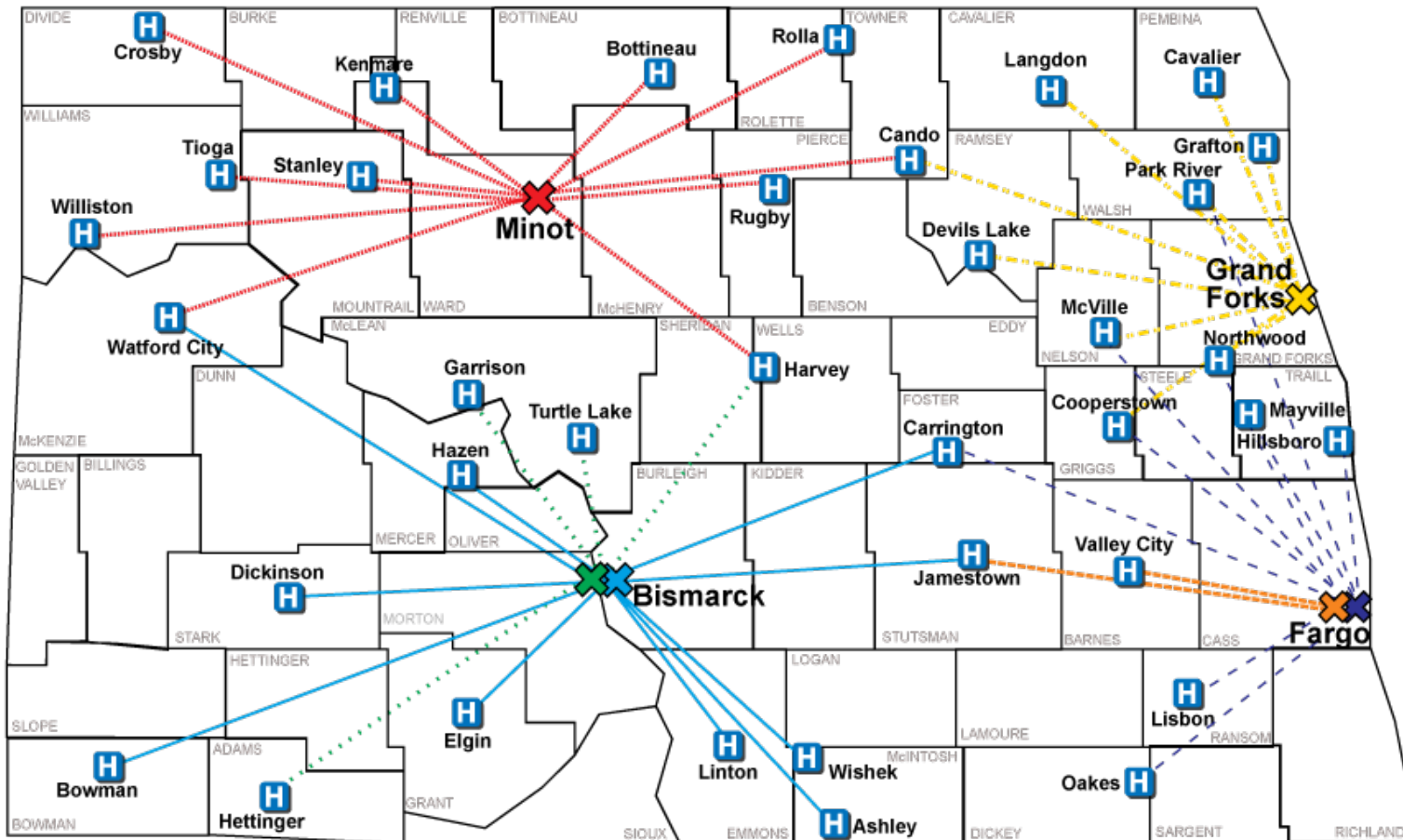
- Established in 1980, at The University of North Dakota (UND) School of Medicine and Health Sciences in Grand Forks, ND
- One of the country's most experienced state rural health offices
- UND Center of Excellence in Research, Scholarship, and Creative Activity

Focus on

- Educating and Informing
- Policy
- Research and Evaluation
- Working with Communities
- American Indians
- Health Workforce
- Hospitals and Facilities

North Dakota CAH Quality Network

Support ongoing performance improvement of North Dakota's Critical Access Hospitals



First Steps

- 100% MBQIP Participation
 - Site Visits – HCAHPS Network approach?
- Which hospitals already do the HCAHPS survey?
- Which vendors are being used in North Dakota?
- What is the expense for our CAHs?
- **EDUCATE**
- **EDUCATE**



Partnerships & Collaborations

- North Dakota Hospital Association
 - Requested proposals from 8 vendors (received 7)
 - Hosted vendor workgroup of CAHs
- ND CAH Quality Network
 - Reviewed proposals
 - Developed cost comparison
 - Arranged workgroup – planned meeting

