HCAHP Score Talking Points

- Introduction (Name, Hospital, Years of Experience, Department, Etc.)
- While penalties for excessive 30-day readmission rates have received more attention, hospitals with low Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores will also be penalized.
- The Centers for Medicaid and Medicare (CMS) and the Agency for Healthcare Research and Quality developed HCAHPS surveys as a way to provide standardized information on the patient perspective on the hospital care they received.
- Penalties for low HCAHPS scores will be similar to: Starting this past fiscal year hospitals were penalized up to 1% of Medicare base payments under the value-based purchasing program. Performance on HCAHPS surveys will make up 30% of the score which will determine if hospitals will receive a penalty. This penalty goes up through fiscal year 2016 where it will be 2% of Medicare base payments.
- The very first section on the HCAHP survey is related to nursing care: The first three questions on the survey directly ask about nurse communication and nursing care. On survey questions related to communication about medicines and discharge information, nurses also play a critical role. Finally, since nurses are the clinical staff the patients and their families are most likely to interact with, questions related to overall hospital rating and willingness to recommend the hospital will often times come down to those crucial interactions.\(^1\)
- Nevada hospitals are below the national average on HCAHP Scores: On the most recent HCAHPS survey results released to the public, Nevada did worse than the national average on every single HCAHPS metric. (First number is % of patients that gave the highest rating, second number is % of patients that gave the highest or second highest rating. Nevada tends to look even worse when just comparing % of patients that gave the highest rating)\(^2\)
  - Nurse Communication: NV (71%, 92%) National Average (78%, 95%) Difference (-7%, -3%)
  - Physician Communication: NV (75%, 92%) National Average (81%, 96%) Difference (-6%, -4%)
  - Receive Help Quickly: NV (58%, 86%) National Average (66%, 90%) Difference (-8%, -4%)
  - Controlling Pain: NV (66%, 91%) National Average (70%, 93%) Difference (-4%, -2%)
  - Medicine Communication: NV (58%, 76%) National Average (63%, 81%) Difference (-5%, -5%)
  - Cleanliness: NV (68%, 88%) National Average (73%, 91%) Difference (-5%, -3%)
  - Quiet Rooms at Night: NV (55%, 86%) National Average (60%, 89%) Difference (-5%, -3%)
  - Information at Discharge: NV (83%) National Average (84%) Difference (-1%)
  - Overall Rating: NV (65%, 89%) National Average (69%, 92%) Difference (-4%, -3%)
  - Recommendation: NV (67%, 92%) National Average (70%, 95%) Difference (-3%, -3%)
- There is a demonstrated relationship between low HCAHP Scores and higher readmission rates: Press Ganey, the group tasked with conducting the HCAHPS survey found that hospitals with low HCAHP scores are also more likely to have high readmission rates and that the converse was also true- hospitals with high HCAHP scores were also more likely to have low readmission rates. Hospitals with low HCHAP scores that were penalized for readmission received a Medicare payment reduction that was 4 times higher on average than hospitals with high HCHAP scores. The things that cause a patients perception of the hospital experience to be bad (missed call lights, low wait for food, etc.) is also what causes them to come back to the hospital.\(^3\)

• **There is also a demonstrated link between low HCAHP Scores and nurse-to-patient ratio:** A study published in June 12, 2009 in Health Affairs studied 430 hospitals on their levels of patient satisfaction. It showed that “patient-to-nurse workloads were significantly associated with patient ratings and recommendation of the hospital to others, and with their satisfaction with the receipt of discharge information.” By improving nurse staffing, the patient experience can be enhanced and the hospital may not face the “double-penalization” of low HCAHPS scores and high 30-day readmission rates.⁴

• **TIME FOR PERSONAL EXPERIENCES ON GIVING PATIENTS CARE**

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