



Patients' Experiences in CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS

• The percent of CAHs reporting HCAHPS survey data increased from 84.4% in 2017 to 85.7% in 2018.

• While the reporting rate has increased, the proportion of CAHs with over 300 completed surveys has decreased over time from 13.8% in 2012 to 4.7% in 2018.

• National performance was highest for measures related to provision of recovery information and communication from doctors and nurses. Ratings were lowest for measures related to medication explanations, understanding post-discharge care, and hospital environment.

BACKGROUND

The Hospital Compare 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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10, "medium" = 7 or 8, "low" \leq 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 data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

This report summarizes reporting rates and performance among all U.S. Critical Access Hospitals (CAHs) on the HCAHPS survey for calendar year 2018. The Flex Monitoring Team (FMT) also produces state-specific HCAHPS reports with more detailed results.



APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during CY 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare, but whose results were suppressed from Hospital Compare because they had 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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Weights were applied to all calculations.

For the comparison of hospital inpatient volume and HCAHPS reporting, data on the number of completed surveys from calendar year 2018 were merged with data on hospital inpatient volume from the fiscal year 2017 American Hospital Association (AHA) Annual Survey.

RESULTS

Nationally, HCAHPS participation among CAHs has continued to increase over time, from 49.0% in 2012 to 85.7% in 2018 (Figure 1). However, the number of completed surveys per reporting CAH has also changed over time as the proportion of CAHs reporting less than 100 surveys continues to increase from 34.6% in 2012 to 62.7% in 2018 and the percentage reporting more than 300 surveys decreased from 13.8% in 2012 to 4.7% in 2018 (Figure 2).

Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. Figure 3 provides additional insight into the large group of CAHs reporting fewer than 100 surveys. Roughly 16% of CAHs reported fewer than 25 surveys in 2018 and 21.4% reported 25–49 surveys.

Table 1 shows the wide variation in the number of completed HCAHPS surveys per CAH when compared to the annual volume of inpatient admissions. Nine hospitals with over 800 admissions had less than 50 completed surveys-two of the hospitals had less than 25 surveys. Only one CAH with 0-250 admissions had more than 99 surveys. Variation in the number of completed surveys may be due in part to the number of discharged patients who are eligible for the 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 swingbeds, the volume of patients discharged to swing-beds varies by CAH.

Table 2 ranks the 45 Flex Program states by their CAHs' HCAHPS participation rates. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

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Table 3 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 4 provides performance rates for each state's reporting CAHs on the ten HCAHPS measures publicly reported on Hospital Compare.

Overall, the number of CAHs reporting HCAHPS data increased each year since 2012. However, the proportion of reporting CAHs with more than 300 completed surveys decreased over the past three years and is nine percentage points% lower than in 2012. This may be due to an increased focus on encouraging CAHs to report HCAHPS data. CAHs that have just begun to report HCAHPS data may be less familiar with strategies to increase the number of completed surveys. The highest national performance rates for individual HCAHPS measures were related to staff providing recovery information ("yes, staff gave patient information about recovery at home"), doctor communication ("doctors always communicated well"), and nurse communication ("nurses always communicated well"). Notably lower were three measures: explanations for medications ("staff always explained medications before giving them"), understanding of post-discharge instructions ("strongly agree care understood when left hospital"), and patient rating of the hospital environment ("area around patient's room was always quiet at night").

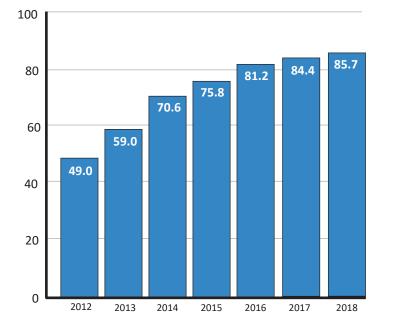


FIGURE 1. Percent of CAHs Reporting HCAHPS Survey Data, 2012–18

Note: Data for Q1 2012 are unavailable due to a federal government shutdown. Data for years 2012, 2013, and 2014 are offset by one quarter, from April to the following March (e.g. Year 2013 includes April 2013–March 2014 data). Q1 2015 data are included for both 2014 and 2015 rates.

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100 13.8 10.1 7.3 7.5 5.9 5.4 4.7 80 37.1 36.7 34.7 32.6 51.6 47.2 40.7 60 40 55.3 34.6 42.5 51.9 57.4 59.9 62.7 20 0 2012 2013 2014 2015 2016 2017 2018

FIGURE 2. Completed HCAHPS Surveys among CAHs Reporting Data, 2012–18

□ % of reporting CAHs with more than 300 surveys
■ % of reporting CAHs with 100–299 surveys

■ % of reporting CAHs with less than 100 surveys

Note: Data for Q1 2012 are unavailable due to a federal government shutdown. Data for years 2012, 2013, and 2014 are offset by one quarter, from April to the following March (e.g. Year 2013 includes April 2013–March 2014 data). Q1 2015 data are included for both 2014 and 2015 rates.

FIGURE 3. Detail of HCAHPS Survey Completion Rates among CAHs Reporting Data, 2018

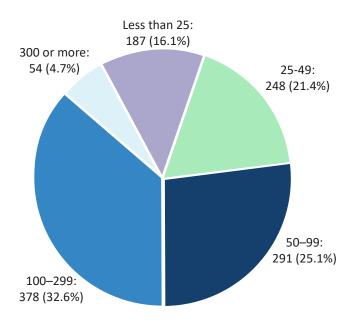




TABLE 1. CAHs by Number of Completed HCAHPS Surveys and Hospital Admissions, 2018

# Completed Company	0–250	251–500	501–800	>800	Tatal
# Completed Surveys	Admissions	Admissions	Admissions	Admissions	Total
Less than 25	146	29	9	2	186
25–49	109	106	26	7	248
50–99	25	142	89	35	291
100–299	1	36	125	215	377
300 and higher	0	0	0	54	54
Total	281	313	249	313	1,156

Total CAH Inpatient Admissions

Note: Two CAHs did not have AHA annual survey data and are excluded from this table. Data sources: Hospital Compare and MBQIP, CY2018; AHA Annual Survey data, FY2017

TABLE 2. State Rankings of HCAHPS Participation Rates for CAHs, 2018

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% of CAH
	National	1,158	85.7	23	Arkansas	26	89.7
1	Illinois	51	100.0	24	South Dakota	34	89.5
1	Maine	16	100.0	25	New York	16	88.9
1	Pennsylvania	15	100.0	26	Mississippi	27	87.1
1	New Hampshire	13	100.0	27	Georgia	26	86.7
1	Vermont	8	100.0	28	North Dakota	31	86.1
1	Virginia	7	100.0	29	California	29	85.3
1	Alabama	4	100.0	30	Nevada	11	84.6
1	South Carolina	4	100.0	31	Kansas	71	84.5
1	Massachusetts	3	100.0	32	Colorado	26	81.3
10	Wisconsin	57	98.3	33	Indiana	28	80.0
11	Ohio	32	97.0	34	Washington	31	79.5
12	Nebraska	62	96.9	35	Missouri	27	75.0
13	Oregon	24	96.0	35	Tennessee	12	75.0
14	Minnesota	74	94.9	37	Arizona	11	73.3
15	Michigan	34	94.4	38	Kentucky	19	70.4
16	lowa	77	93.9	38	Louisiana	19	70.4
17	Wyoming	15	93.8	40	North Carolina	14	70.0
18	Idaho	25	92.6	41	Texas	55	64.7
19	Utah	12	92.3	42	Florida	7	58.3
20	Montana	44	91.7	43	Oklahoma	23	57.5
21	West Virginia	18	90.0	44	Alaska	8	57.1
21	New Mexico	9	90.0	45	Hawaii	3	33.3



TABLE 3. Number of Completed HCAHPs Surveys and Response Rates for CAHs, 2018

	CAHs			ber of cor CAHPS sur	•		1	CAHPS surv esponse rat	•
State (# of CAHs)	reporting	<25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	> 50%
National (1,351)	1,158	187	248	291	378	54	330	801	27
Alabama (4)	4	1	1	1	1	0	0	4	0
Alaska (14)	8	3	2	1	2	0	7	1	0
Arizona (15)	11	0	3	1	6	1	5	6	0
Arkansas (29)	26	3	8	9	6	0	11	15	0
California (34)	29	3	8	4	13	1	16	13	0
Colorado (32)	26	6	4	6	10	0	6	20	0
Florida (12)	7	0	2	1	4	0	5	2	0
Georgia (30)	26	4	8	7	6	1	16	10	0
Hawaii (9)	3	2	0	1	0	0	2	1	0
Idaho (27)	25	3	4	5	10	3	6	18	1
Illinois (51)	51	0	8	22	20	1	5	46	0
Indiana (35)	28	1	4	6	15	2	4	24	0
lowa (82)	77	5	19	26	25	2	9	66	2
Kansas (84)	71	21	21	17	12	0	18	50	3
Kentucky (27)	19	1	3	7	8	0	9	10	0
Louisiana (27)	19	6	2	9	2	0	11	8	0
Maine (16)	16	0	1	4	10	1	2	14	0
Massachusetts (3)	3	0	0	1	2	0	1	2	0
Michigan (36)	34	4	6	5	16	3	3	31	0
Minnesota (78)	74	7	16	18	26	7	4	65	5
Mississippi (31)	27	7	12	6	2	0	14	12	1
Missouri (36)	27	2	3	6	15	1	7	20	0
Montana (48)	44	23	7	3	10	1	9	32	3
Nebraska (64)	62	15	14	15	17	1	7	50	5
Nevada (13)	11	3	2	1	4	1	7	4	0
New Hampshire (13)	13	0	2	0	9	2	4	9	0
New Mexico (10)	9	1	2	1	5	0	7	2	0
New York (18)	16	3	6	4	2	1	6	10	0
North Carolina (20)	14	0	3	3	3	5	7	7	0
North Dakota (36)	31	11	9	8	3	0	6	21	4
Ohio (33)	32	2	0	12	15	3	7	25	0
Oklahoma (40)	23	7	10	6	0	0	12	11	0
Oregon (25)	24	1	1	7	14	1	10	14	0
Pennsylvania (15)	15	1	1	1	10	2	0	15	0
South Carolina (4)	4	2	0	1	1	0	3	1	0
South Dakota (38)	34	9	12	10	3	0	12	21	1
Tennessee (16)	12	1	4	4	3	0	4	8	0
Texas (85)	55	16	19	12	8	0	32	23	0
Utah (13)	12	2	2	5	3	0	6	6	0
Vermont (8)	8	1	0	1	4	2	2	6	0
Virginia (7)	7	1	1	0	4	1	4	3	0
Washington (39)	31	4	6	7	11	3	15	16	0
West Virginia (20)	18	1	5	2	10	0	3	15	0
Wisconsin (58)	57	0	5	19	25	8	0	55	2
Wyoming (16)	15	4	2	6	3	0	6	9	0

