



Patients' Experiences in CAHs: HCAHPS Results, 2016

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INTRODUCTION

This report summarizes reporting rates and performance among all U.S. Critical Access Hospitals (CAHs) on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey for calendar year 2016. The Flex Monitoring Team also produces state-specific CAH reports with more detailed results.

BACKGROUND

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a national, standardized survey of patients' perspectives of hospital care. It was developed by the Agency for Healthcare Research and Quality and the Centers for Medicare & Medicaid Services (CMS) to complement other hospital tools designed to support quality improvement. The survey is administered to a random sample of adult patients following discharge from the hospital for inpatient medical, surgical, or maternity care.

Eleven HCAHPS measures are publicly-reported on Hospital Compare. Seven are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, pain management, communication about medicines, and patient understanding of their care when they left the hospital. These, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the provision of discharge information ("yes/no"), an overall rating of the hospital on a 1-10 scale ("high" = 9 or 10, "medium" = 7 or 8, "low" ≤ 6), and the patient's willingness to recommend the hospital ("definitely would," "probably would," and "probably/definitely would not"). CMS adjusts the publicly-reported HCAHPS results for patient-mix, mode of data collection, and non-response bias.

CAHs may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS measures are a core improvement activity in the Medicare Beneficiary Quality Improvement Project (MBQIP).

APPROACH

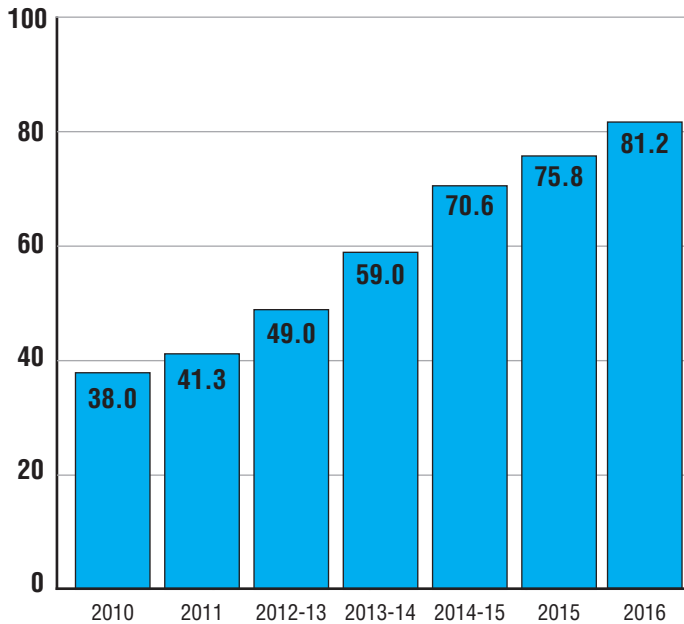
This study used data publicly-reported to Hospital Compare by CAHs for discharges during calendar year 2016 as well as data from MBQIP. In 2016, CMS began suppressing HCAHPS results from Hospital Compare for hospitals with fewer than 25 completed surveys. The FMT national and state HCAHPS reports include MBQIP HCAHPS data from 140 CAHs that agreed to participate in Hospital Compare, but whose results were suppressed from Hospital Compare because of having fewer than 25 completed surveys. Although some CAHs had very few surveys, the results are reported in aggregate for all CAHs in each state, and no states had fewer than 25 surveys for all CAHs in the state.

The national and state HCAHPS reports exclude results from 51 CAHs that submitted HCAHPS data to MBQIP but did not agree to publicly report to Hospital Compare. The reports include data from six CAHs that reported HCAHPS data to Hospital Compare, but not to MBQIP.

For each HCAHPS measure, the percentages of patients reporting the highest response (e.g., "always") on each



Figure 1. Percent of CAHs Reporting HCAHPS Survey Data, 2010-16^a



a. Data for 2012 Q1 are unavailable due to Federal government shutdown. Bars with multiple years list rates for periods offset by one quarter, from April to the following March. Q1 2015 data are included in both the "2014-15" and "2015" rates.

measure were summed and averaged across all reporting CAHs within a state and all other states.

