

HCAHPS

SERVICE quality SERVICE quality SERVICE



Hospital

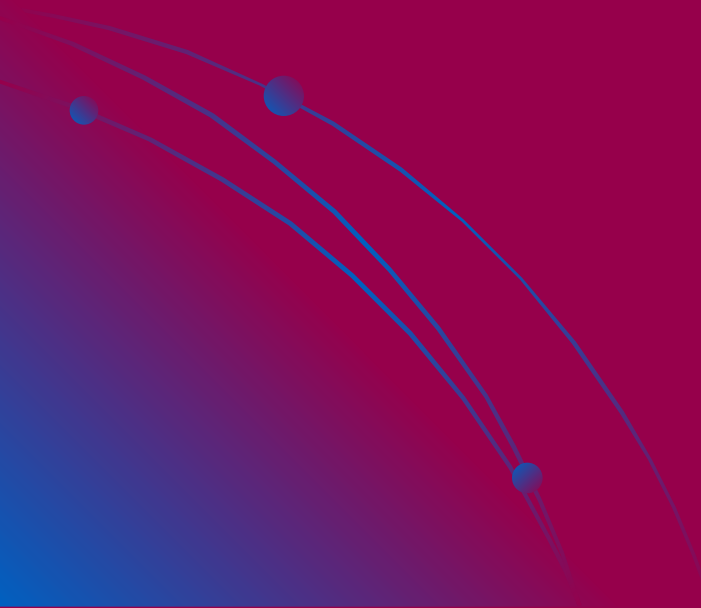
Consumer

Assessment of

Healthcare

Providers &

Systems



What is It?

The first national,
standardized &
publicly reported
benchmark of hospital
patients' perceptions
of their inpatient care

Some History

- Created in 2002
- Combined efforts of
 - The Centers for Medicare & Medicaid Services (CMS)
 - The Agency for Healthcare Research & Quality (AHRQ)

What goals did the government have in mind when creating HCAHPS?

1. To produce comparable data on patient's perspectives of their care so that consumers can make objective and meaningful comparisons among hospitals
2. To create incentives for hospitals to improve their quality of care
3. To enhance public accountability in healthcare by increasing the transparency of the quality of hospital care

Access to Public Reports

Available since March 2008 at:

