

## **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)**

The Centers for Medicare & Medicaid Services (CMS), along with the Agency for Healthcare Research and Quality (AHRQ), developed the HCAHPS Survey, also known as Hospital CAHPS®, to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care. The HCAHPS Survey is administered to a random sample of patients continuously throughout the year. CMS cleans, adjusts and analyzes the data, then publicly reports the results. The HCAHPS survey is 32 questions in length—21 substantive items that encompass critical aspects of the hospital experience, 4 screening questions and 7 demographic items that are used for adjusting the mix of patients across hospitals for analytical purposes. Hospital Compare currently reports results for 7 composite topics, 2 individual topics and 2 global topics, as follows:

### *Composite topics:*

- Nurse communication
- Doctor communication
- Responsiveness of hospital staff

Beginning in January 2018 CMS replaced the current pain management questions with three questions that focus on communication about pain

- Communication about medicines
- Discharge information
- Care transition

### *Individual topics*

- Cleanliness of hospital environment
- Quietness of hospital environment

### *Global topics*

- Overall rating of hospital
- Willingness to recommend hospital

The HCAHPS survey is administered to a random sample of adult patients across medical conditions between 48 hours and six weeks after discharge; the survey is not restricted to Medicare beneficiaries.

All short-term, acute care, non-specialty hospitals are invited to participate in the HCAHPS Survey. The goal is for each hospital to get at least 300 completed patient surveys per year.

The Hospital Value-Based Purchasing program links a portion of the Inpatient Prospective Payment System (IPPS) from CMS to performance on a set of quality measures, which include the Clinical Care Domain, which accounts for a 25% of a hospital's Total Performance Score (TPS); the Patient and Caregiver-Centered Experience of Care/Care Coordination Domain, 25% of TPS; Safety 25% of TPS; and Efficiency and Cost reduction 25% of TPS. The HCAHPS Survey is the basis of the Patient Experience Domain.

For more information about HCAHPS, go to [www.hcahponline.org](http://www.hcahponline.org).