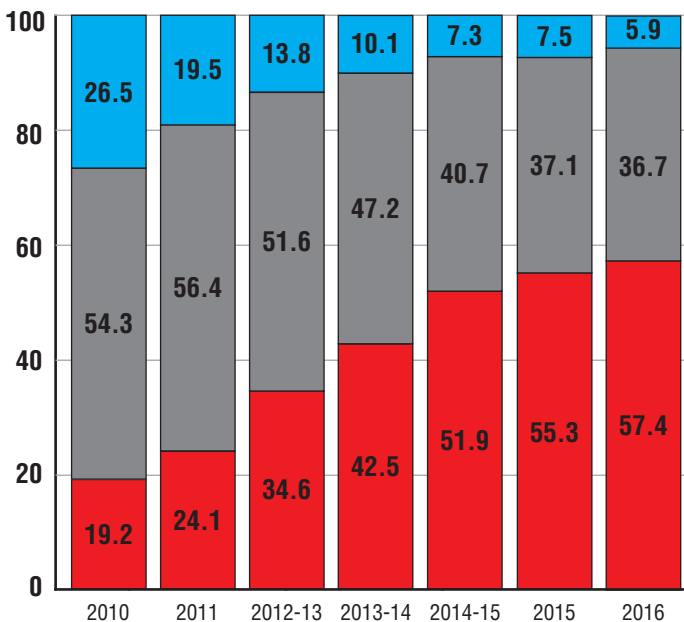
For the comparison of hospital inpatient volume and HCAHPS reporting, data on the number of completed surveys from CY 2016 were merged with data on hospital inpatient volume from the FY 2015 AHA Annual Survey.

RESULTS

Since 2010, HCAHPS participation among CAHs has more than doubled, from 38 percent to more than 81 percent (Figure 1). The number of completed surveys per reporting CAH, however, has changed proportionally over that time, with a substantially-higher percentage of reporting CAHs in 2016 having fewer than 100 surveys and a substantially-lower percentage having more than 300 surveys compared to previous years (Figure 2).

Hospitals must have at least 100 completed HCAHPS surveys over a given four-quarter period in order to receive HCAHPS Star Ratings from CMS. Figure 3 provides additional insight into the large group of CAHs

Figure 2. Completed HCAHPS Surveys among CAHs Reporting Data, 2010-16



■ % of reporting CAHs with more than 300 surveys
 ■ % of reporting CAHs with 100-299 surveys
 ■ % of reporting CAHs with less than 100 surveys

Figure 3. Detail of HCAHPS Survey Completion Rates among CAHs Reporting Data, 2016

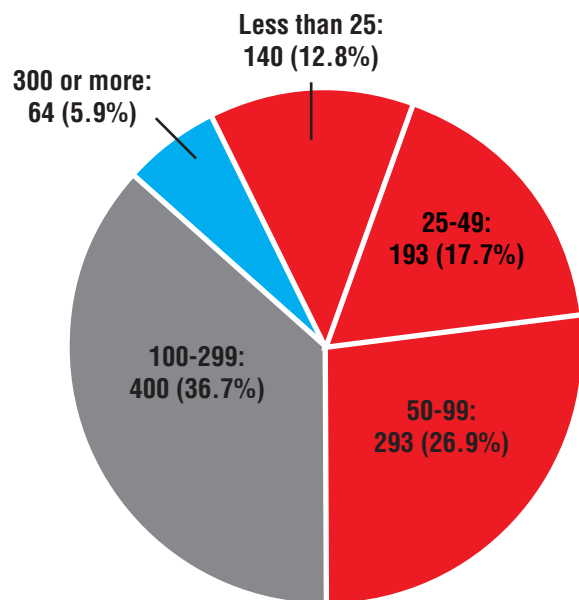




Table 1. Critical Access Hospitals by Number of Completed HCAHPS Surveys and Hospital Admissions, 2016

# Completed Surveys	Total CAH Inpatient Admissions				Total
	0-250	251-500	501-800	800+	
Less than 25	116	20	3	0	139
25-49	78	85	24	6	193
50-99	27	150	88	28	293
100-299	1	38	122	238	399
300 or more	0	0	5	59	64
Total^a	222	293	242	331	1088

a. 2 CAHs which did not have AHA annual survey data are excluded from this table.