www.hospitalcompare.hhs.gov



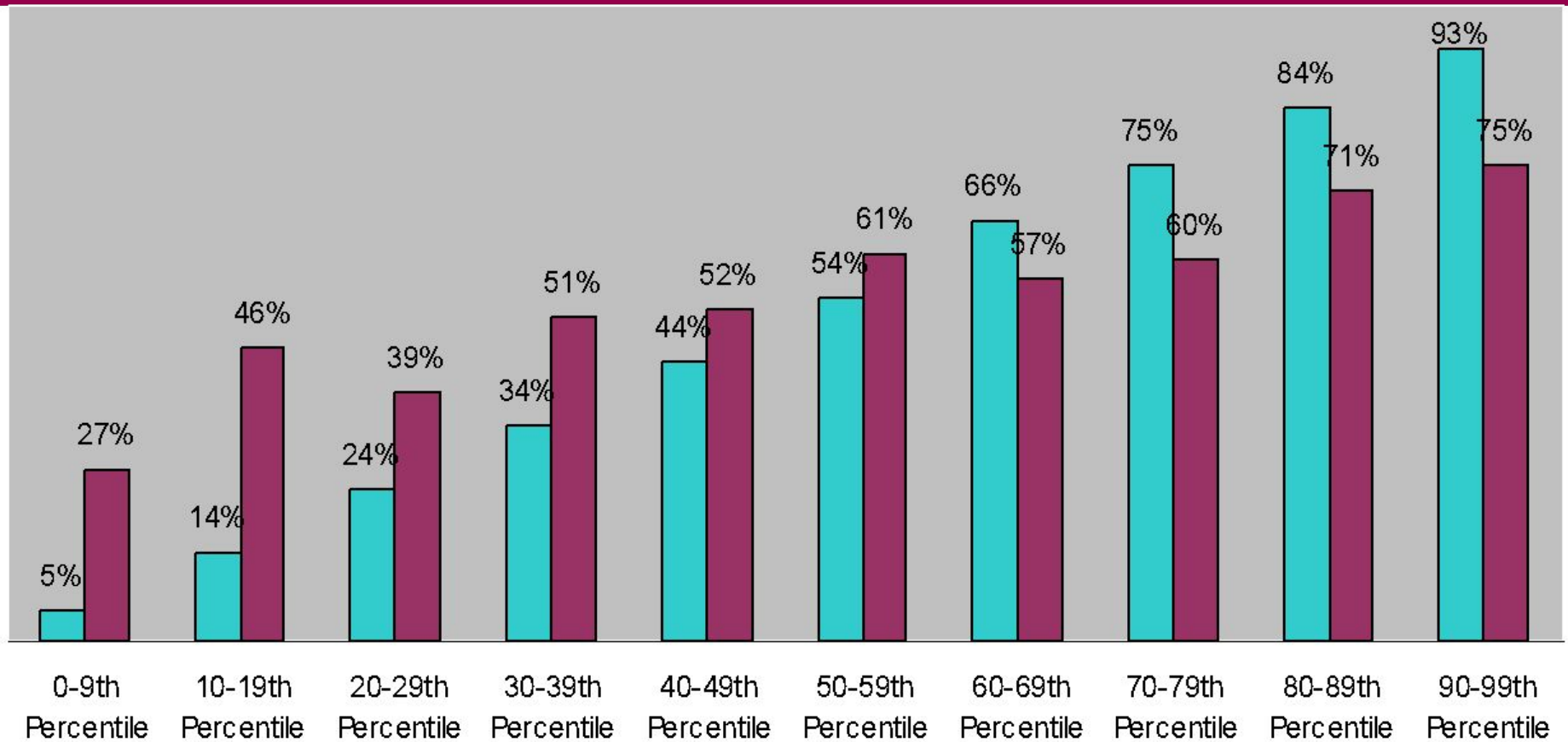
What if you don't work in an inpatient unit?

Patients tend to perceive all employees they interact with as important to their care (not just physicians/nurses) – therefore, their overall perception of care is impacted by every interaction the patient has with any staff member.

What if you don't work in an inpatient unit?

The ER is a major point of entry into inpatient care – this “first impression” sets the stage for HCAHPS success. Research has shown a direct correlation between ER patient satisfaction results and HCAHPS results.

Correlation of ER to HCAHPS



■ Emergency Department Percentile Rank

■ HCAHPS "Overall" Percentile Rank

How Does it Affect Other Pillars?

Finance

Beginning in Fiscal Year 2008, the hospital's annual payment updates would have been negatively affected if we didn't participate in HCAHPS surveying & reporting

How Does it Affect Other Pillars?

Finance

Medicare Proposes New Hospital Value Based Purchasing Program (01/13/2011)

On Friday, January 7, 2011, the Centers for Medicare & Medicaid Services (CMS) issued a proposed rule that would establish a hospital value-based purchasing program for acute care hospitals that are paid under the Medicare Inpatient Prospective Payment System (IPPS) for inpatient services furnished to Medicare beneficiaries. The new program, which was required by the Affordable Care Act of 2010, would provide value-based **incentive payments** to hospitals beginning in FY 2013, based on their achievement or improvement on a set of **clinical and patient experience of care quality measures**.

The Timeline Leading to Value Based Purchasing

HCAHPS Created in 2002

Annual payment updates impacted in October 2007

Public reporting started in March 2008

Affordable Care Act in 2010



**July 1, 2011 – March 31, 2012
Performance Period**

Value Based Purchasing Program Begins in October 2012

How Does it Affect Other Pillars?