TABLE 4. HCAHPS Performance Rates for CAHs by State, 2018

State (# of CAHs reporting)	Nurses always communi- cated well	Doctors always communi- cated well	Patient always received help as soor as wanted	medications	gave patient	understood	room and bathroom	Area around patient's room was always quiet at night	Overall hospital rating of 9 or 10 (high)	Would definitely recommend hospital to others
National (1,158)	84.0	84.8	77.2	69.5	88.9	56.7	81.3	65.5	77.5	75.6
Alabama (4)	84.0	82.9	79.1	73.7	84.3	55.5	85.1	73.1	79.7	74.9
Alaska (8)	79.7	80.3	76.1	66.1	89.2	56.3	76.6	59.8	73.1	72.4
Arizona (11)	79.7	77.3	75.2	67.4	86.9	52.4	73.7	59.5	69.2	68.6
Arkansas (26)	85.1	86.7	77.8	71.0	86.9	56.0	82.0	68.4	78.0	74.0
California (29)	82.6	82.9	76.1	68.2	88.3	55.1	79.2	59.3	74.7	75.0
Colorado (26)	81.2	83.6	76.9	67.1	88.4	54.2	78.8	66.0	73.6	71.2
Florida (7)	80.4	77.4	67.9	68.3	89.4	56.2	80.1	66.7	72.0	71.5
Georgia (26)	84.5	85.7	74.3	69.5	87.4	57.5	79.2	72.6	76.3	76.7
Hawaii (3)	81.5	84.7	79.6	78.9	92.2	49.0	86.4	72.8	79.2	83.4
Idaho (25)	82.4	84.9	76.1	67.6	89.8	54.9	81.0	59.6	76.3	75.4
Illinois (51)	86.3	86.9	78.7	71.7	90.4	58.3	84.4	66.9	80.6	77.8
Indiana (28)	83.6	83.6	76.7	66.5	88.2	54.1	82.0	62.6	77.4	72.4
lowa (77)	84.4	86.3	75.8	69.2	88.8	57.7	82.9	70.0	81.3	78.0
Kansas (71)	84.1	86.3	76.0	69.1	87.5	58.9	81.5	65.1	79.9	79.5
Kentucky (19)	83.3	87.7	72.8	71.4	88.7	59.1	80.9	69.0	74.6	73.1
Louisiana (19)	89.5	89.8	82.2	77.4	90.6	62.5	86.6	74.9	82.5	80.8
Maine (16)	87.3	85.0	78.6	70.8	89.6	57.6	84.8	64.4	79.9	78.1
Massachusetts (3)	87.2	85.6	80.5	71.9	92.3	62.0	76.0	59.2	80.0	82.2
Michigan (34)	85.5	83.8	82.3	72.0	91.3	58.5	80.8	64.6	79.1	76.5
Minnesota (74)	84.6	85.5	78.3	69.3	89.2	57.7	81.9	71.5	79.9	78.5
Mississippi (27)	86.8	91.5	75.6	73.0	85.5	54.7	83.4	76.7	77.1	74.4
Missouri (27)	80.8	83.9	72.7	65.6	87.9	54.7	79.2	62.5	74.3	70.2
Montana (44)	81.6	83.3	75.7	67.5	87.0	54.4	75.0	63.1	72.8	73.1
Nebraska (62)	84.6	87.1	78.4	69.0	89.3	58.5	85.4	70.7	80.2	78.6
Nevada (11)	78.0	77.6	78.4	65.9	85.8	50.5	75.2	53.7	68.7	66.3
New Hampshire (13)	83.9	82.7	75.2	67.0	89.1	55.1	82.0	56.4	75.4	75.3
New Mexico (9)	82.8	83.4	77.4	68.5	84.6	49.9	78.4	65.9	73.4	70.1
New York (16)	83.7	83.4	77.4	70.7	90.2	49.9 55.4	79.8	60.5	75.5	73.2
North Carolina (14)	84.6	83.7	74.8	69.8	88.6	57.1	79.8	65.3	75.5	75.8
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Ohio (32)										
Oklahoma (23)	82.7	82.6	76.6	70.9	84.7	54.0	78.8	68.9	72.4	71.9
Oregon (24)	83.1	83.9	78.8	70.7	89.6	55.6	79.7	59.2	75.4	72.9
Pennsylvania (15)	83.8	83.7	77.0	67.1	90.1	55.2	82.4	59.0	74.9	72.4
South Carolina (4)	85.1	87.8	81.2	72.8	88.5	57.8	82.6	72.7	77.7	76.5
South Dakota (34)	83.2	83.8	78.6	70.6	85.7	55.4	81.0	69.2	76.2	76.4
Tennessee (12)	85.1	86.3	78.1	72.7	86.8	55.9	80.6	70.6	75.0	71.9
Texas (55)	85.5	87.7	80.3	74.0	87.6	57.3	83.8	69.9	78.2	76.7
Utah (12)	84.7	88.9	82.2	70.6	90.2	60.0	81.6	69.1	82.2	80.7
Vermont (8)	82.1	84.7	71.6	68.6	89.9	56.2	78.4	58.7	73.5	73.6
Virginia (7)	83.3	84.3	69.5	66.1	89.5	54.9	80.9	62.5	76.3	72.3
Washington (31)	81.1	81.9	74.7	68.1	89.0	55.3	79.7	56.4	75.6	75.4
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Wisconsin (57)	85.8	85.9	79.4	71.6	90.9	59.4	83.6	70.0	80.5	78.3
Wyoming (15)	80.6	82.5	77.7	68.1	87.5	56.5	79.0	62.6	73.4	73.5

Links to State-Specific HCAHPS Reports

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

For more information on this study, please contact Megan Lahr at <u>lahrx074@umn.edu</u>.

This study was conducted by the Flex Monitoring Team with funding from the Federal Office of Rural Health Policy (FORHP), Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS), under PHS Grant No. U27RH01080. The information, conclusions, and opinions expressed in this document are those of the authors and no endorsement by FORHP, HRSA, or HHS is intended or should be inferred.



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KEY FINDINGS: ALABAMA

• The HCAHPS reporting rate of 100.0% for Alabama CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Alabama scored significantly higher on 2 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 8 measures.

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.

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FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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For each HCAHPS measure, the percentages of patients reporting the highest response (e.g., "always") on each measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

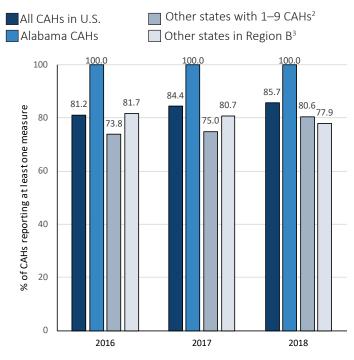
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Alabama, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Alabama. The HCAHPS reporting rate of 100.0% for Alabama CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Alabama ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Alabama and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Alabama's CAHs scored significantly better on 2 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



^{1.} Percentage of CAHs in each state or group of states reporting HCAHPS data.

3. HRSA Region B includes: FL (12), GA (30), KY (27), MS (31), NC (20), SC (4), TN (16)

^{2.} Group includes states with 1–9 CAHs: HI (9), MA (3), SC (4), VA (7), VT (8)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

IndextOhio3297.034Washington312496.935Missouri2734Oregon2496.035Tennessee1244Minnesota7494.937Arizona1155Michigan3494.438Kentucky1956Iowa7793.938Louisiana1957Wyoming1593.840North Carolina1458Idaho2592.641Texas5550Montana4491.743Oklahoma2361West Virginia1890.044Alaska8	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
1Maine16100.025New York1681Pennsylvania15100.026Mississippi2781New Hampshire13100.027Georgia2681Vermont8100.028North Dakota3181Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.032Colorado2681Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington317112Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7494.938Louisiana19715Michigan3494.438Louisiana19716Iowa7793.840North Carolina14718Idaho2592.641Texas55619Utah1292.343Oklahoma23520Montana4491.743Oklahoma23521West Virginia18<		National	1,158	85.7	23	Arkansas	26	8
1 Pennsylvania 15 100.0 26 Mississippi 27 8 1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Tennessee 12 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.	1	Illinois	51	100.0	24	South Dakota	34	ε
1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9 38 Louisiana 19 7 15 Michigan 25 92.6	1	Maine	16	100.0	25	New York	16	8
1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Tennessee 12 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9 37 Arizona 11 7 15 Michigan 34 94.4 38 Kentucky 19 7 16 Iowa 25 92.6 <td< td=""><td>1</td><td>Pennsylvania</td><td>15</td><td>100.0</td><td>26</td><td>Mississippi</td><td>27</td><td>8</td></td<>	1	Pennsylvania	15	100.0	26	Mississippi	27	8
1Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.03298.333Indiana28810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12715Michigan3494.438Kentucky19716Iowa7793.840North Carolina14717Wyoming1593.840North Carolina14718Idaho2592.641Texas55620Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	New Hampshire	13	100.0	27	Georgia	26	8
1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9 37 Arizona 11 7 15 Michigan 34 94.4 38 Kentucky 19 7 16 Iowa 77 93.9 38 Louisiana 19 7 18 Idaho 25 92.6 41 T	1	Vermont	8	100.0	28	North Dakota	31	8
1South Carolina4100.031Kansas7181Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1593.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	Virginia	7	100.0	29	California	29	8
1Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Missouri27713Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1593.840North Carolina14718Idaho2592.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	Alabama	4	100.0	30	Nevada	11	8
10Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Missouri27713Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	South Carolina	4	100.0	31	Kansas	71	8
11Ohio3297.034Washington31712Nebraska6296.935Missouri27713Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1593.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	Massachusetts	3	100.0	32	Colorado	26	8
12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9 37 Arizona 11 7 15 Michigan 34 94.4 38 Kentucky 19 7 16 Iowa 77 93.9 38 Louisiana 19 7 17 Wyoming 15 93.8 40 North Carolina 14 7 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	10	Wisconsin	57	98.3	33	Indiana	28	8
13Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1593.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	11	Ohio	32	97.0	34	Washington	31	7
14 Minnesota 74 94.9 37 Arizona 11 7 15 Michigan 34 94.4 38 Kentucky 19 7 16 Iowa 77 93.9 38 Louisiana 19 7 17 Wyoming 15 93.8 40 North Carolina 14 7 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	12	Nebraska	62	96.9	35	Missouri	27	7
15Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1593.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	13	Oregon	24	96.0	35	Tennessee	12	7
16 Iowa 77 93.9 38 Louisiana 19 7 17 Wyoming 15 93.8 40 North Carolina 14 7 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	14	Minnesota	74	94.9	37	Arizona	11	7
17 Wyoming 15 93.8 40 North Carolina 14 7 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	15	Michigan	34	94.4	38	Kentucky	19	70
18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	16	lowa	77	93.9	38	Louisiana	19	7(
19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	17	Wyoming	15	93.8	40	North Carolina	14	70
20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	18	Idaho	25	92.6	41	Texas	55	6
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	5
5	20	Montana	44	91.7	43	Oklahoma	23	5
21 New Mexico 9 90.0 45 Hawaii 3 3	21	West Virginia	18	90.0	44	Alaska	8	5
	21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Alabama, 2018

	Total CAHs	Nur	nber of cor	npleted H	ICAHPS surv	/eys		CAHPS survesponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Alabama	4	1	1	1	1	0	0	4	0

TABLE 3. HCAHPS Results for CAHs in Alabama and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Alabama (n=4)	All Other Flex States (n=1,154)		
Nurses always communicated well	84.0	83.6		
Doctors always communicated well	82.9	84.5		
Patient always received help as soon as wanted	79.1	76.8		
Staff always explained medications before giving them to patient	73.7	69.8		
Staff always provided information about what to do during recovery at home	84.3	88.6		
Patient strongly understood their care when they left the hospital	55.5	56.1		
Patient's room and bathroom were always clean	85.1	80.7		
Area around patient's room was always quiet at night	73.1	65.3		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.7	76.4		
Patient would definitely recommend the hospital to friends and family	74.9	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Alaska CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: ALASKA

• The HCAHPS reporting rate of 57.1% for Alaska CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #44 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Alaska scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in Alaska CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

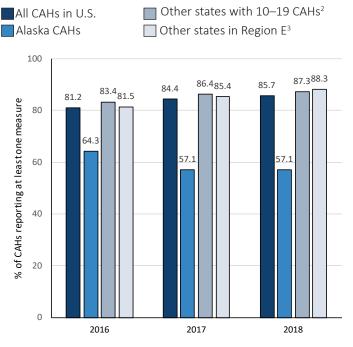
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Alaska, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Alaska. The HCAHPS reporting rate of 57.1% for Alaska CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Alaska ranked #44 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Alaska and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Alaska's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

Group includes states with 10–19 CAHs: AZ (15), FL (12), ME (16), NH (13), NM (10), NV (13), NY (18), PA (15), TN (16), UT (13), WY (16)

3. HRSA Region E includes: CO (32), ID (27), MT (48), ND (36), OR (25), SD (38), UT (13), WA (39), WY (16)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

