

HCAHPS

CAHPS® Hospital Survey *aka* **HCAHPS**

*HCAHPS = Hospital Consumer Assessment of Healthcare
Providers and Systems*

*CAHPS® is a registered trademark of the Agency for Healthcare
Research and Quality, a U.S. government agency*

Information for Health Care Improvement



Objectives for HCAHPS

1. Standardized survey for meaningful comparisons across hospitals for public reporting of patients' perceptions of their hospital care
 - National implementation: October 1, 2006
 - To be publicly reported: late 2007
2. Increased hospital accountability and incentives for quality improvement
3. Enhanced public accountability

Information for Health Care Improvement



Health Services Advisory Group

HCAHPS

HCAHPS 101

- Only the patient (no proxies) can fill out survey
- Available in English and Spanish
- Eligible patients
 - Adult
 - Medical, surgical, or maternity
 - Overnight stay or longer
 - Alive at discharge

Information for Health Care Improvement

HSAG

H-CAHPS Domains of Measurement

- Patient communication with physicians
- Patient communication with nurses
- Responsiveness of hospital staff
- Cleanliness and quietness of hospital environment
- Pain management
- Communications about medicines
- Discharge information

Information for Health Care Improvement

HSAG

Health Services Advisory Group

HCAHPS

H-CAHPS Contact Information

- **Phone:**
 - 888.884.4007
- **E-Mail:**
 - HCAHPS@azqio.sdps.org
- **Web Site:**
 - www.HCAHPSonline.org

Information for Health Care Improvement



www.hsag.com

This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No. AZ-8SOW-1C-101106-01

Information for Health Care Improvement



Health Services Advisory Group