Data Sources: Hospital Compare and MBQIP, CY 2016; AHA Annual Survey data, FY 2015

reporting fewer than 100 surveys. Nearly 13% of CAHs reported fewer than 25 surveys in 2016, 17.7% reported 25-49, and 26.9% reported 50-99 surveys.

Figure 4 ranks the 45 Flex Program states by their CAHs' HCAHPS participation rates.

Table 1 shows the wide variation in the number of completed HCAHPS surveys per CAH when compared to the annual volume of inpatient admissions. Most surprising are the six hospitals with over 800 inpatient admissions that only had 25-49 completed surveys. Alternatively, among CAHs with 0-250 admissions, 27 CAHs reported 50-99 surveys and 1 CAH reported 100-299 surveys. Variation in the number of completed surveys may be due in part to the number of discharged patients who are eligible for HCAHPS and in part to differences in response rates among surveyed patients. CMS requires hospitals to exclude some patients from HCAHPS, including patients discharged to swing-beds, nursing homes, or hospice care. While the majority of CAHs have swing-beds, the volume of patients discharged to swing-beds varies by CAH.

Caution should be exercised in comparing HCAHPS results for states that have few CAHs reporting results and/or CAHs whose results are based on fewer than 100 completed surveys. Table 2 (next page) provides the number of CAHs reporting HCAHPS survey data for each of the 45 states in the Flex Program, as well as the number of CAHs in each of the five survey completion and three survey response rate categories.

Table 3 (page 5) provides performance rates for each state's reporting CAHs on the eleven HCAHPS measures publicly reported on Hospital Compare.