Growth

- Patients who have higher perceptions of their care will use services again and recommend them to others
- Positive public reported data may promote use of our hospital over others

How Does it Affect Other Pillars?

Quality

- Many of the patients' perceptions analyzed through the HCAHPS survey are actually perceptions related to quality (e.g., pain management, patient education) vs. service

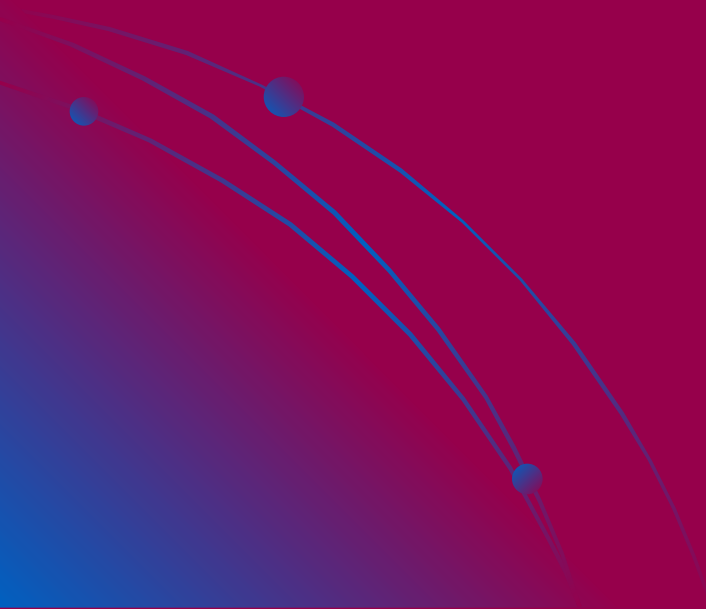
How Does it Affect Other Pillars?

Quality

- The New England Journal of Medicine found that quality of care was significantly better in hospitals that performed better on HCAHPS.

INSERT YOUR HOSPITAL SERVICE
GOAL FOR HCAHPS ON THIS SLIDE

INSERT YOUR HOSPITAL SERVICE
DATA TREND GRAPH HERE



It's not really about the numbers!

The meaning behind the goal:
To make Covenant HealthCare
“A Great Place for Patients
to Receive Care”

The HCAHPS scores/numbers
help us measure if we are doing that.

Why have a Goal to Improve our Patients' Perception of Care (e.g., HCAHPS)?

- The results really do translate to better, more consistent quality care, which in turn translates to better patient outcomes.
- HCAHPS is just another way to measure how often we do something that is important to the patient – how often we, in the view of the patient, provide the very best care.

What questions are asked?

- There are eight (8) categories of questions.
- There are a total of twenty-seven (27) questions.

8 Categories of Questions

- Care from Nurses
- Care from Doctors
- Quiet
- Cleanliness
- Patient Information
- Experiences in the Hospital
- Leaving the Hospital
- Overall Rating of Hospital

Rating Scale

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

Becoming an “Always” Hospital



Category: Your Care From Nurses (4 Questions)



**During this hospital stay,
how often did nurses treat
you with courtesy and
respect?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

**During this hospital stay,
how often did nurses
listen carefully to you?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