Illinois 51 100.0 24 South Dakota 34 88 Maine 16 100.0 25 New York 16 88 Pennsylvania 15 100.0 26 Mississippi 27 88 New Hampshire 13 100.0 27 Georgia 26 88 Vermont 8 100.0 28 North Dakota 31 88 Virginia 7 100.0 29 California 29 88 Alabama 4 100.0 30 Nevada 11 88 South Carolina 4 100.0 31 Kansas 71 88 Massachusetts 3 100.0 32 Colorado 26 88 Moto 32 97.0 34 Washington 31 77 Nebraska 62 96.9 35 Tennessee 12 77 Minesota 74 94.9 37 Arizona 11 79 5 Michigan 34 94.4 38<	Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C
1Maine16100.025New York16881Pennsylvania15100.026Mississippi27871New Hampshire13100.027Georgia26861Vermont8100.028North Dakota31861Virginia7100.029California29851Alabama4100.030Nevada11841South Carolina4100.032Colorado26811Massachusetts3100.032Colorado268110Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Tennessee127513Oregon2496.035Tennessee127514Minnesota7494.938Kentucky197015Michigan3494.438Kentucky197016Iowa7793.93840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.743Oklahoma235721West V		National	1,158	85.7	23	Arkansas	26	89
1 Pennsylvania 15 100.0 26 Mississippi 27 87 1 New Hampshire 13 100.0 27 Georgia 26 86 1 Vermont 8 100.0 28 North Dakota 31 86 1 Virginia 7 100.0 29 California 29 85 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 81 10 Wisconsin 57 98.3 33 Indiana 28 80 11 Ohio 32 97.0 34 Washington 31 75 12 Nebraska 62 96.9 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 75 15 Michigan 32	1	Illinois	51	100.0	24	South Dakota	34	89
1 New Hampshire 13 100.0 27 Georgia 26 86 1 Vermont 8 100.0 28 North Dakota 31 86 1 Virginia 7 100.0 29 California 29 85 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 81 10 Wisconsin 57 98.3 33 Indiana 28 80 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 75 13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 76 15 Michigan 32	1	Maine	16	100.0	25	New York	16	88
1 Vermont 8 100.0 28 North Dakota 31 86 1 Virginia 7 100.0 29 California 29 85 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 81 10 Wisconsin 57 98.3 33 Indiana 28 80 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Missouri 27 75 13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Louisiana 19 70 16 Iowa 77 93.8 <td>1</td> <td>Pennsylvania</td> <td>15</td> <td>100.0</td> <td>26</td> <td>Mississippi</td> <td>27</td> <td>87</td>	1	Pennsylvania	15	100.0	26	Mississippi	27	87
1Virginia7100.029California29851Alabama4100.030Nevada11841South Carolina4100.031Kansas71841Massachusetts3100.03297.034Vashington317512Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.938Kentucky197015Michigan3494.438Kentucky197016Iowa7793.940North Carolina147017Wyoming1592.641Texas556419Utah1292.343Oklahoma235721West Virginia1890.044Alaska857	1	New Hampshire	13	100.0	27	Georgia	26	86
1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 81 10 Wisconsin 57 98.3 33 Indiana 28 80 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 75 13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Louisiana 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 <td< td=""><td>1</td><td>Vermont</td><td>8</td><td>100.0</td><td>28</td><td>North Dakota</td><td>31</td><td>86</td></td<>	1	Vermont	8	100.0	28	North Dakota	31	86
1South Carolina4100.031Kansas71841Massachusetts3100.032Colorado268110Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117615Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	1	Virginia	7	100.0	29	California	29	85
1Massachusetts3100.032Colorado268110Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277913Oregon2496.035Tennessee127914Minnesota7494.937Arizona117915Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.744Alaska857	1	Alabama	4	100.0	30	Nevada	11	84
10Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117315Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556420Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	1	South Carolina	4	100.0	31	Kansas	71	84
11Ohio3297.034Washington317412Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117315Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida715820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	1	Massachusetts	3	100.0	32	Colorado	26	81
12 Nebraska 62 96.9 35 Missouri 27 75 13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	10	Wisconsin	57	98.3	33	Indiana	28	80
13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 75 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	11	Ohio	32	97.0	34	Washington	31	79
14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	12	Nebraska	62	96.9	35	Missouri	27	75
15Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	13	Oregon	24	96.0	35	Tennessee	12	75
16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	14	Minnesota	74	94.9	37	Arizona	11	73
17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	15	Michigan	34	94.4	38	Kentucky	19	70
18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	16	lowa	77	93.9	38	Louisiana	19	70
19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	17	Wyoming	15	93.8	40	North Carolina	14	70
20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	18	Idaho	25	92.6	41	Texas	55	64
21 West Virginia 18 90.0 <mark>44 Alaska 8 57</mark>	19	Utah	12	92.3	42	Florida	7	58
5	20	Montana	44	91.7	43	Oklahoma	23	57
21 New Mexico 9 90.0 45 Hawaii 3 33	21	West Virginia	18	90.0	44	Alaska	8	57
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Alaska, 2018

	Total CAHs	Nur	Number of completed HCAHPS surveys					CAHPS surve esponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Alaska	8	3	2	1	2	0	7	1	0

TABLE 3. HCAHPS Results for CAHs in Alaska and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Alaska (n=8)	All Other Flex States (n=1,150)		
Nurses always communicated well	79.7	83.7		
Doctors always communicated well	80.3	84.5		
Patient always received help as soon as wanted	76.1	76.9		
Staff always explained medications before giving them to patient	66.1	69.9		
Staff always provided information about what to do during recovery at home	89.2	88.5		
Patient strongly understood their care when they left the hospital	56.3	56.1		
Patient's room and bathroom were always clean	76.6	80.9		
Area around patient's room was always quiet at night	59.8	65.6		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	73.1	76.5		
Patient would definitely recommend the hospital to friends and family	72.4	75.0		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Arizona CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: ARIZONA

• The HCAHPS reporting rate of 73.3% for Arizona CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #37 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Arizona scored significantly higher on 0 HCAHPS measures, significantly lower on 7 measures, and did not have significantly different performance on the remaining 3 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in Arizona CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

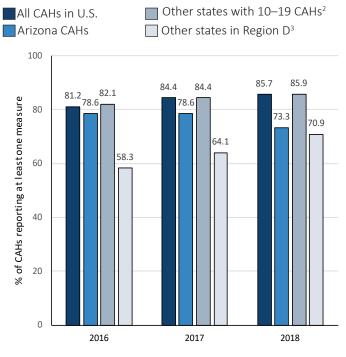
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Arizona, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Arizona. The HCAHPS reporting rate of 73.3% for Arizona CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Arizona ranked #37 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Arizona and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Arizona's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 7 measures, and did not have significantly different performance on the remaining 3 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 10–19 CAHs: AK (14), FL (12), ME (16), NH (13), NM

(10), NV (13), NY (18), PA (15), TN (16), UT (13), WY (16)

3. HRSA Region D includes: AR (29), CA (34), HI (9), LA (27), NM (10), NV (13), OK (40), TX (85)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

Maine16100.025New York16Pennsylvania15100.026Mississippi27New Hampshire13100.027Georgia26Vermont8100.028North Dakota31Virginia7100.029California29Alabama4100.030Nevada11South Carolina4100.031Kansas71	pating %
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1 Vermont 8 100.0 28 North Dakota 31 1 Virginia 7 100.0 29 California 29 1 Alabama 4 100.0 30 Nevada 11 1 South Carolina 4 100.0 31 Kansas 71	87
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1 South Carolina 4 100.0 31 Kansas 71	85
	84
1 Massachusetts 2 100.0 22 Colorado 26	84
1 Massachusetts 3 100.0 32 Colorado 26	81
10 Wisconsin 57 98.3 33 Indiana 28	80
11 Ohio 32 97.0 34 Washington 31	79
12 Nebraska 62 96.9 35 Missouri 27	75
13 Oregon 24 96.0 35 Tennessee 12	75
14 Minnesota 74 94.9 <mark>37 Arizona 11</mark>	73
15 Michigan 34 94.4 38 Kentucky 19	70
16 Iowa 77 93.9 38 Louisiana 19	70
17 Wyoming 15 93.8 40 North Carolina 14	70
18 Idaho 25 92.6 41 Texas 55	64
19 Utah 12 92.3 42 Florida 7	58
20 Montana 44 91.7 43 Oklahoma 23	57
21West Virginia1890.044Alaska8	57
21 New Mexico 9 90.0 45 Hawaii 3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Arizona, 2018

	Total CAHs	Nur	mber of co	mpleted H	ICAHPS surv	veys		CAHPS survessions survessions survessions and the survession set of the survession set o	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Arizona	11	0	3	1	6	1	5	6	0

TABLE 3. HCAHPS Results for CAHs in Arizona and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)	Significantly worse than rate for all other CAHs nationally (p<.05)	gave the highe	ntage of patients that est level of response , "always")
HCAHPS Measure		Arizona (n=11)	All Other Flex States (n=1,147)
Nurses always communicated well		79.7	83.7
Doctors always communicated well		77.3	84.6
Patient always received help as soor	as wanted	75.2	76.9
Staff always explained medications k patient	before giving them to	67.4	69.9
Staff always provided information at recovery at home	oout what to do during	86.9	88.6
Patient strongly understood their ca hospital	re when they left the	52.4	56.2
Patient's room and bathroom were a	always clean	73.7	81.0
Area around patient's room was alw	ays quiet at night	59.5	65.6
Patient gave a rating of 9 or 10 [high		69.2	76.6
Patient would definitely recommend and family	I the hospital to friends	68.6	75.1

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Arkansas CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: ARKANSAS

• The HCAHPS reporting rate of 89.7% for Arkansas CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #23 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Arkansas scored significantly higher on 2 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in Arkansas CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

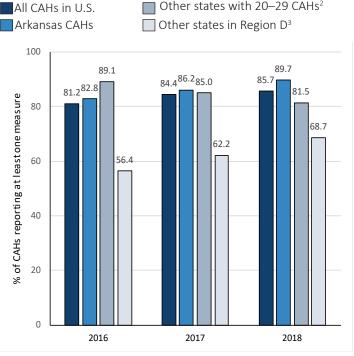
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Arkansas, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Arkansas. The HCAHPS reporting rate of 89.7% for Arkansas CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Arkansas ranked #23 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Arkansas and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Arkansas' CAHs scored significantly better on 2 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



^{1.} Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 20–29 CAHs: ID (27), KY (27), LA (27), NC (20), OR (25), WV (20)

^{3.} HRSA Region D includes: AZ (15), CA (34), HI (9), LA (27), NM (10), NV (13), OK (40), TX (85)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% (CAI
	National	1,158	85.7	23	Arkansas	26	89.7
1	Illinois	51	100.0	24	South Dakota	34	89.5
1	Maine	16	100.0	25	New York	16	88.9
1	Pennsylvania	15	100.0	26	Mississippi	27	87.2
1	New Hampshire	13	100.0	27	Georgia	26	86.7
1	Vermont	8	100.0	28	North Dakota	31	86.2
1	Virginia	7	100.0	29	California	29	85.3
1	Alabama	4	100.0	30	Nevada	11	84.6
1	South Carolina	4	100.0	31	Kansas	71	84.5
1	Massachusetts	3	100.0	32	Colorado	26	81.3
10	Wisconsin	57	98.3	33	Indiana	28	80.0
11	Ohio	32	97.0	34	Washington	31	79.5
12	Nebraska	62	96.9	35	Missouri	27	75.0
13	Oregon	24	96.0	35	Tennessee	12	75.0
14	Minnesota	74	94.9	37	Arizona	11	73.3
15	Michigan	34	94.4	38	Kentucky	19	70.4
16	lowa	77	93.9	38	Louisiana	19	70.4
17	Wyoming	15	93.8	40	North Carolina	14	70.0
18	Idaho	25	92.6	41	Texas	55	64.7
19	Utah	12	92.3	42	Florida	7	58.3
20	Montana	44	91.7	43	Oklahoma	23	57.5
21	West Virginia	18	90.0	44	Alaska	8	57.2
21	New Mexico	9	90.0	45	Hawaii	3	33.3

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TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Arkansas, 2018

	Total CAHs	Nur	nber of co	mpleted H	ICAHPS surv	/eys		CAHPS surv esponse rate	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Arkansas	26	3	8	9	6	0	11	15	0

TABLE 3. HCAHPS Results for CAHs in Arkansas and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)		
	gave the highe	tage of patients that est level of response "always")
HCAHPS Measure	Arkansas (n=26)	All Other Flex States (n=1,132)
Nurses always communicated well	85.1	83.6
Doctors always communicated well	86.7	84.4
Patient always received help as soon as wanted	77.8	76.9
Staff always explained medications before giving them to patient	71.0	69.8
Staff always provided information about what to do during recovery at home	86.9	88.6
Patient strongly understood their care when they left the hospital	56.0	56.1
Patient's room and bathroom were always clean	82.0	80.8
Area around patient's room was always quiet at night	68.4	65.4
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	78.0	76.4
Patient would definitely recommend the hospital to friends and family	74.0	74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in California CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: CALIFORNIA

• The HCAHPS reporting rate of 85.3% for California CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #29 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in California scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measures, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in California CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

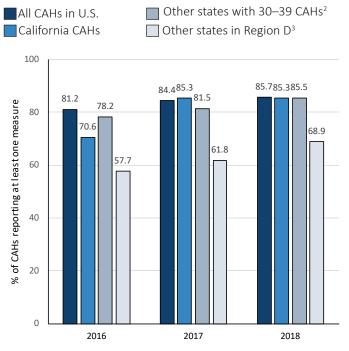
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in California, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as California. The HCAHPS reporting rate of 85.3% for California CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. California ranked #29 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in California and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, California's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CO (32), GA (30), IN (35), MI (36), MO