Figure 4. State Rankings of HCAHPS Participation Rates for CAHs, 2016

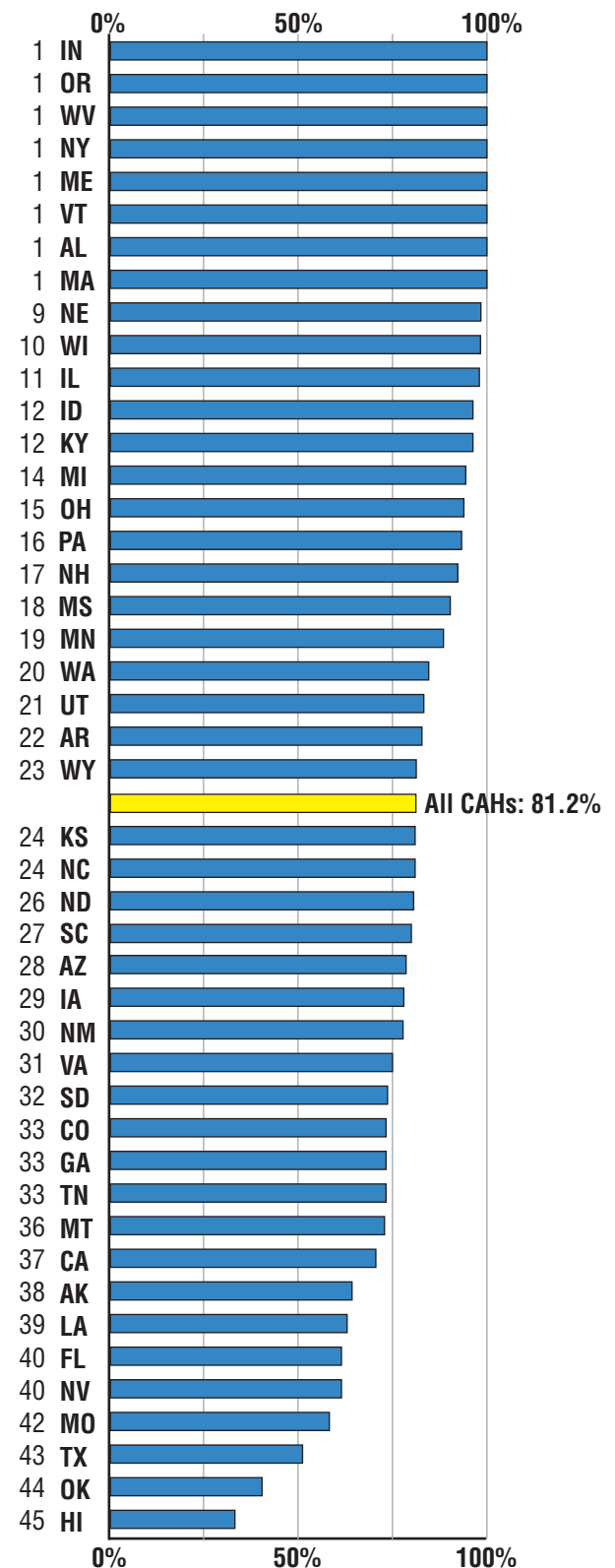




Table 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs, 2016

	CAHs reporting	Number of completed HCAHPS surveys					HCAHPS survey response rates		
		<25	25-49	50-99	100-299	≥ 300	< 25%	25-50%	> 50%
United States (1,343)	1,090	140	193	293	400	64	196	858	36
Alabama (4)	4	1	1	1	1	0	0	4	0
Alaska (14)	9	3	2	1	3	0	6	3	0
Arizona (14)	11	0	2	3	5	1	3	8	0
Arkansas (29)	24	4	5	8	7	0	9	15	0
California (34)	24	1	5	5	11	2	9	15	0
Colorado (30)	22	3	4	5	10	0	6	16	0
Florida (13)	8	1	0	4	3	0	3	5	0
Georgia (30)	22	2	6	8	6	0	12	10	0
Hawaii (9)	3	2	0	1	0	0	2	1	0
Idaho (27)	26	5	2	5	12	2	2	22	2
Illinois (51)	50	0	3	22	22	3	5	43	2
Indiana (35)	35	0	4	7	20	4	6	29	0
Iowa (82)	64	4	12	21	25	2	3	58	3
Kansas (84)	68	17	19	20	10	2	7	59	2
Kentucky (27)	26	1	4	10	11	0	8	18	0
Louisiana (27)	17	3	3	9	2	0	6	11	0
Maine (16)	16	0	1	0	14	1	2	14	0
Massachusetts (3)	3	0	0	1	2	0	1	2	0
Michigan (36)	34	3	6	4	18	3	3	31	0
Minnesota (78)	69	9	7	21	27	5	3	62	4
Mississippi (31)	28	2	14	9	3	0	9	19	0
Missouri (36)	21	0	1	6	13	1	3	18	0
Montana (48)	35	13	7	4	10	1	4	26	5
Nebraska (64)	63	15	14	14	19	1	4	54	5
Nevada (13)	8	2	0	2	3	1	2	6	0
New Hampshire (13)	12	0	0	2	8	2	2	10	0
New Mexico (9)	7	2	1	1	3	0	6	1	0
New York (18)	18	5	4	3	4	2	1	17	0
North Carolina (21)	17	0	0	5	8	4	5	12	0
North Dakota (36)	29	9	11	5	3	1	2	23	4
Ohio (33)	31	0	2	5	21	3	3	27	1
Oklahoma (37)	15	3	8	3	1	0	4	11	0
Oregon (25)	25	1	3	5	14	2	6	19	0
Pennsylvania (15)	14	1	0	1	9	3	1	11	2
South Carolina (5)	4	1	1	2	0	0	2	2	0
South Dakota (38)	28	7	11	8	2	0	3	25	0
Tennessee (15)	11	0	5	4	2	0	4	7	0
Texas (82)	42	12	6	13	11	0	18	24	0
Utah (12)	10	1	2	4	2	1	2	8	0
Vermont (8)	8	0	1	1	3	3	2	6	0
Virginia (8)	6	0	0	1	4	1	1	5	0
Washington (39)	33	4	2	12	11	4	10	23	0
West Virginia (20)	20	1	7	6	6	0	3	16	1
Wisconsin (58)	57	0	4	17	28	8	0	53	4
Wyoming (16)	13	2	3	4	3	1	3	9	1