**During this hospital stay,
how often did nurses
explain things in a way
you could understand?**

1 ☐ Never

2 ☐ Sometimes

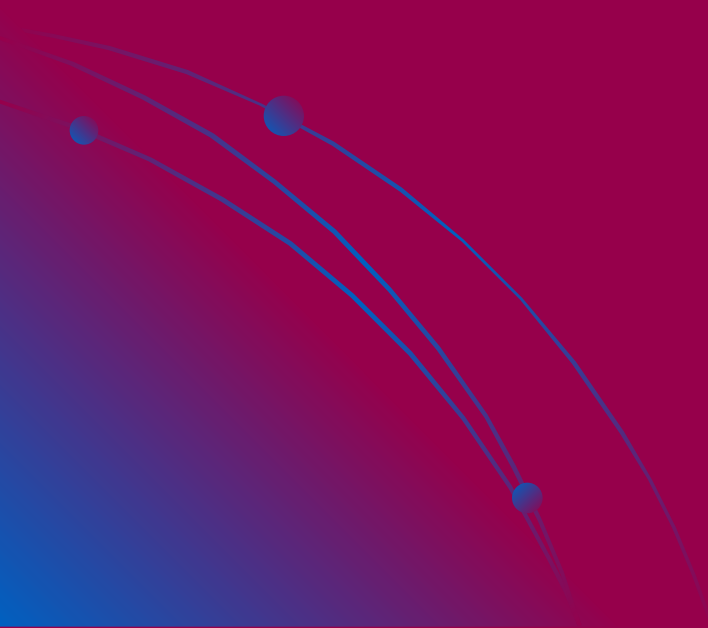
3 ☐ Usually

4 ☐ Always

**During this hospital stay,
after you pressed the call
button, how often did you
get help as soon as you
wanted it?**

- 1 ☐ Never
- 2 ☐ Sometimes
- 3 ☐ Usually
- 4 ☐ Always

Category: Your Care From Doctors (3 Questions)



During this hospital stay,
how often did doctors
treat you with courtesy
and respect?

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

**During this hospital stay,
how often did doctors
listen carefully to you?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

During this hospital stay,
how often did doctors
explain things in a way
you could understand?

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

Category: The Hospital Environment (2 Questions)



**During this hospital stay,
how often were your room
and bathroom kept clean?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

**During this hospital stay,
how often was the area
around your room quiet at
night?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☐ Always

Category:
Your Experiences in the
Hospital
(8 Questions)



**During this hospital stay,
did you need help from
nurses or other hospital
staff in getting to the
bathroom or in using the
bedpan?**

1 ☐ Yes

2 ☐ No

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☒ Always

**During this hospital stay,
did you need medicine for
pain?**

1 ☐ Yes

2 ☐ No



**During this hospital stay,
how often was your pain
well controlled?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☒ Always

**During this hospital stay,
how often did the hospital
staff do everything they
could to help you with
your pain?**

1 ☐ Never

2 ☐ Sometimes

3 ☐ Usually

4 ☒ Always

**During this hospital stay,
were you given any
medicine that you had not
taken before?**

1 ☐ Yes

2 ☐ No



Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- 1 ☐ Never
- 2 ☐ Sometimes
- 3 ☐ Usually
- 4 ☐ Always

**After you left the hospital,
did you go directly to your
own home, to someone
else's home, or to another
facility?**

- 1 ☐ Own home
- 2 ☐ Someone else's home
- 3 ☐ Another health facility

**During this hospital stay,
did doctors, nurses or
other hospital staff talk
with you about whether
you would have the help
you needed when you left
the hospital?**

1 ☐ Yes

2 ☐ No

**During this hospital stay,
did you get information in
writing about what
symptoms or health
problems to look out for
after you left the hospital?**