(36), MS (31), ND (36), OH (33), SD (38), WA (39)

3. HRSA Region D includes: AR (29), AZ (15), HI (9), LA (27), NM (10), NV (13), OK (40), TX (85)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	8
1	South Carolina	4	100.0	31	Kansas	71	8
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	5
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in California, 2018

	Total CAHs	Nun	Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%	
National	1,158	187	248	291	378	54	330	801	27	
California	29	3	8	4	13	1	16	13	0	

TABLE 3. HCAHPS Results for CAHs in California and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	gave the highe	tage of patients that est level of response "always")
HCAHPS Measure	California (n=29)	All Other Flex States (n=1,129)
Nurses always communicated well	82.6	83.6
Doctors always communicated well	82.9	84.5
Patient always received help as soon as wanted	76.1	76.9
Staff always explained medications before giving them to patient	68.2	69.9
Staff always provided information about what to do during recovery at home	88.3	88.5
Patient strongly understood their care when they left the hospital	55.1	56.1
Patient's room and bathroom were always clean	79.2	80.8
Area around patient's room was always quiet at night	59.3	65.6
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	74.7	76.5
Patient would definitely recommend the hospital to friends and family	75.0	74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Colorado CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: COLORADO

• The HCAHPS reporting rate of 81.3% for Colorado CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #32 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Colorado scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in Colorado CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

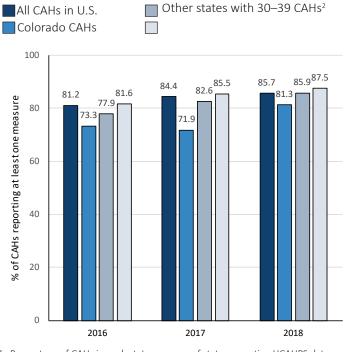
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Colorado, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Colorado. The HCAHPS reporting rate of 81.3% for Colorado CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Colorado ranked #32 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Colorado and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Colorado's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CA (34), GA (30), IN (35), MI (36), MO

(36), MS (31), ND (36), OH (33), SD (38), WA (39)

HRSA Region E includes: AK (14), ID (27), MT (48), ND (36), OR (25), SD (38), UT (13), WA (39), WY (16)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

Illinois 51 100.0 24 South Dakota 34 88 Maine 16 100.0 25 New York 16 88 Pennsylvania 15 100.0 26 Mississippi 27 88 New Hampshire 13 100.0 27 Georgia 26 88 Vermont 8 100.0 28 North Dakota 31 88 Virginia 7 100.0 29 California 29 88 Alabama 4 100.0 30 Nevada 11 88 South Carolina 4 100.0 31 Kansas 71 88 Massachusetts 3 100.0 32 97.0 34 Washington 31 77 Nebraska 62 96.9 35 Tennessee 12 77 78 A Minesota 74 94.9 37 Arizona 11 77 Montana 34 94.4 38 Louisiana 19 78 Monta	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9 C
1 Maine 16 100.0 25 New York 16 8 1 Pennsylvania 15 100.0 26 Mississippi 27 8 1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 Massachusetts 3 100.0 30 Nevada 11 8 1 Massachusetts 3 100.0 30 Nevada 11 8 1 Massachusetts 3 100.0 31 Kansas 71 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 77 13 Oregon 24 96.0		National	1,158	85.7	23	Arkansas	26	89
1 Pennsylvania 15 100.0 26 Mississippi 27 8 1 New Hampshire 13 100.0 27 Georgia 26 84 1 Vermont 8 100.0 28 North Dakota 31 88 1 Virginia 7 100.0 29 California 29 88 1 Alabama 4 100.0 30 Nevada 11 88 1 South Carolina 4 100.0 30 Nevada 11 88 1 Massachusetts 3 100.0 31 Kansas 71 88 10 Wisconsin 57 98.3 33 Indiana 28 88 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 77 13 Oregon 24 96.0 35 Tennessee 12 77 14 Minnesota 74	1	Illinois	51	100.0	24	South Dakota	34	8
1New Hampshire13100.027Georgia26801Vermont8100.028North Dakota31801Virginia7100.029California29831Alabama4100.030Nevada11861South Carolina4100.031Kansas71861Massachusetts3100.03297.034Washington317712Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117615Michigan3494.438Kentucky197616Iowa7793.938Louisiana197617Wyoming1592.640North Carolina147619Utah1292.342Florida75520Montana4491.743Oklahoma235521West Virginia1890.044Alaska855	1	Maine	16	100.0	25	New York	16	88
1 Vermont 8 100.0 28 North Dakota 31 84 1 Virginia 7 100.0 29 California 29 84 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 83 10 Wisconsin 57 98.3 33 Indiana 28 84 11 Ohio 32 97.0 34 Washington 31 77 12 Nebraska 62 96.9 35 Missouri 27 77 13 Oregon 24 96.0 35 Tennessee 12 77 14 Minnesota 74 94.9 37 Arizona 11 77 15 Michigan 34 94.4 38 Kentucky 19 76 16 Iowa 77 93.9	1	Pennsylvania	15	100.0	26	Mississippi	27	8
1Virginia7100.029California29831Alabama4100.030Nevada11841South Carolina4100.031Kansas71841Massachusetts3100.03297.034Washington317512Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117515Michigan3494.438Kentucky197616Iowa7793.840North Carolina147619Utah1292.341Texas556420Montana4491.743Oklahoma235521West Virginia1890.044Alaska855	1	New Hampshire	13	100.0	27	Georgia	26	86
1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 83 10 Wisconsin 57 98.3 33 Indiana 28 88 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 79 13 Oregon 24 96.0 35 Tennessee 12 79 14 Minnesota 74 94.9 37 Arizona 11 79 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3	1	Vermont	8	100.0	28	North Dakota	31	86
1South Carolina4100.031Kansas71841Massachusetts3100.03207.03207.033Indiana288611Ohio3297.034Washington317512Nebraska6296.935Tennessee127513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117515Michigan3494.438Kentucky197616Iowa7793.938Louisiana197617Wyoming1593.840North Carolina147618Idaho2592.641Texas556419Utah1292.342Florida715320Montana4491.743Oklahoma235521West Virginia1890.044Alaska855	1	Virginia	7	100.0	29	California	29	85
1Massachusetts3100.032Colorado268310Wisconsin5798.333Indiana288411Ohio3297.034Washington317412Nebraska6296.935Missouri277513Oregon2496.035Tennessee127514Minnesota7494.937Arizona117515Michigan3494.438Kentucky197616Iowa7793.938Louisiana197617Wyoming1593.840North Carolina147618Idaho2592.342Florida75320Montana4491.743Oklahoma235521West Virginia1890.044Alaska855	1	Alabama	4	100.0	30	Nevada	11	84
10Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277913Oregon2496.035Tennessee127914Minnesota7494.937Arizona117915Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556420Montana4491.743Oklahoma235521West Virginia1890.044Alaska855	1	South Carolina	4	100.0	31	Kansas	71	84
11 Ohio 32 97.0 34 Washington 31 74 12 Nebraska 62 96.9 35 Missouri 27 75 13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 75 15 Michigan 34 94.4 38 Kentucky 19 76 16 Iowa 77 93.9 38 Louisiana 19 76 17 Wyoming 15 93.8 40 North Carolina 14 76 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 71 53 20 Montana 44 91.7 43 Oklahoma 23 53 21 West Virginia 18 90.0 44 Alaska 8 53	1	Massachusetts	3	100.0	32	Colorado	26	81
12 Nebraska 62 96.9 35 Missouri 27 79 13 Oregon 24 96.0 35 Tennessee 12 79 14 Minnesota 74 94.9 37 Arizona 11 71 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 71 53 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	10	Wisconsin	57	98.3	33	Indiana	28	80
13 Oregon 24 96.0 35 Tennessee 12 74 14 Minnesota 74 94.9 37 Arizona 11 75 15 Michigan 34 94.4 38 Kentucky 19 76 16 Iowa 77 93.9 38 Louisiana 19 76 17 Wyoming 15 93.8 40 North Carolina 14 76 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 71 52 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	11	Ohio	32	97.0	34	Washington	31	79
14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 53 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	12	Nebraska	62	96.9	35	Missouri	27	75
15Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida715520Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	13	Oregon	24	96.0	35	Tennessee	12	75
16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 54 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	14	Minnesota	74	94.9	37	Arizona	11	73
17Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75320Montana4491.743Oklahoma235321West Virginia1890.044Alaska853	15	Michigan	34	94.4	38	Kentucky	19	70
18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 53 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	16	lowa	77	93.9	38	Louisiana	19	70
19 Utah 12 92.3 42 Florida 7 54 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	17	Wyoming	15	93.8	40	North Carolina	14	70
20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	18	Idaho	25	92.6	41	Texas	55	64
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	58
	20	Montana	44	91.7	43	Oklahoma	23	57
21 New Mexico 9 90.0 45 Hawaii 3 33	21	West Virginia	18	90.0	44	Alaska	8	57
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Colorado, 2018

	Total CAHs	Nun	nber of coi	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rat	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Colorado	26	6	4	6	10	0	6	20	0

TABLE 3. HCAHPS Results for CAHs in Colorado and All Other Flex States, 2018

Significantly better than rate for all Significantly worse than rate for all

o ,	s nationally (p<.05)		
		e percentage of patie he highest level of re (e.g., "always")	
HCAHPS Measure	Colora (n=2		er Flex States =1,132)
Nurses always communicated well	81.2	2	83.7
Doctors always communicated well	83.6	õ	84.5
Patient always received help as soon as wanted	76.9	9	76.9
Staff always explained medications before givir patient	ng them to 67.2	1	69.9
Staff always provided information about what t recovery at home	to do during 88.4	4	88.5
Patient strongly understood their care when th hospital	ey left the 54.2	2	56.1
Patient's room and bathroom were always clea	n 78.8	3	80.8
Area around patient's room was always quiet a	t night 66.0	С	65.4
Patient gave a rating of 9 or 10 [high] on a $1-10$	O scale 73.6	5	76.5
Patient would definitely recommend the hospir and family	tal to friends 71.2	2	75.0

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Florida CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: FLORIDA

• The HCAHPS reporting rate of 58.3% for Florida CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #42 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Florida scored significantly higher on 0 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 10 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

This study used data publicly reported to Hospital Compare by CAHs for discharges during calendar year 2018 as well as suppressed 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 187 CAHs that agreed to participate in Hospital Compare,

Patients' Experience in Florida CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

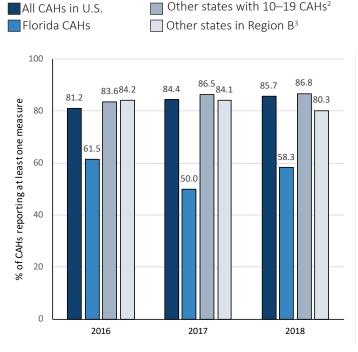
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Florida, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Florida. The HCAHPS reporting rate of 58.3% for Florida CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Florida ranked #42 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Florida and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Florida's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 10 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 10–19 CAHs: AK (14), AZ (15), ME (16), NH (13), NM

(10), NV (13), NY (18), PA (15), TN (16), UT (13), WY (16)

 HRSA Region B includes: AL (4), GA (30), KY (27), MS (31), NC (20), SC (4), TN (16)

TABLE 1. State Rankings of HCAHPS Participation Rates for CAHs, 2018

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9 C
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	81
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Florida, 2018

		Total CAHs	Number of completed HCAHPS surveys					HCAHPS survey response rates		
		reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
	National	1,158	187	248	291	378	54	330	801	27
	Florida	7	0	2	1	4	0	5	2	0

TABLE 3. HCAHPS Results for CAHs in Florida and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	Florida (n=7)	All Other Flex States (n=1,151)			
Nurses always communicated well	80.4	83.7			
Doctors always communicated well	77.4	84.6			
Patient always received help as soon as wanted	67.9	77.1			
Staff always explained medications before giving them to patient	68.3	69.9			
Staff always provided information about what to do during recovery at home	89.4	88.5			
Patient strongly understood their care when they left the hospital	56.2	56.1			
Patient's room and bathroom were always clean	80.1	80.8			
Area around patient's room was always quiet at night	66.7	65.4			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	72.0	76.6			
Patient would definitely recommend the hospital to friends and family	71.5	75.0			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Georgia CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: GEORGIA

