

HCAHPS Hospital VBP Performance Standards for FY 2018

| HCAHPS Dimension used in Hospital VBP | Floor (Minimum) | Achievement Threshold (50 th Percentile) | Benchmark (Mean of Top Decile) |
|---------------------------------------|--------------------|--|-----------------------------------|
| Communication with Nurses | 55.27 | 78.52 | 86.68 |
| Communication with Doctors | 57.39 | 80.44 | 88.51 |
| Responsiveness of Hospital Staff | 38.40 | 65.08 | 80.35 |
| Pain Management | 52.19 | 70.20 | 78.46 |
| Communication about Medicines | 43.43 | 63.37 | 73.66 |
| Hospital Cleanliness & Quietness | 40.05 | 65.60 | 79.00 |
| Discharge Information | 62.25 | 86.60 | 91.63 |
| Care Transition | 25.21 | 51.45 | 62.44 |
| Overall Hospital Rating | 37.67 | 70.23 | 84.58 |

Notes on HCAHPS Performance Standards

- Includes IPPS hospitals with 100+ completed surveys from patients discharged between **January 2014 and December 2014** (3,086 hospitals).
- Scores have been adjusted for survey mode and patient-mix.
- Based on hospital "Top-box" scores, which represents the percentage of patients who chose the most positive response to HCAHPS survey items.

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