Patients' Experiences in CAHs: HCAHPS Results, 2016

Table 3. HCAHPS Results for CAHs by State, 2016

	Nurses always communicated well	Doctors always communicated well	Patient always received help as soon as wanted	Pain was always well-controlled	Staff always explained medications before giving them	Yes, staff gave patient info. about recovery at home	Strongly agree care understood when left hospital	Patient's room and bathroom were always clean	Area around patient's room was always quiet at night	Overall hospital rating of 9 or 10 (high)	Would definitely recommend hospital to others
United States (1,343)	83.2	85.2	74.8	74.1	68.8	88.5	54.7	79.3	66.3	75.9	74.2
Alabama (4)	87.0	88.2	78.1	84.5	70.0	88.8	54.2	78.7	75.0	78.9	73.8
Alaska (14)	80.1	85.2	76.8	71.7	72.6	90.1	55.5	73.7	62.5	75.6	77.1
Arizona (14)	79.5	80.9	69.6	72.6	64.0	86.7	47.7	73.0	57.7	70.0	69.4
Arkansas (29)	84.3	87.6	76.5	73.1	71.1	85.0	55.3	80.3	72.5	76.2	71.8
California (34)	81.3	81.2	73.0	74.1	67.3	88.8	53.9	77.1	58.0	73.5	73.7
Colorado (30)	82.7	84.0	75.1	73.3	69.0	89.2	55.4	77.7	68.5	75.0	72.1
Florida (13)	82.2	83.3	66.8	73.1	65.6	88.3	53.1	72.9	65.0	70.9	66.5
Georgia (30)	83.6	84.6	69.3	74.0	68.9	85.6	55.1	78.7	71.5	75.5	72.2
Hawaii (9)	81.4	85.6	73.6	72.6	68.3	88.6	50.5	84.1	69.4	77.5	79.0
Idaho (27)	81.0	84.5	74.3	72.8	67.7	89.8	55.1	79.5	61.4	75.1	74.2
Illinois (51)	85.3	86.4	77.9	75.5	70.5	89.9	58.5	84.1	66.4	79.2	76.3
Indiana (35)	83.8	84.6	75.1	73.4	67.1	88.6	53.9	79.5	65.4	76.3	72.6
Iowa (82)	83.4	85.8	73.7	72.7	68.1	89.7	57.2	81.9	67.8	80.2	78.0
Kansas (84)	82.5	86.8	74.2	74.4	69.3	88.3	57.0	80.9	67.2	78.6	77.7
Kentucky (27)	84.3	88.6	74.0	76.6	71.4	88.2	57.7	81.2	70.4	76.3	74.3
Louisiana (27)	88.2	90.5	78.2	77.5	75.1	89.7	59.8	82.0	77.0	79.7	79.7
Maine (16)	83.8	83.7	75.9	73.8	70.7	89.4	57.3	83.2	60.7	76.5	75.0
Massachusetts (3)	88.4	85.3	79.0	76.3	74.9	91.4	59.8	76.4	61.9	79.8	81.0
Michigan (36)	84.6	84.5	78.7	75.3	69.1	90.3	55.6	78.7	66.2	78.1	76.8
Minnesota (78)	83.2	85.3	76.3	72.8	68.9	88.7	56.1	80.6	70.3	77.9	77.2
Mississippi (31)	84.6	90.2	75.4	74.9	71.5	84.9	50.6	78.7	76.6	74.2	72.0
Missouri (36)	81.8	84.8	71.7	72.2	66.2	88.3	53.1	80.1	65.7	74.4	70.2