• The HCAHPS reporting rate of 86.7% for Georgia CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #27 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Georgia scored significantly higher on 1 HCAHPS measure, significantly lower on 0 measures, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Georgia CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

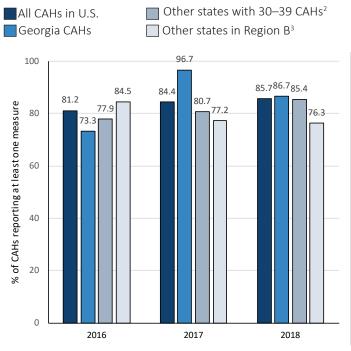
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Georgia, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Georgia. The HCAHPS reporting rate of 86.7% for Georgia CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Georgia ranked #27 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Georgia and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Georgia's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CA (34), CO (32), IN (35), MI (36), MO

(36), MS (31), ND (36), OH (33), SD (38), WA (39)

 HRSA Region B includes: AL (4), FL (12), KY (27), MS (31), NC (20), SC (4), TN (16)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% of CAH
	National	1,158	85.7	23	Arkansas	26	89.7
1	Illinois	51	100.0	24	South Dakota	34	89.5
1	Maine	16	100.0	25	New York	16	88.9
1	Pennsylvania	15	100.0	26	Mississippi	27	87.1
1	New Hampshire	13	100.0	27	Georgia	26	86.7
1	Vermont	8	100.0	28	North Dakota	31	86.1
1	Virginia	7	100.0	29	California	29	85.3
1	Alabama	4	100.0	30	Nevada	11	84.6
1	South Carolina	4	100.0	31	Kansas	71	84.5
1	Massachusetts	3	100.0	32	Colorado	26	81.3
10	Wisconsin	57	98.3	33	Indiana	28	80.0
11	Ohio	32	97.0	34	Washington	31	79.5
12	Nebraska	62	96.9	35	Missouri	27	75.0
13	Oregon	24	96.0	35	Tennessee	12	75.0
14	Minnesota	74	94.9	37	Arizona	11	73.3
15	Michigan	34	94.4	38	Kentucky	19	70.4
16	lowa	77	93.9	38	Louisiana	19	70.4
17	Wyoming	15	93.8	40	North Carolina	14	70.0
18	Idaho	25	92.6	41	Texas	55	64.7
19	Utah	12	92.3	42	Florida	7	58.3
20	Montana	44	91.7	43	Oklahoma	23	57.5
21	West Virginia	18	90.0	44	Alaska	8	57.1
21	New Mexico	9	90.0	45	Hawaii	3	33.3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Georgia, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS surv	veys		CAHPS surv sponse rate	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Georgia	26	4	8	7	6	1	16	10	0

TABLE 3. HCAHPS Results for CAHs in Georgia and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	Georgia (n=26)	All Other Flex States (n=1,132)			
Nurses always communicated well	84.5	83.6			
Doctors always communicated well	85.7	84.4			
Patient always received help as soon as wanted	74.3	77.0			
Staff always explained medications before giving them to patient	69.5	69.9			
Staff always provided information about what to do during recovery at home	87.4	88.5			
Patient strongly understood their care when they left the hospital	57.5	56.0			
Patient's room and bathroom were always clean	79.2	80.8			
Area around patient's room was always quiet at night	72.6	65.3			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	76.3	76.5			
Patient would definitely recommend the hospital to friends and family	76.7	74.9			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Hawaii CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: HAWAII

• The HCAHPS reporting rate of 33.3% for Hawaii CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #45 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Hawaii scored significantly higher on 1 HCAHPS measure, significantly lower on 0 measures, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Hawaii CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

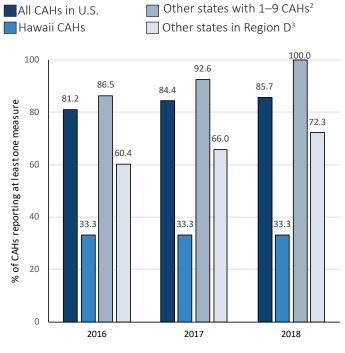
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Hawaii, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Hawaii. The HCAHPS reporting rate of 33.3% for Hawaii CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Hawaii ranked #45 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Hawaii and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Hawaii's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 1–9 CAHs: AL (4), MA (3), SC (4), VA (7), VT (8)

 HRSA Region D includes: AR (29), AZ (15), CA (34), LA (27), NM (10), NV (13), OK (40), TX (85)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C
	National	1,158	85.7	23	Arkansas	26	89
1	Illinois	51	100.0	24	South Dakota	34	89
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	87
1	New Hampshire	13	100.0	27	Georgia	26	86
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	81
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	57
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Hawaii, 2018

	Total CAHs	Nun	nber of coi	mpleted H	ICAHPS sur	veys		CAHPS surv sponse rat	
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Hawaii	3	2	0	1	0	0	2	1	0

TABLE 3. HCAHPS Results for CAHs in Hawaii and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	Hawaii (n=3)	All Other Flex States (n=1,155)			
Nurses always communicated well	81.5	83.7			
Doctors always communicated well	84.7	84.4			
Patient always received help as soon as wanted	79.6	76.8			
Staff always explained medications before giving them to patient	78.9	69.7			
Staff always provided information about what to do during recovery at home	92.2	88.4			
Patient strongly understood their care when they left the hospital	49.0	56.2			
Patient's room and bathroom were always clean	86.4	80.7			
Area around patient's room was always quiet at night	72.8	65.3			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.2	76.4			
Patient would definitely recommend the hospital to friends and family	83.4	74.7			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Idaho CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: IDAHO

• The HCAHPS reporting rate of 92.6% for Idaho CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #18 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Idaho scored significantly higher on 1 HCAHPS measure, significantly lower on 2 measures, and did not have significantly different performance on the remaining 7 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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Patients' Experience in Idaho CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

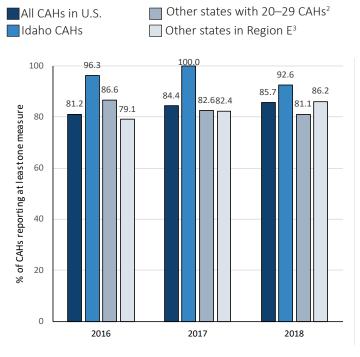
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Idaho, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Idaho. The HCAHPS reporting rate of 92.6% for Idaho CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Idaho ranked #18 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Idaho and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Idaho's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 2 measures, and did not have significantly different performance on the remaining 7 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 20–29 CAHs: AR (29), KY (27), LA (27), NC (20), OR

(25), WV (20)

3. HRSA Region E includes: AK (14), CO (32), MT (48), ND (36), OR (25), SD (38), UT (13), WA (39), WY (16)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	
	Illinois	51	100.0	24	South Dakota	34	
1	Maine	16	100.0	25	New York	16	
L	Pennsylvania	15	100.0	26	Mississippi	27	
1	New Hampshire	13	100.0	27	Georgia	26	
1	Vermont	8	100.0	28	North Dakota	31	
1	Virginia	7	100.0	29	California	29	
1	Alabama	4	100.0	30	Nevada	11	
1	South Carolina	4	100.0	31	Kansas	71	
1	Massachusetts	3	100.0	32	Colorado	26	č
10	Wisconsin	57	98.3	33	Indiana	28	ł
11	Ohio	32	97.0	34	Washington	31	
12	Nebraska	62	96.9	35	Missouri	27	
13	Oregon	24	96.0	35	Tennessee	12	
14	Minnesota	74	94.9	37	Arizona	11	-
15	Michigan	34	94.4	38	Kentucky	19	-
16	lowa	77	93.9	38	Louisiana	19	-
17	Wyoming	15	93.8	40	North Carolina	14	7
18	Idaho	25	92.6	41	Texas	55	(
19	Utah	12	92.3	42	Florida	7	!
20	Montana	44	91.7	43	Oklahoma	23	
21	West Virginia	18	90.0	44	Alaska	8	
21	New Mexico	9	90.0	45	Hawaii	3	

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Idaho, 2018

	Total CAHs	Nun	Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%	
National	1,158	187	248	291	378	54	330	801	27	
Idaho	25	3	4	5	10	3	6	18	1	

TABLE 3. HCAHPS Results for CAHs in Idaho and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)	Significantly worse than rate for all other CAHs nationally (p<.05)			
		Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure		ldaho (n=25)	All Other Flex States (n=1,133)	
Nurses always communicated well		82.4	83.6	
Doctors always communicated well	84.9	84.4		
Patient always received help as soor	n as wanted	76.1	76.9	
Staff always explained medications b patient	before giving them to	67.6	69.9	
Staff always provided information as recovery at home	bout what to do during	89.8	88.5	
Patient strongly understood their ca hospital	re when they left the	54.9	56.1	
Patient's room and bathroom were a	always clean	81.0	80.8	
Area around patient's room was alw	ays quiet at night	59.6	65.6	
Patient gave a rating of 9 or 10 [high	-	76.3	76.5	
Patient would definitely recommend and family	the hospital to friends	75.4	74.9	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Illinois CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: ILLINOIS

• The HCAHPS reporting rate of 100.0% for Illinois CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Illinois scored significantly higher on 8 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 2 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Illinois CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

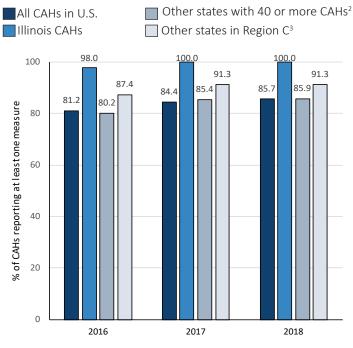
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Illinois, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Illinois. The HCAHPS reporting rate of 100.0% for Illinois CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Illinois ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Illinois and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Illinois' CAHs scored significantly better on 8 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 2 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



^{1.} Percentage of CAHs in each state or group of states reporting HCAHPS data.

- 2. Group includes states with 40 or more CAHs: IA (82), KS (84), MN (78), MT(48), NE(64), OK(40), TX(85), WI(58)
- HRSA Region C includes: IA (82), IN (35), KS (84), MI (36), MN (78), MO (36), NE (64), OH (33), WI (58)

Illinois 51 100.0 24 South Dakota 34 88 Maine 16 100.0 25 New York 16 88 Pennsylvania 15 100.0 26 Mississippi 27 88 New Hampshire 13 100.0 27 Georgia 26 88 Vermont 8 100.0 28 North Dakota 31 88 Virginia 7 100.0 29 California 29 88 Alabama 4 100.0 30 Nevada 11 88 South Carolina 4 100.0 31 Kansas 71 88 Massachusetts 3 100.0 32 Colorado 26 88 Nebraska 62 96.9 35 Missouri 27 77 A Minesota 74 94.9 37 Arizona 11 77 Moinigan 34 94.4 38	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9 C
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1 Pennsylvania 15 100.0 26 Mississippi 27 88 1 New Hampshire 13 100.0 27 Georgia 26 86 1 Vermont 8 100.0 28 North Dakota 31 86 1 Virginia 7 100.0 29 California 29 81 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 83 10 Wisconsin 57 98.3 33 Indiana 28 84 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 79 13 Oregon 24 96.0 35 Tennessee 12 79 14 Minesota 74	1	Illinois	51	100.0	24	South Dakota	34	89
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1 Vermont 8 100.0 28 North Dakota 31 80 1 Virginia 7 100.0 29 California 29 83 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 83 10 Wisconsin 57 98.3 33 Indiana 28 86 11 Ohio 32 97.0 34 Washington 31 73 12 Nebraska 62 96.9 35 Missouri 27 73 13 Oregon 24 96.0 35 Tennessee 12 73 14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 74 16 Iowa 77 93.9	1	Pennsylvania	15	100.0	26	Mississippi	27	8
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1Massachusetts3100.032Colorado268310Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277913Oregon2496.035Tennessee127914Minnesota7494.937Arizona117915Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.744Alaska857	1	Alabama	4	100.0	30	Nevada	11	84
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12 Nebraska 62 96.9 35 Missouri 27 79 13 Oregon 24 96.0 35 Tennessee 12 79 14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 71 53 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	10	Wisconsin	57	98.3	33	Indiana	28	80
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14 Minnesota 74 94.9 37 Arizona 11 73 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	12	Nebraska	62	96.9	35	Missouri	27	75
15Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida715820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	13	Oregon	24	96.0	35	Tennessee	12	75
16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	14	Minnesota	74	94.9	37	Arizona	11	73
17Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	15	Michigan	34	94.4	38	Kentucky	19	70
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20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	18	Idaho	25	92.6	41	Texas	55	64
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	58
5	20	Montana	44	91.7	43	Oklahoma	23	57
21 New Mexico 9 90.0 45 Hawaii 3 33	21	West Virginia	18	90.0	44	Alaska	8	57
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Illinois, 2018