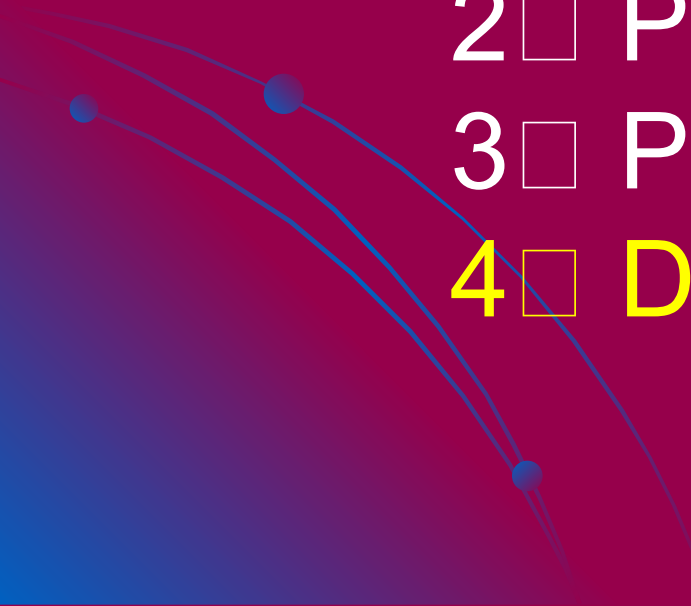
1 ☐ Yes

2 ☐ No

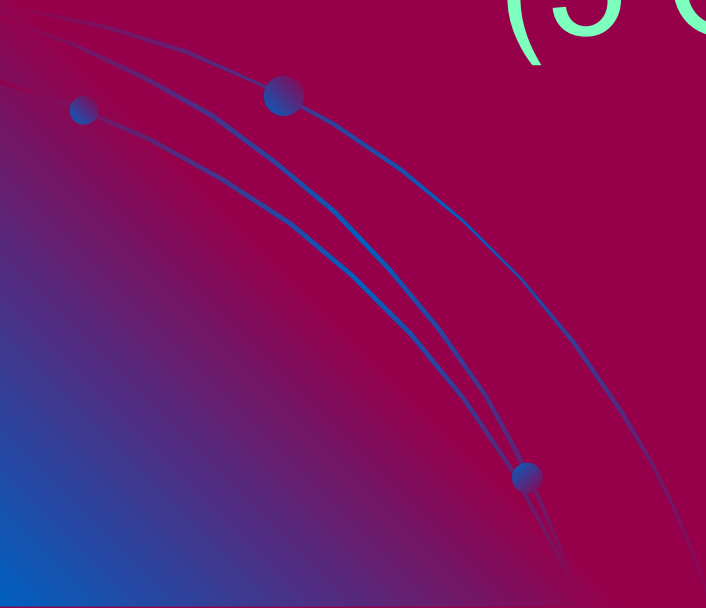
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

☐ **9-10 Best Hospital Possible**

Would you recommend this hospital to your friends and family?

- 1 ☐ Definitely no
 - 2 ☐ Probably no
 - 3 ☐ Probably yes
 - 4 ☐ Definitely yes
- 

Category:
“About You”
Patient Information
(5 Questions)



“About You” Patient Information

- Rating of Overall Health
- Highest grade or level of school completed
- Spanish, Hispanic or Latino origin/decent
- Race
- Primary language spoken

Leaders' Roles in HCAHPS

- Rounding
- Recognition (what gets recognized gets repeated)
- Selecting/Retaining the Right Talent
 - Selection & the First 90-Days
 - Performance Management
- Role Modeling (“walking the talk”)

Leaders' Roles in HCAHPS

- Performance Evaluation Systems
- Validation of Hardwiring
 - Employee Accountability
 - Positive Patient Communication
 - Behavior Standards
 - Hourly Rounding
 - Discharge Phone Calls to Home
 - Bedside Shift Report

Leaders Rounding on Patients

Rounding on Patients	Greeting/Introduction
	Manage Up
	Questions re: focus areas (0-10 rating, noise, pain, etc.)
	Ask about Outstanding Staff
	Thank You
	“I have time” closing question

Leaders Rounding on Patients

Goals for Rounding on Patients



Manage the patients expectations
– establish empathic,
compassionate rapport

Service Recovery, if necessary

Harvest Recognition &
Manage Up

Validate/Manage Staff
Performance
(Quality of Care, Other Shifts,
Safe Environment)

Leaders Rounding on Patients

After you
Round.....

Recognize Staff

Service Recovery Actions

- Address issue
- Follow up with patient

Coach for Improvement

- Address issue
- Follow up with patient

Document (communicate up)

It takes
EVERYONE to
be an “Always”
Hospital