Montana (48)	81.7	84.2	74.9	73.1	67.8	86.8	54.9	77.3	63.7	74.5	75.3
Nebraska (64)	83.8	87.7	77.5	74.1	69.1	89.7	58.0	84.2	71.0	80.7	78.6
Nevada (13)	80.2	81.8	71.4	72.3	68.3	86.6	52.3	72.8	56.6	72.3	69.5
New Hampshire (13)	82.1	83.2	74.2	73.3	68.6	89.6	56.4	81.1	59.3	74.7	75.2
New Mexico (9)	79.0	78.1	71.4	70.6	64.2	84.9	48.8	76.0	61.8	66.5	65.1
New York (18)	83.0	84.4	74.7	75.6	68.1	89.8	54.3	80.1	61.1	73.2	73.1
North Carolina (21)	84.9	85.5	74.9	75.5	68.6	89.0	55.0	78.5	67.4	77.5	75.5
North Dakota (36)	82.4	85.4	75.5	73.1	70.3	88.0	53.9	75.5	67.4	76.4	74.0
Ohio (33)	84.4	82.9	77.8	75.0	68.5	90.6	56.1	81.0	63.0	78.2	74.2
Oklahoma (37)	83.8	88.9	80.0	74.9	67.2	87.7	49.6	78.2	77.7	76.1	74.6
Oregon (25)	80.9	82.2	75.4	72.1	67.8	88.5	53.4	76.1	60.4	73.3	71.8
Pennsylvania (15)	84.8	84.9	76.8	76.3	69.0	89.9	54.9	82.9	60.5	75.4	71.6
South Carolina (5)	87.5	87.4	70.2	73.3	69.9	88.2	56.6	83.3	72.4	75.3	76.7
South Dakota (38)	83.5	87.4	78.3	72.2	68.7	88.5	54.9	79.2	69.8	78.1	76.2
Tennessee (15)	84.4	87.4	76.3	78.3	67.6	83.9	55.8	80.5	72.3	75.2	74.7
Texas (82)	85.1	87.6	78.6	75.8	72.7	87.4	55.7	83.6	71.8	78.9	77.3
Utah (12)	85.5	88.5	77.0	78.6	72.8	92.3	59.7	76.6	67.6	82.0	85.5
Vermont (8)	81.1	83.3	71.0	72.5	65.8	90.0	54.1	78.2	60.4	73.4	72.3
Virginia (8)	83.8	85.1	71.2	74.9	67.1	89.2	54.1	81.5	63.0	75.0	70.5
Washington (39)	79.5	81.1	71.7	69.8	65.2	88.7	51.6	76.7	57.2	73.4	72.8
West Virginia (20)	83.8	86.0	76.8	73.2	70.0	89.0	52.2	78.8	64.1	75.9	72.5
Wisconsin (58)	84.6	85.4	77.5	73.9	70.1	90.6	57.1	83.5	68.0	79.8	76.9
Wyoming (16)	80.3	83.4	74.9	70.8	69.0	88.7	55.3	77.1	66.7	73.5	70.9



Links to State-Specific HCAHPS Reports

Alabama	Louisiana	Ohio
Alaska	Maine	Oklahoma
Arizona	Massachusetts	Oregon
Arkansas	Michigan	Pennsylvania
California	Minnesota	South Carolina
Colorado	Mississippi	South Dakota
Florida	Missouri	Tennessee
Georgia	Montana	Texas
Hawaii	Nebraska	Utah
Idaho	Nevada	Vermont
Illinois	New Hampshire	Virginia
Indiana	New Mexico	Washington
Iowa	New York	West Virginia
Kansas	North Carolina	Wisconsin
Kentucky	North Dakota	Wyoming

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