	Total CAHs	Nun	nber of cor	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rat	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Illinois	51	0	8	22	20	1	5	46	0

TABLE 3. HCAHPS Results for CAHs in Illinois and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Illinois (n=51)	All Other Flex States (n=1,107)	
Nurses always communicated well	86.3	83.6	
Doctors always communicated well	86.9	84.4	
Patient always received help as soon as wanted	78.7	76.8	
Staff always explained medications before giving them to patient	71.7	69.8	
Staff always provided information about what to do during recovery at home	90.4	88.5	
Patient strongly understood their care when they left the hospital	58.3	56.0	
Patient's room and bathroom were always clean	84.4	80.7	
Area around patient's room was always quiet at night	66.9	65.4	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	80.6	76.4	
Patient would definitely recommend the hospital to friends and family	77.8	74.9	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Indiana CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: INDIANA

• The HCAHPS reporting rate of 80.0% for Indiana CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #33 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Indiana scored significantly higher on 0 HCAHPS measures, significantly lower on 2 measures, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Indiana CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

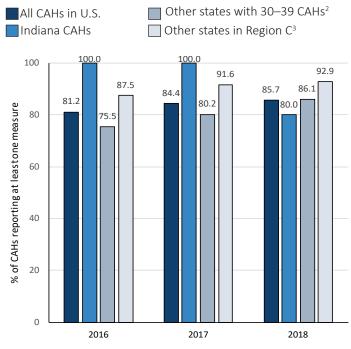
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Indiana, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Indiana. The HCAHPS reporting rate of 80.0% for Indiana CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Indiana ranked #33 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Indiana and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Indiana's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 2 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

 Group includes states with 30–39 CAHs: CA(34), CO(32), GA(30), MI(36), MO(36), MS(31), ND(36), OH(33), SD(38), WA(39)

HRSA Region C includes: IA (82), IL (51), KS (84), MI (36), MN (78), MO (36), NE (64), OH (33), WI (58)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Indiana, 2018

	Total CAHs	Nun	Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%	
National	1,158	187	248	291	378	54	330	801	27	
Indiana	28	1	4	6	15	2	4	24	0	

TABLE 3. HCAHPS Results for CAHs in Indiana and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)	Significantly worse than rate for all other CAHs nationally (p<.05)	gave the high	ntage of patients that est level of response , "always")
HCAHPS Measure		Indiana (n=28)	All Other Flex States (n=1,130)
Nurses always communicated well		83.6	83.6
Doctors always communicated well	83.6	84.5	
Patient always received help as soor	n as wanted	76.7	76.9
Staff always explained medications l patient	before giving them to	66.5	69.9
Staff always provided information al recovery at home	bout what to do during	88.2	88.5
Patient strongly understood their ca hospital	re when they left the	54.1	56.1
Patient's room and bathroom were	always clean	82.0	80.8
Area around patient's room was alw	ays quiet at night	62.6	65.5
Patient gave a rating of 9 or 10 [high	n] on a 1–10 scale	77.4	76.4
Patient would definitely recommend and family	72.4	75.0	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.

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Patients' Experiences in Iowa CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: IOWA

• The HCAHPS reporting rate of 93.9% for Iowa CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #16 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Iowa scored significantly higher on 6 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 4 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Iowa CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Iowa, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Iowa. The HCAHPS reporting rate of 93.9% for Iowa CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Iowa ranked #16 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Iowa and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more complet-

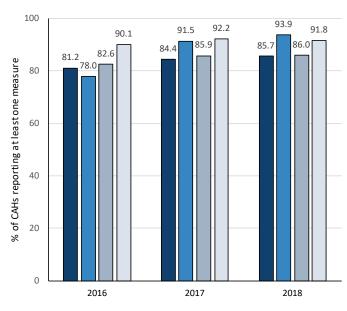
ed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Iowa's CAHs scored significantly better on 6 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 4 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S.

Other states with 40 or more CAHs²
 Other states in Region C³



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

 Group includes states with 40 or more CAHs: IL (51), KS (84), MN (78), MT (48), NE (64), OK (40), TX (85), WI (58)

 HRSA Region C includes: IL (51), IN (35), KS (84), MI (36), MN (78), MO (36), NE (64), OH (33), WI (58)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	80
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	8
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	70
16	Iowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	7(
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Iowa, 2018

	Total CAHs	Nun	nber of cor	mpleted H	ICAHPS sur	veys		CAHPS surv sponse rat	
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
lowa	77	5	19	26	25	2	9	66	2

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TABLE 3. HCAHPS Results for CAHs in Iowa and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)			
	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	lowa (n=77)	All Other Flex States (n=1,081)	
Nurses always communicated well	84.4	83.6	
Doctors always communicated well	86.3	84.4	
Patient always received help as soon as wanted	75.8	76.9	
Staff always explained medications before giving them to patient	69.2	69.9	
Staff always provided information about what to do during recovery at home	88.8	88.5	
Patient strongly understood their care when they left the hospital	57.7	56.0	
Patient's room and bathroom were always clean	82.9	80.8	
Area around patient's room was always quiet at night	70.0	65.3	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	81.3	76.4	
Patient would definitely recommend the hospital to friends and family	78.0	74.9	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Kansas CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: KANSAS

• The HCAHPS reporting rate of 84.5% for Kansas CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #31 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Kansas scored significantly higher on 4 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 6 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Kansas CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Kansas, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Kansas. The HCAHPS reporting rate of 84.5% for Kansas CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Kansas ranked #31 for reporting rates of the 45 states that participate in the Flex program.

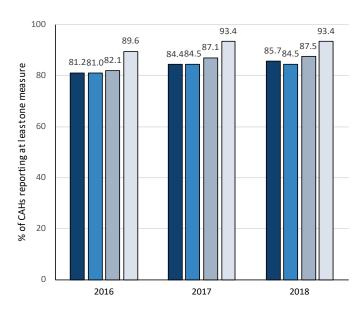
Table 2 shows the number of completed HCAHPS surveys per CAH in Kansas and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Kansas' CAHs scored significantly better on 4 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 6 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S.

Other states with 40 or more CAHs²
 Other states in Region C³



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 40 or more CAHs: IA (82), IL (51), MN (78), MT (48), NE (64), OK (40), TX (85), WI (58)

 HRSA Region C includes: IA (82), IL (51), IN (35), MI (36), MN (78), MO (36), NE (64), OH (33), WI(58)

OWisconsin5798.333Indiana281Ohio3297.034Washington312Nebraska6296.935Missouri273Oregon2496.035Tennessee124Minnesota7494.937Arizona115Michigan3494.438Kentucky196Iowa7793.938Louisiana197Wyoming1593.840North Carolina148Idaho2592.641Texas559Utah1292.342Florida70Montana4491.743Oklahoma231West Virginia1890.044Alaska8	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
1 Maine 16 100.0 25 New York 16 8 1 Pennsylvania 15 100.0 26 Mississippi 27 8 1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 27 Georgia 26 8 1 Virginia 7 100.0 28 North Dakota 31 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Tennessee 12 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9		National	1,158	85.7	23	Arkansas	26	5
1 Pennsylvania 15 100.0 26 Mississippi 27 8 1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 30 Nevada 11 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Tennessee 12 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minesota 74 94.9	1	Illinois	51	100.0	24	South Dakota	34	8
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1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 74 94.9 37 Arizona 11 7 15 Michigan 34 94.4 38 Kentucky 19 7 16 Iowa 77 93.9 38 Louisiana 19 7 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42	1	Vermont	8	100.0	28	North Dakota	31	8
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20 Montana 44 91.7 43 Oklahoma 23 55 21 West Virginia 18 90.0 44 Alaska 8 55	18	Idaho	25	92.6	41	Texas	55	6
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	5
5	20	Montana	44	91.7	43	Oklahoma	23	5
21 New Mexico 9 90.0 45 Hawaii 3 3	21	West Virginia	18	90.0	44	Alaska	8	5
	21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Kansas, 2018

	Total CAHs Number of completed HCAHPS surveys					HCAHPS survey response rates			
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Kansas	71	21	21	17	12	0	18	50	3

TABLE 3. HCAHPS Results for CAHs in Kansas and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)			
	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Kansas (n=71)	All Other Flex States (n=1,087)	
Nurses always communicated well	84.1	83.6	
Doctors always communicated well	86.3	84.4	
Patient always received help as soon as wanted	76.0	76.9	
Staff always explained medications before giving them to patient	69.1	69.9	
Staff always provided information about what to do during recovery at home	87.5	88.5	
Patient strongly understood their care when they left the hospital	58.9	56.0	
Patient's room and bathroom were always clean	81.5	80.8	
Area around patient's room was always quiet at night	65.1	65.4	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.9	76.4	
Patient would definitely recommend the hospital to friends and family	79.5	74.8	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Kentucky CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: KENTUCKY

• The HCAHPS reporting rate of 70.4% for Kentucky CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #38 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Kentucky scored significantly higher on 2 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Kentucky CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

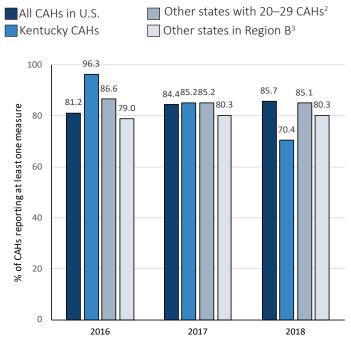
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Kentucky, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Kentucky. The HCAHPS reporting rate of 70.4% for Kentucky CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Kentucky ranked #38 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Kentucky and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Kentucky's CAHs scored significantly better on 2 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 20–29 CAHs: AR (29), ID (27), LA (27), NC (20), OR (25), WV (20)

3. HRSA Region B includes: AL (4), FL (12), GA (30), MS (31), NC (20), SC (4), TN (16)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	7(
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Kentucky, 2018

	Total CAHs	Nun	nber of cor	mpleted H	ICAHPS sur	veys		CAHPS surv sponse rat	
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Kentucky	19	1	3	7	8	0	9	10	0

TABLE 3. HCAHPS Results for CAHs in Kentucky and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Kentucky (n=19)	All Other Flex States (n=1,139)	
Nurses always communicated well	83.3	83.6	
Doctors always communicated well	87.7	84.4	
Patient always received help as soon as wanted	72.8	77.0	
Staff always explained medications before giving them to patient	71.4	69.8	
Staff always provided information about what to do during recovery at home	88.7	88.5	
Patient strongly understood their care when they left the hospital	59.1	56.0	
Patient's room and bathroom were always clean	80.9	80.8	
Area around patient's room was always quiet at night	69.0	65.4	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	74.6	76.5	
Patient would definitely recommend the hospital to friends and family	73.1	75.0	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Louisiana CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: LOUISIANA

• The HCAHPS reporting rate of 70.4% for Louisiana CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #38 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Louisiana scored significantly higher on 10 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 0 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Louisiana CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

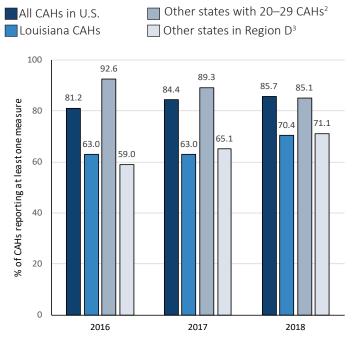
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Louisiana, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Louisiana. The HCAHPS reporting rate of 70.4% for Louisiana CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Louisiana ranked #38 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Louisiana and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Louisiana's CAHs scored significantly better on 10 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 0 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



^{1.} Percentage of CAHs in each state or group of states reporting HCAHPS data.