Next Steps

- Workgroup decision
- Contact all 21 CAHs on decision
- Work with vendor on next steps
- Funding
- Continue partnership with NDHA
- Serve as a resource to CAHs
- Educate
- Review HCAHPS data
- Plan for year 2

CAH Barriers & Vendor Considerations

Barriers

- Cost
- Time
- Already survey
- Cost
- Not aware
- Cost
- Purpose/benefit
- Cost
- Low volumes

Considerations

- Cost
- Time commitment
- Method
- Ease of use
- Cost
- CAH Experience
- Benchmarks
- Other survey options
- Cost
- Reputation

Value of HCAHPS – CAH Perspective

- Vendor survey method
- Process of sending/receiving information
 - Reports
- How we use the data
- Value of the HCAHPS survey in Rugby
- Why should CAHs implement the HCHAPS survey?
- Lessons Learned

	Dimension	Benchmarks	Rolling Averages up to 4/2/2012	Outpatient Rehab Overall		
Overall		NRC Average*	3 Months‡	Qtr 2 2012‡	Qtr 1 2012‡	Qtr 4 2011
Using any number from 0 to 10, where 0 is the worst facility possible and 10 is the best facility possible, what number would you use to rate this rehabilitation facility?		79.6% (n=18,931)	80.0%µ PR=40 (n=20)	100.0%µ PR=100 (n=1)	78.9%µ PR=35 (n=19)	86.7%µ PR=79 (n=15)

Key Drivers	NRC Average*	3 Months‡	Qtr 2 2012‡	Qtr 1 2012‡	Qtr 4 2011
How often did areas around you appear clean?	90.7% (n=17,536)	100.0%µ PR=100 (n=20)	100.0%µ PR=100 (n=1)	100.0%µ PR=100 (n=19)	92.9%µ PR=50 (n=14)
How often were you able to discuss your worries or concerns with therapists?	88.5% (n=14,387)	78.6%µ PR=2 (n=14)	--	78.6%µ PR=2 (n=14)	92.3%µ PR=70 (n=13)
Were you as informed as you wanted to be regarding what to expect about the progress of your rehabilitation?	67.6% (n=17,472)	50.0%µ PR=1 (n=20)	100.0%µ PR=100 (n=1)	47.4%µ PR=1 (n=19)	53.3%µ PR=3 (n=15)

Highest Scores	NRC Average*	3 Months‡	Qtr 2 2012‡	Qtr 1 2012‡	Qtr 4 2011
Would you recommend this rehabilitation facility to your friends and family?	84.3% (n=18,921)	90.0%µ PR=69 (n=20)	100.0%µ PR=100 (n=1)	89.5%µ PR=66 (n=19)	100.0%µ PR=100 (n=14)
How often did areas around you appear clean?	90.7% (n=17,536)	100.0%µ PR=100 (n=20)	100.0%µ PR=100 (n=1)	100.0%µ PR=100 (n=19)	92.9%µ PR=50 (n=14)
How often did you have enough privacy?	80.9% (n=17,211)	100.0%µ PR=100 (n=20)	100.0%µ PR=100 (n=1)	100.0%µ PR=100 (n=19)	66.7%µ PR=5 (n=15)

Lowest Scores	NRC Average*	3 Months‡	Qtr 2 2012‡	Qtr 1 2012‡	Qtr 4 2011
Would you recommend this rehabilitation facility to your friends and family?	84.3% (n=18,921)	90.0%µ PR=69 (n=20)	100.0%µ PR=100 (n=1)	89.5%µ PR=66 (n=19)	100.0%µ PR=100 (n=14)
How often did areas around you appear clean?	90.7% (n=17,536)	100.0%µ PR=100 (n=20)	100.0%µ PR=100 (n=1)	100.0%µ PR=100 (n=19)	92.9%µ PR=50 (n=14)
How often did you have enough privacy?	80.9% (n=17,211)	100.0%µ PR=100 (n=20)	100.0%µ PR=100 (n=1)	100.0%µ PR=100 (n=19)	66.7%µ PR=5 (n=15)

