

HCAHPS INFORMATION SHEET

What is HCAHPS?

HCAHPS is an acronym for **H**ospital **C**onsumer **A**ssessment of **H**ealthcare **P**roviders and **S**ystems. HCAHPS is a national standardized survey tool used to measure adult inpatient perception of the quality of care they receive at a given acute care hospital. This survey is a means of obtaining patients' views on the consistency of the care they received while they were hospitalized. Its purpose is to provide standardized, reliable data for public reporting and consumer choice.

Who is surveyed by HCAHPS?

CMS requires 300 completed surveys per year. For Hamilton Medical Center, patients are randomly selected to receive surveys. **All** inpatients are eligible to be surveyed with a few exceptions, including same day admissions, patients under the age of 18 and some admitting diagnosis.

What does HCAHPS survey?

HCAHPS surveys the **patient's perception** of their quality of care in the following domains:

1. Communication with Doctors;
2. Communication with Nurses;
3. Responsiveness of Hospital Staff (Call lights and help toileting);
4. Cleanliness and Quietness of Hospital Environment;
5. Pain Management;
6. Communication about Medicine;
7. Discharge Information
8. Overall Hospital Rating
9. Transition of Care (added for 2015 performance period)

How is HCAHPS different from Press Ganey Patient Satisfaction Surveys?

- HCAHPS is **federally mandated**. Hamilton Medical Center **chooses** to administer Press Ganey Patient Satisfaction Surveys.
- HCAHPS measures **frequency**, how often a service was performed (Never, Sometimes, Usually, Always). Press Ganey measures **quality**, how well we performed a service (Very Poor, Poor, Fair, Good, Very Good).
- HCAHPS is used for public reporting. Press Ganey is used as an improvement tool.

How will HCAHPS be reported?

HCAHPS "Top Box" scores (% of patients who respond with the most favorable response) will be uploaded to www.hospitalcompare.hhs.gov on a quarterly basis, showing a rolling 12 months worth of data. That means that on a quarterly basis, the oldest quarter of data is dropped off and the most recent quarter is added to the public report. The data on the website showing in May, 2013 will be for patient discharges from July, 2011 through June, 2012.

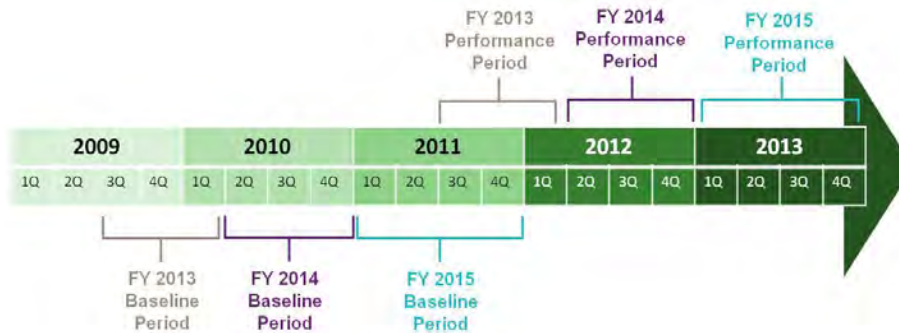
Why should I, an associate at Hamilton Medical Center, care about HCAHPS?

- HCAHPS information is publicly reported and accessible by any person with internet access. Data showing our patient's perception of their care at Hamilton Medical Center can be compared to any organization in the country.
- Since October 1, 2012, our reimbursement from CMS (Medicare/Medicaid) is directly tied to how our patients responded to the HCAHPS Survey. This is called "**Value Based Purchasing**".

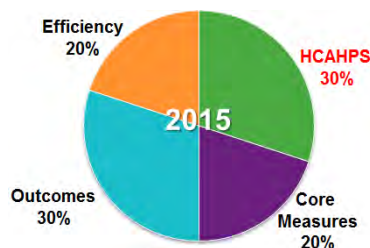
Value Based Purchasing

What is Value Based Purchasing (VBP) and how will it affect CMS (Medicare/Medicaid) reimbursement to Hamilton Medical Center?

- Beginning in October, 2012, for the first time, hospitals across the country received CMS payments for inpatient acute care services based on **QUALITY** of care provided, not just **QUANTITY** of services provided.
- As you can see from the timeline below, we are now in the performance period for 2015, which will be compared to the Baseline Period of 2011.



- We will have the opportunity to earn back the 1.5% withheld for 2015 through Value Based Purchasing in four ways: Core measures, Outcomes, Efficiency and HCAHPS Patient Experience Survey (see chart below)



- We will have the opportunity to earn 10 points for each “Domain” in the HCAHPS survey. Points will be awarded for either “**Achievement**” (are we above the 50% percentile nationally?) or “**Improvement**” (how much did we improve during the “Performance Period* over the Baseline Period*?) We can also earn “**Consistency**” points by continually improving on each domain.
- This is the tip of the iceberg for Value Based Purchasing! The percentage withheld through Value Based Purchasing will increase by $\frac{1}{4}$ of 1 percent until 2017. The chart below shows estimated reimbursement withheld for Hamilton through VBP (\$ Approx total withheld / Patient Experience @ 30%)
 - 2013 – 1% withheld (\$319,478 / \$95,843)
 - 2014 – 1.25% withheld (\$399,347 / \$119,804)
 - 2015 – 1.5% withheld (\$480,000 / \$144,000)
 - 2016 – 1.75% withheld (\$560,000 / \$168,000)
 - 2017 – 2% withheld (\$640,000 / \$192,000)

***The patient wins in the end!
As our scores improve, so does patient care!***

Please call Shelia Baker, ext 6198 with questions.