^{2.} Group includes states with 20–29 CAHs: AR (29), ID (27), KY (27), NC (20), OR (25), WV (20)

^{3.} HRSA Region D includes: AR (29), AZ (15), CA (34), HI (9), NM (10), NV (13), OK (40), TX (85)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	8
1	South Carolina	4	100.0	31	Kansas	71	8
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	7(
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	5
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Louisiana, 2018

Total CAHs		Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Louisiana	19	6	2	9	2	0	11	8	0

TABLE 3. HCAHPS Results for CAHs in Louisiana and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Louisiana (n=19)	All Other Flex States (n=1,139)		
Nurses always communicated well	89.5	83.5		
Doctors always communicated well	89.8	84.3		
Patient always received help as soon as wanted	82.2	76.8		
Staff always explained medications before giving them to patient	77.4	69.7		
Staff always provided information about what to do during recovery at home	90.6	88.5		
Patient strongly understood their care when they left the hospital	62.5	55.9		
Patient's room and bathroom were always clean	86.6	80.7		
Area around patient's room was always quiet at night	74.9	65.2		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	82.5	76.3		
Patient would definitely recommend the hospital to friends and family	80.8	74.8		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Maine CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MAINE

• The HCAHPS reporting rate of 100.0% for Maine CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Maine scored significantly higher on 3 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 7 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Maine CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

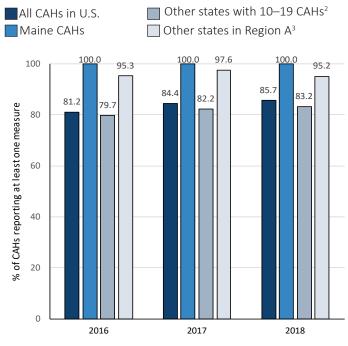
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Maine, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Maine. The HCAHPS reporting rate of 100.0% for Maine CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Maine ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Maine and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Maine's CAHs scored significantly better on 3 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 7 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data.
- Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), NH (13), NM (10), NV (13), NY (18), PA (15), TN (16), UT (13), WY (16)
- 3. HRSA Region A includes: MA (3), NH (13), NY (18), PA (15), VA (7), VT (8), WV (20)

nk	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Maine, 2018

	Total CAHs	Nun	nber of cor	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Maine	16	0	1	4	10	1	2	14	0

TABLE 3. HCAHPS Results for CAHs in Maine and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage of patients that gave the highest level of response			
	(e.g., "always") Maine All Other Flex			
HCAHPS Measure	(n=16)	(n=1,142)		
Nurses always communicated well	87.3	83.5		
Doctors always communicated well	85.0	84.4		
Patient always received help as soon as wanted	78.6	76.9		
Staff always explained medications before giving them to patient	70.8	69.8		
Staff always provided information about what to do during recovery at home	89.6	88.5		
Patient strongly understood their care when they left the hospital	57.6	56.0		
Patient's room and bathroom were always clean	84.8	80.7		
Area around patient's room was always quiet at night	64.4	65.5		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.9	76.4		
Patient would definitely recommend the hospital to friends and family	78.1	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Massachusetts CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MASSACHUSETTS

• The HCAHPS reporting rate of 100.0% for Massachusetts CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Massachusetts scored significantly higher on 1 HCAHPS measure, significantly lower on 2 measures, and did not have significantly different performance on the remaining 7 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

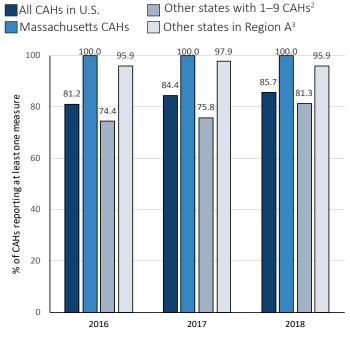
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Massachusetts, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Massachusetts. The HCAHPS reporting rate of 100.0% for Massachusetts CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Massachusetts ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Massachusetts and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Massachusetts' CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 2 measures, and did not have significantly different performance on the remaining 7 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 1–9 CAHs: AL (4), HI (9), SC (4), VA (7), VT (8)

3. HRSA Region A includes: ME (16), NH (13), NY (18), PA (15), VA (7), VT (8), WV (20)

ınk	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C/
	National	1,158	85.7	23	Arkansas	26	89
1	Illinois	51	100.0	24	South Dakota	34	89
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	87
1	New Hampshire	13	100.0	27	Georgia	26	86
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	81
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	57
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Massachusetts, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Massachusetts	3	0	0	1	2	0	1	2	0

TABLE 3. HCAHPS Results for CAHs in Massachusetts and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage o gave the highest leve (e.g., "alwa		
HCAHPS Measure	Massachusetts (n=3)	All Other Flex States (n=1,155)	
Nurses always communicated well	87.2	83.5	
Doctors always communicated well	85.6	84.4	
Patient always received help as soon as wanted	80.5	76.8	
Staff always explained medications before giving them to patient	71.9	69.8	
Staff always provided information about what to do during recovery at home	92.3	88.4	
Patient strongly understood their care when they left the hospital	62.0	55.9	
Patient's room and bathroom were always clean	76.0	80.9	
Area around patient's room was always quiet at night	59.2	65.6	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	80.0	76.4	
Patient would definitely recommend the hospital to friends and family	82.2	74.8	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Michigan CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MICHIGAN

• The HCAHPS reporting rate of 94.4% for Michigan CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #15 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Michigan scored significantly higher on 4 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 6 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Michigan CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Michigan, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Michigan. The HCAHPS reporting rate of 94.4% for Michigan CAHs was higher than the national reporting rate of 85.7%.

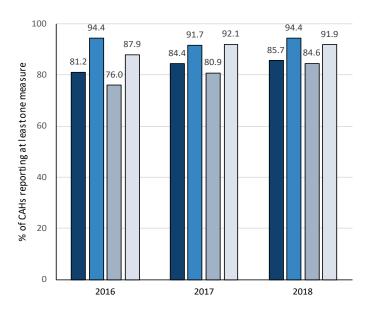
Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Michigan ranked #15 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Michigan and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Michigan's CAHs scored significantly better on 4 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 6 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S. Michigan CAHs Other states with 30–39 CAHs²
 Other states in Region C³



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MO

(36), MS (31), ND (36), OH (33), SD (38), WA (39)

 HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MN (78), MO (36), NE (64), OH (33), WI (58)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8(
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Michigan, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS sur	veys		CAHPS surv sponse rat	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Michigan	34	4	6	5	16	3	3	31	0

TABLE 3. HCAHPS Results for CAHs in Michigan and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)				
	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Michigan (n=34)	All Other Flex States (n=1,124)		
Nurses always communicated well	85.5	83.6		
Doctors always communicated well	83.8	84.5		
Patient always received help as soon as wanted	82.3	76.8		
Staff always explained medications before giving them to patient	72.0	69.8		
Staff always provided information about what to do during recovery at home	91.3	88.5		
Patient strongly understood their care when they left the hospital	58.5	56.0		
Patient's room and bathroom were always clean	80.8	80.8		
Area around patient's room was always quiet at night	64.6	65.5		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.1	76.4		
Patient would definitely recommend the hospital to friends and family	76.5	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Minnesota CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MINNESOTA

• The HCAHPS reporting rate of 94.9% for Minnesota CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #14 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Minnesota scored significantly higher on 5 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 5 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Minnesota CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

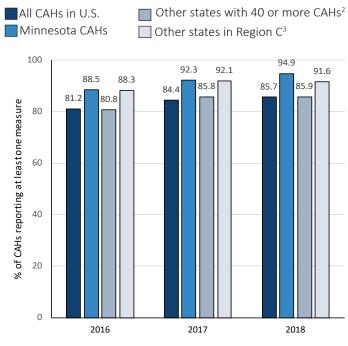
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Minnesota, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Minnesota. The HCAHPS reporting rate of 94.9% for Minnesota CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Minnesota ranked #14 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Minnesota and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Minnesota's CAHs scored significantly better on 5 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 5 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data.
- 2. Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MT (48), NE (64), OK (40), TX (85), WI (58)

^{3.} HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MI (36), MO (36), NE (64), OH (33), WI (58)

Illinois 51 100.0 24 South Dakota 34 Maine 16 100.0 25 New York 16 Pennsylvania 15 100.0 26 Mississippi 27 New Hampshire 13 100.0 27 Georgia 26 Vermont 8 100.0 28 North Dakota 31 Virginia 7 100.0 29 California 29 Alabama 4 100.0 30 Nevada 11 South Carolina 4 100.0 31 Kansas 71 Massachusetts 3 100.0 32 Colorado 26 Misonin 57 98.3 33 Indiana 28 Morinesota 24 96.0 35 Tennessee 12 Michigan 34 94.4 38 Louisiana 19 Michigan 15 93.8 40 North Carolina 14 <td< th=""><th>ank</th><th>State</th><th># of participating CAHs</th><th>% of CAHs</th><th>Rank</th><th>State</th><th># of participating CAHs</th><th></th></td<>	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
1Maine16100.025New York1681Pennsylvania15100.026Mississippi2781New Hampshire13100.027Georgia2681Vermont8100.028North Dakota3181Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minesota7793.938Louisiana19715Michigan3494.438Louisiana19716Iowa7793.840North Carolina14718Idaho2592.641Texas55619Utah1292.343Oklahoma23520Montana4491.743Oklahoma23521West Virginia189		National	1,158	85.7	23	Arkansas	26	8
1Pennsylvania15100.026Mississippi2781New Hampshire13100.027Georgia2681Vermont8100.028North Dakota3181Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7793.938Louisiana19715Michigan3494.438Kentucky19716Iowa7793.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	1	Illinois	51	100.0	24	South Dakota	34	8
1 New Hampshire 13 100.0 27 Georgia 26 8 1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 31 Kansas 71 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minnesota 77 93.9 38 Louisiana 19 7 15 92.6 41 Texas	1	Maine	16	100.0	25	New York	16	8
1 Vermont 8 100.0 28 North Dakota 31 8 1 Virginia 7 100.0 29 California 29 8 1 Alabama 4 100.0 30 Nevada 11 8 1 South Carolina 4 100.0 30 Nevada 11 8 1 Massachusetts 3 100.0 32 Colorado 26 8 10 Wisconsin 57 98.3 33 Indiana 28 8 11 Ohio 32 97.0 34 Washington 31 7 12 Nebraska 62 96.9 35 Missouri 27 7 13 Oregon 24 96.0 35 Tennessee 12 7 14 Minesota 77 93.9 38 Louisiana 19 7 15 Michigan 34 94.4 38 Louisiana 19 7 16 Iowa 25 92.6 <t< td=""><td>1</td><td>Pennsylvania</td><td>15</td><td>100.0</td><td>26</td><td>Mississippi</td><td>27</td><td>8</td></t<>	1	Pennsylvania	15	100.0	26	Mississippi	27	8
1Virginia7100.02981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.03298.333Indiana28810Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7494.938Kentucky19715Michigan3494.438Kentucky19716Iowa7793.938Louisiana14717Wyoming1592.641Texas55619Utah1292.343Oklahoma23520Montana4491.744Alaska85	1	New Hampshire	13	100.0	27	Georgia	26	8
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21 New Mexico 9 90.0 45 Hawaii 3 3	21	West Virginia	18	90.0	44	Alaska	8	5
	21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Minnesota, 2018

	Total CAHs	Nun	nber of cor	mpleted H	ICAHPS surv	/eys		CAHPS surv sponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Minnesota	74	7	16	18	26	7	4	65	5

TABLE 3. HCAHPS Results for CAHs in Minnesota and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)			
	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Minnesota (n=74)	All Other Flex States (n=1,084)	
Nurses always communicated well	84.6	83.6	
Doctors always communicated well	85.5	84.4	
Patient always received help as soon as wanted	78.3	76.9	
Staff always explained medications before giving them to patient	69.3	69.9	
Staff always provided information about what to do during recovery at home	89.2	88.5	
Patient strongly understood their care when they left the hospital	57.7	56.0	
Patient's room and bathroom were always clean	81.9	80.8	
Area around patient's room was always quiet at night	71.5	65.3	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	79.9	76.4	
Patient would definitely recommend the hospital to friends and family	78.5	74.8	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Mississippi CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MISSISSIPPI

• The HCAHPS reporting rate of 87.1% for Mississippi CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #26 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Mississippi scored significantly higher on 3 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 6 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

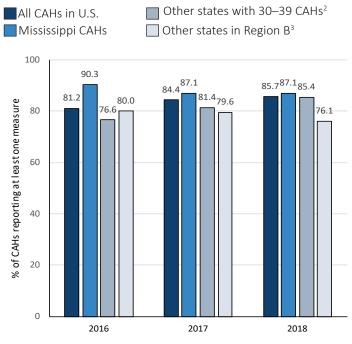
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Mississippi, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Mississippi. The HCAHPS reporting rate of 87.1% for Mississippi CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Mississippi ranked #26 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Mississippi and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Mississippi's CAHs scored significantly better on 3 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 6 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI
- (36), MO (36), ND (36), OH (33), SD (38), WA (39)
- HRSA Region B includes: AL (4), FL (12), GA (30), KY (27), NC (20), SC (4), TN (16)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C/
	National	1,158	85.7	23	Arkansas	26	89
1	Illinois	51	100.0	24	South Dakota	34	89.
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	87
1	New Hampshire	13	100.0	27	Georgia	26	86.
1	Vermont	8	100.0	28	North Dakota	31	86.
1	Virginia	7	100.0	29	California	29	85.
1	Alabama	4	100.0	30	Nevada	11	84.
1	South Carolina	4	100.0	31	Kansas	71	84.
1	Massachusetts	3	100.0	32	Colorado	26	81.
10	Wisconsin	57	98.3	33	Indiana	28	80.
11	Ohio	32	97.0	34	Washington	31	79.
12	Nebraska	62	96.9	35	Missouri	27	75.
13	Oregon	24	96.0	35	Tennessee	12	75.
14	Minnesota	74	94.9	37	Arizona	11	73.
15	Michigan	34	94.4	38	Kentucky	19	70.
16	lowa	77	93.9	38	Louisiana	19	70.
17	Wyoming	15	93.8	40	North Carolina	14	70.
18	Idaho	25	92.6	41	Texas	55	64.
19	Utah	12	92.3	42	Florida	7	58.
20	Montana	44	91.7	43	Oklahoma	23	57.
21	West Virginia	18	90.0	44	Alaska	8	57.
21	New Mexico	9	90.0	45	Hawaii	3	33.

