

Welcome

July 2009

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

In July, the Centers for Medicare & Medicaid Services (CMS) refreshed the HCAHPS results on the *Hospital Compare* website (www.hospitalcompare.hhs.gov). This marks the sixth time that HCAHPS results have been publicly reported. The latest HCAHPS results are based on patients discharged between October 2007 and September 2008 at 3,746 hospitals. Some highlights include:

- The number of hospitals public reporting their HCAHPS results has increased by 35 (~1%) since March 2009, and by 1,225 (49%) since the first public reporting in March 2008
- The July 2009 results are based on about 2.5 million completed surveys, or on average more than 600 completes per hospital
- In July, we rolled off HCAHPS data from Third Quarter 2007, while rolling on data from Third Quarter 2008
- The July 2009 public reporting is the second in which hospitals paid under the Inpatient Prospective Payment System (IPPS) must participate and cannot suppress the public reporting of their HCAHPS results

A summary table of state and national HCAHPS results, and information on how to interpret them, can be found below at [Summary of HCAHPS Results](#).

News and Notes from the HCAHPS Project Team

CMS and the HCAHPS Project Team continue to analyze HCAHPS results. Several members of the HCAHPS Project Team will present new findings from the survey at the AcademyHealth Research Meeting in late June. We will reference new research publications in the HCAHPS Executive Insight letter.

Interest in HCAHPS continues to grow, as do the purposes for which this data is used. In addition, CMS has received expressions of interest in the HCAHPS survey and its methodology from hospitals around the world.

The HCAHPS Project Team recently issued HCAHPS Bulletin [Number 2009-01 Revised](#), *The Use of HCAHPS in Conjunction with Other Hospital Inpatient Surveys*. Please see <http://www.hcahpsonline.org/files/2009-01%20HCAHPS%20Bulletin%202009-01%20Revised%205-15-2009.pdf> for this Bulletin. The most recent version of HCAHPS protocols, *Quality Assurance Guidelines, V4.0*, published in February, can be found on the HCAHPS On-Line website.

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

We invite you to share (and re-share) the material presented on *HCAHPS Executive Insight*. When you do, please include the following citation:

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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 send us an email at hcahps@azqio.sdps.org.

(NOTE: drop "Sincerely")

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

Key Upcoming Date

Data collected for the HCAHPS survey must be submitted to the HCAHPS warehouse, via My QualityNet, by or before the deadline posted on the HCAHPS website. It is imperative that data be *submitted correctly* by the deadline in order for hospitals to meet RHQDAPU requirements. Once the warehouse closes, *data cannot be submitted or changed in any way*. CMS strongly suggests that data be submitted at least 48 hours prior to the deadline, which should allow time for resubmission if there were an error in the original submission. Hospitals are strongly encouraged to promptly inspect their *Data Submission Report* and/or *HCAHPS Feedback Reports* to confirm their data were accepted into the data warehouse.

Reminder: The next deadline for submission of HCAHPS data (January, February and March 2009 discharges) is July8, 2009.

Summary of HCAHPS Results

A summary table of HCAHPS results for patients discharged between October 2007 and September 2008 is available through the link below. This table contains the average scores of participating hospitals in the most positive, or "top box," category for each of the ten publicly reported HCAHPS measures. For example, the column labeled "**Comm. with Nurses**" displays the percent of patients who reported that their nurses "**Always**" communicated well. Also shown is the number of participating hospitals and the survey response rate for hospitals in each state and in the nation.

To view and/or download the table, please click [here](#). For comparative purposes, summary results from all previous HCAHPS public reporting can be found below in the archive section.

To view the full set of current results on each HCAHPS measure, and find brief information on survey administration, methodology, etc., please visit the "Survey of Patients' Hospital Experiences" section of the *Hospital Compare* website (<http://www.hospitalcompare.hhs.gov/Hospital>).

Archive: Summary Table of HCAHPS Results

Date of Public Reporting *Months Included*

March 2008:	October 2006 through June 2007
Summer 2008:	October 2006 through September 2007
September 2008:	January 2007 through December 2007
December 2008:	April 2007 through March 2008
March 2008:	July 2007 through June 2008

(NOTE: Please activate the newest links)