

# Summer 2011 HCAHPS Executive Insight Letter

## Welcome

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Welcome back to *HCAHPS Executive Insight*, the gold button on the HCAHPS On-Line Web site, [www.hcahpsonline.org](http://www.hcahpsonline.org).

In August, the Centers for Medicare & Medicaid Services (CMS) refreshed the HCAHPS results on the Hospital Compare Web site ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)). The new HCAHPS scores are based on patients discharged between October 2009 and September 2010.

## Highlights

- HCAHPS data for Third Quarter 2009 was rolled off of Hospital Compare, while Third Quarter 2010 results were rolled on
- The July 2011 scores are based on more than 2.7 million completed surveys from 3,812 hospitals
  - Put differently, on average, every day more than 24,000 patients are surveyed about their hospital experience; every day more than 7,400 patients complete the HCAHPS survey
- The number of hospitals reporting their HCAHPS results has increased by 1,292 (54%) since the first public reporting in March 2008

## News and Notes from the HCAHPS Project Team

### HCAHPS and Hospital Value Based Purchasing

CMS is proceeding with its plan to introduce Hospital Value-Based Purchasing for IPPS hospitals, beginning with inpatients discharges in October 2012. HCAHPS performance will account for 30% of Hospital VBP Total Performance Score in FY 2013. Information about Hospital VBP is available at a new CMS Web site, <http://www.cms.gov/Hospital-Value-Based-Purchasing/>. We encourage you to visit the Hospital VBP Web site for official news regarding Hospital VBP.

In July, CMS conducted an "Open Door Forum" on the new Hospital VBP program. The slide set used in that presentation explains the program. It can be found at [http://www.cms.gov/Hospital-Value-Based-Purchasing/Downloads/HospVBP\\_ODF\\_072711.pdf](http://www.cms.gov/Hospital-Value-Based-Purchasing/Downloads/HospVBP_ODF_072711.pdf). A summary of the "Patient Experience of Care" domain (HCAHPS) and how this score will be calculated is covered on slides 35-61.

### New Data Submission Deadline: January 4, 2012

Due to the new Hospital VBP program, CMS will institute a Review and Correction process in January 2012. As part of this process, the data submission deadline for third quarter 2011, which is the first quarter in the FY 2013 Hospital VBP Performance Period (July 1 to September 30, 2011 discharges), will be moved

forward by one week, from January 11 to January 4, 2012. This change will also be made to subsequent data submission deadlines; see "What's New" on HCAHPS On-Line home page.

The new data submission deadline will be immediately followed by a one week Review and Correction period, during which self-administering hospital hospitals and survey vendors will have an opportunity to submit corrected data for patients whose data had been accepted into the warehouse prior to the January 4 deadline. A new report (the "Review and Correction report") summarizing the data in the warehouse at the data submission deadline will be made available to hospitals at the start of the Review and Correction period. This report is intended to help hospitals and survey vendors identify and correct any errors. The HCAHPS Project Team will provide more information concerning the Review and Correction period, report, and submission process in the coming months.

More information about the HCAHPS Review and Correction process can be found in the proposed Outpatient Prospective Payment System rule currently on display in the *Federal Register* at:

<http://www.ofr.gov/inspection.aspx?AspxAutoDetectCookieSupport=1>

### **HCAHPS Charts and Tables**

In August we refreshed the HCAHPS Hospital Characteristics Comparison Charts and the HCAHPS correlation matrix based on patients discharged between July 2009 and June 2010. In addition, we refreshed the state and national HCAHPS results and the HCAHPS "top-box" and "bottom-box" percentiles using data from patients discharged between October 2009 and September 2010. All of the tables and charts, which are exclusive to HCAHPS On-Line, can be found under the "Summary Analyses" button on the [www.hcahpsonline.org](http://www.hcahpsonline.org) home page.

### **Other News**

- The HCAHPS Project Team will soon begin recruiting hospitals to participate in a test of new HCAHPS Survey items. We will provide more information soon.
- Members of the HCAHPS Project Team presented new research findings at the AcademyHealth Research Meeting in June.
- The HCAHPS Project Team's published research is listed in the [HCAHPS Bibliography](#).
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### **"What's New"**

We encourage hospitals and their survey vendors to frequently check our "What's New" button to find the latest information on HCAHPS, such as upcoming data submission deadlines. We also invite you to share the material presented on *HCAHPS Executive Insight*, but when you share or reproduce this material, please include the following citation:

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Thanks for visiting *HCAHPS Executive Insight*. Comments or suggestions for HCAHPS Executive Insight should be directed to us, by email, at [hcahps@azqio.sdps.org](mailto:hcahps@azqio.sdps.org).

*Bill Lehrman and Liz Goldstein*, Co-editors

Division of Consumer Assessment & Plan Performance  
Centers for Medicare & Medicaid Services (CMS)