Value-Based Purchasing Dashboard

June 11, 2012

Heart of America Medical Center

Estimated Baseline
(CMS Reported)
Jul 1, 2009 to
Mar 31, 2010**

Performance
Period
Jul 1, 2011 to
Mar 31, 2012

Rolling Period
(9 Months)
Jul 28, 2011 to
Apr 27, 2012

CMS Reported
Thresholds

Score PR

Score PR

Score PR

Achievement Benchmark

		Score	PR	Score	PR	Score	PR	Achievement	Benchmark
Communication with Nurses		84%	93	74.1% (n=36)	41	75.6% (n=34)	55	75.2%	84.7%
Communication with Doctors		79%	46	75.3% (n=36)	18	72.9% (n=34)	9	79.4%	89.0%
Responsiveness of Hospital Staff		78%	93	66.3% (n=30)	65	64.3% (n=31)	57	61.8%	77.7%
Pain Management		73%	82					68.8%	77.9%
Communication about Medicine		68%	91					59.3%	70.4%
Cleanliness / Quietness		75%	91	70.8% (n=36)	82	67.3% (n=34)	65	62.8%	77.6%
Discharge Information		89%	96					81.9%	89.1%
Hospital Rating		75%	84	74.4% (n=36)	82	70.9% (n=34)	72	66.0%	82.5%
Would Recommend		86%	95	72.3% (n=34)	63	76.8% (n=32)	80	-	-

█ Estimated Baseline Score
 ▲ Performance Score
 ▼ Rolling Score
 █ Below Achievement Threshold
 █ Within Achievement Range
 █ Above Benchmark Threshold

* No Public Data Available

** Estimated baseline reflects scores from Hospital Compare for July 2009-June 2010


PR = Percentile Rank


Patient


	Overall Rating				Would Recommend			
	NRC Average	NRC Average n-size	12-Month Rolling Positive Score	n-size	NRC Average	NRC Average n-size	12-Month Rolling Positive Score	n-size
Emergency Stoplight Report	61.2%	116,787	72.5% PR=87	295	66.0%	106,342	77.8% PR=88	294
Heart of America HCAHPS Question Stoplight Report	68.1%	389,552	73.3% PR=75	101	71.4%	389,144	74.3% PR=83	101
Heart of America HCAHPS Composite Stoplight Report	68.1%	389,552	73.3% PR=75	101	71.4%	389,144	74.3% PR=83	101
Outpatient Rehab Stoplight Report	79.8%	18,931	80.0% PR=48	55	84.3%	18,921	87.0% PR=58	54
Outpatient Surgery Stoplight Report	84.1%	93,117	88.6% PR=83	184	85.1%	83,432	86.6% PR=70	182
Outpatient Testing Stoplight Report	75.0%	130,046	71.1% PR=32	758	77.6%	128,972	73.6% PR=34	754

Employee

	Overall Rating				Would Recommend			
	NRC Average	NRC Average n-size	12-Month Rolling Positive Score	n-size	NRC Average	NRC Average n-size	12-Month Rolling Positive Score	n-size
Employee Patient-Centered Care Stoplight Report	41.4%	10,593	60.6%	160	51.8%	10,597	63.7%	160
Ancillary Care Patient-Centered Care Stoplight Report	41.4%	10,593	52.8%	36	51.8%	10,597	69.4%	36
Acute Patient-Centered Care Stoplight Report	41.4%	10,593	78.3%	23 μ	51.8%	10,597	78.3%	23 μ
Admin Support Patient-Centered Care Stoplight Report	41.4%	10,593	33.3%	3 μ	51.8%	10,597	66.7%	3 μ
Clinic Patient-Centered Care Stoplight Report	41.4%	10,593	71.4%	14 μ	51.8%	10,597	71.4%	14 μ
Dietary Housekeeping Plant Patient-Centered Care Stoplight Report	41.4%	10,593	60.0%	5 μ	51.8%	10,597	60.0%	5 μ
Directors Managers Patient-Centered Care Stoplight Report	41.4%	10,593	82.6%	23 μ	51.8%	10,597	91.3%	23 μ
Haaland Estates Patient-Centered Care Stoplight Report	41.4%	10,593	69.6%	23 μ	51.8%	10,597	73.9%	23 μ
Long Term Care Patient-Centered Care Stoplight Report	41.4%	10,593	33.3%	33	51.8%	10,597	18.2%	33
Employee Workplace Experience Stoplight Report	26.5%	13,579	31.9%	251	45.6%	13,573	49.0%	251
Ancillary Care Workplace Experience Stoplight Report	26.5%	13,579	27.3%	44	45.6%	13,573	36.4%	44
Admin Support Workplace Experience Stoplight Report	26.5%	13,579	26.7%	30	45.6%	13,573	46.7%	30
Acute Workplace Experience Stoplight Report	26.5%	13,579	37.5%	24 μ	45.6%	13,573	62.5%	24 μ
Clinic Workplace Experience Stoplight Report	26.5%	13,579	31.6%	19 μ	45.6%	13,573	42.1%	19 μ
Dietary Housekeeping Plant Workplace Experience Stoplight Report	26.5%	13,579	27.3%	22 μ	45.6%	13,573	54.5%	22 μ

 Green - score is equal to or greater than the NRC Average

 Yellow - score is less than the NRC Average, but may not be significantly

 Red - score is significantly less than the NRC Average

μ - Warning: n-size is low! PR = Percentile Rank



Contact us for more information!

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