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Mississippi, 2018

	Total CAHs			mpleted H	HCAHPS survey response rates				
	reporting	_	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Mississippi	27	7	12	6	2	0	14	12	1

TABLE 3. HCAHPS Results for CAHs in Mississippi and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Mississippi (n=27)	All Other Flex States (n=1,131)		
Nurses always communicated well	86.8	83.5		
Doctors always communicated well	91.5	84.3		
Patient always received help as soon as wanted	75.6	76.9		
Staff always explained medications before giving them to patient	73.0	69.8		
Staff always provided information about what to do during recovery at home	85.5	88.6		
Patient strongly understood their care when they left the hospital	54.7	56.1		
Patient's room and bathroom were always clean	83.4	80.7		
Area around patient's room was always quiet at night	76.7	65.2		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	77.1	76.4		
Patient would definitely recommend the hospital to friends and family	74.4	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Missouri CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MISSOURI

• The HCAHPS reporting rate of 75.0% for Missouri CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #35 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Missouri scored significantly higher on 0 HCAHPS measures, significantly lower on 5 measures, and did not have significantly different performance on the remaining 5 measures.

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.

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APPROACH

Patients' Experience in Missouri CAHs: HCAHPS Results, 2018

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For each HCAHPS measure, the percentages of patients reporting the highest response (e.g., "always") on each measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

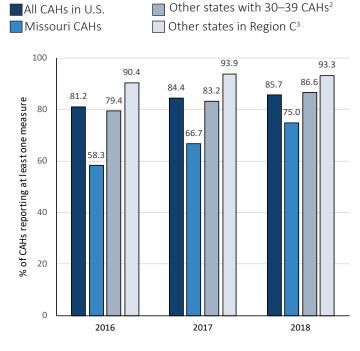
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Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Missouri ranked #35 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Missouri and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

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1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI (36), MS (31), ND (36), OH (33), SD (38), WA (39)

HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MI (36), MN (78), NE (64), OH (33), WI (58)

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17Wyoming1593.840North Carolina14718Idaho2592.641Texas55619Utah1292.342Florida7520Montana4491.743Oklahoma23521West Virginia1890.044Alaska85	15	Michigan	34	94.4	38	Kentucky	19	70
18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	16	lowa	77	93.9	38	Louisiana	19	70
19 Utah 12 92.3 42 Florida 7 5 20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	17	Wyoming	15	93.8	40	North Carolina	14	70
20 Montana 44 91.7 43 Oklahoma 23 5 21 West Virginia 18 90.0 44 Alaska 8 5	18	Idaho	25	92.6	41	Texas	55	64
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	58
	20	Montana	44	91.7	43	Oklahoma	23	5
21 New Mexico 9 90.0 45 Hawaii 3 3	21	West Virginia	18	90.0	44	Alaska	8	5
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Missouri, 2018

	Total CAHs	Nun	nber of coi	mpleted I	ICAHPS surv	veys		CAHPS surv sponse rat	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Missouri	27	2	3	6	15	1	7	20	0

TABLE 3. HCAHPS Results for CAHs in Missouri and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)				
	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Missouri (n=27)	All Other Flex States (n=1,131)		
Nurses always communicated well	80.8	83.7		
Doctors always communicated well	83.9	84.5		
Patient always received help as soon as wanted	72.7	77.0		
Staff always explained medications before giving them to patient	65.6	69.9		
Staff always provided information about what to do during recovery at home Patient strongly understood their care when they left the	87.9	88.5		
hospital	54.7	56.1		
Patient's room and bathroom were always clean	79.2	80.8		
Area around patient's room was always quiet at night	62.5	65.5		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale Patient would definitely recommend the hospital to friends	74.3	76.5		
and family	70.2	75.0		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Montana CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: MONTANA

• The HCAHPS reporting rate of 91.7% for Montana CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #20 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Montana scored significantly higher on 0 HCAHPS measures, significantly lower on 5 measures, and did not have significantly different performance on the remaining 5 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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Patients' Experience in Montana CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Montana, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Montana. The HCAHPS reporting rate of 91.7% for Montana CAHs was higher than the national reporting rate of 85.7%.

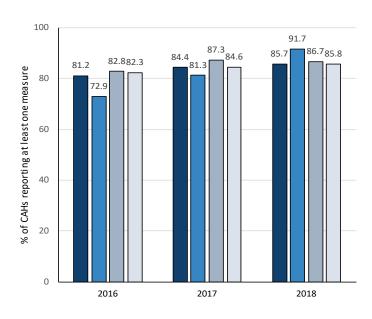
Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Montana ranked #20 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Montana and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Montana's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 5 measures, and did not have significantly different performance on the remaining 5 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S. Montana CAHs Other states with 40 or more CAHs²
 Other states in Region E³



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MN (78), NE (64), OK (40), TX (85), WI (58)

3. HRSA Region E includes: AK (14), CO (32), ID (27), ND (36), OR (25), SD (38), UT (13), WA (39), WY (16)

Maine16100.025New York16Pennsylvania15100.026Mississippi27New Hampshire13100.027Georgia26Vermont8100.028North Dakota31Virginia7100.029California29Alabama4100.030Nevada11South Carolina4100.031Kansas71Massachusetts3100.032Colorado26Misconsin5798.333Indiana28OWisconsin5798.334Washington312Nebraska6296.935Missouri273Oregon2496.035Tennessee124Minnesota7494.937Arizona115Michigan3494.438Louisiana196Iowa7793.936Louisiana197Wyoming1593.840North Carolina148Idaho2592.641Texas559Utah1292.342Florida71West Virginia1890.044Alaska8	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
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1Pennsylvania15100.026Mississippi271New Hampshire13100.027Georgia261Vermont8100.028North Dakota311Virginia7100.029California291Alabama4100.030Nevada111South Carolina4100.031Kansas711Massachusetts3100.032Colorado2610Wisconsin5798.333Indiana2811Ohio3297.034Washington3112Nebraska6296.935Tennessee1213Oregon2496.035Tennessee1214Minnesota7494.937Arizona1115Michigan3494.438Kentucky1916Iowa7793.938Louisiana1917Wyoming1593.840North Carolina1418Idaho2592.641Texas5519Utah1292.343Oklahoma2320Montana4491.743Oklahoma2321West Virginia1890.044Alaska8	1	Illinois	51	100.0	24	South Dakota	34	
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1Massachusetts3100.032Colorado263310Wisconsin5798.333Indiana283311Ohio3297.034Washington313112Nebraska6296.935Missouri273513Oregon2496.035Tennessee123114Minnesota7494.937Arizona113115Michigan3494.438Kentucky193716Iowa7793.938Louisiana193117Wyoming1593.840North Carolina143418Idaho2592.641Texas553420Montana4491.743Oklahoma2321West Virginia1890.044Alaska8	1	Alabama	4	100.0	30	Nevada	11	٤
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12 Nebraska 62 96.9 35 Missouri 27 13 13 Oregon 24 96.0 35 Tennessee 12 12 14 Minnesota 74 94.9 37 Arizona 11	10	Wisconsin	57	98.3	33	Indiana	28	8
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15 Michigan 34 94.4 38 Kentucky 19 16 Iowa 77 93.9 38 Louisiana 19 19 17 Wyoming 15 93.8 40 North Carolina 14 14 18 Idaho 25 92.6 41 Texas 55 55 19 Utah 12 92.3 42 Florida 7 14 20 Montana 44 91.7 43 Oklahoma 23 14 21 West Virginia 18 90.0 44 Alaska 8 14	13	Oregon	24	96.0	35	Tennessee	12	7
16 Iowa 77 93.9 38 Louisiana 19 17 Wyoming 15 93.8 40 North Carolina 14 14 18 Idaho 25 92.6 41 Texas 55 6 19 Utah 12 92.3 42 Florida 7 9 20 Montana 44 91.7 43 Oklahoma 23 9 21 West Virginia 18 90.0 44 Alaska 8 9	14	Minnesota	74	94.9	37	Arizona	11	7
17 Wyoming 15 93.8 40 North Carolina 14 18 Idaho 25 92.6 41 Texas 55 55 19 Utah 12 92.3 42 Florida 7 55 20 Montana 44 91.7 43 Oklahoma 23 53 21 West Virginia 18 90.0 44 Alaska 8 55	15	Michigan	34	94.4	38	Kentucky	19	7
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19 Utah 12 92.3 42 Florida 7 20 20 Montana 44 91.7 43 Oklahoma 23 23 21 West Virginia 18 90.0 44 Alaska 8 3	17	Wyoming	15	93.8	40	North Carolina	14	7
20 Montana 44 91.7 43 Oklahoma 23 90.0 90.0 44 Alaska 8 90.0 90.	18	Idaho	25	92.6	41	Texas	55	е
21 West Virginia 18 90.0 44 Alaska 8 .	19	Utah	12	92.3	42	Florida	7	5
5	20	Montana	44	91.7	43	Oklahoma	23	5
21 New Mexico 9 90.0 45 Hawaii 3 3	21	West Virginia	18	90.0	44	Alaska	8	5
	21	New Mexico	9	90.0	45	Hawaii	3	-

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Montana, 2018

	Total CAHs	Nun	nber of co	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rat	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Montana	44	23	7	3	10	1	9	32	3

TABLE 3. HCAHPS Results for CAHs in Montana and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Montana (n=44)	All Other Flex States (n=1,114)		
Nurses always communicated well	81.6	83.7		
Doctors always communicated well	83.3	84.5		
Patient always received help as soon as wanted	75.7	76.9		
Staff always explained medications before giving them to patient	67.5	69.9		
Staff always provided information about what to do during recovery at home Patient strongly understood their care when they left the	87.0	88.6		
hospital	54.4	56.1		
Patient's room and bathroom were always clean	75.0	80.9		
Area around patient's room was always quiet at night	63.1	65.5		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	72.8	76.5		
Patient would definitely recommend the hospital to friends and family	73.1	75.0		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Nebraska CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NEBRASKA

• The HCAHPS reporting rate of 96.9% for Nebraska CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #12 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Nebraska scored significantly higher on 6 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 4 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

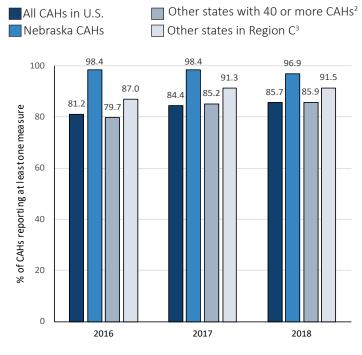
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Nebraska, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Nebraska. The HCAHPS reporting rate of 96.9% for Nebraska CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Nebraska ranked #12 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Nebraska and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Nebraska's CAHs scored significantly better on 6 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 4 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

 Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MN (78), MT (48), OK (40), TX (85), WI (58)

HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MI (36), MN (78), MO (36), OH (33), WI (58)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	(
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	82
10	Wisconsin	57	98.3	33	Indiana	28	8(
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Nebraska, 2018

		Total CAHs	Nun	nber of coi	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
		reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
N	ational	1,158	187	248	291	378	54	330	801	27
N	ebraska	62	15	14	15	17	1	7	50	5

TABLE 3. HCAHPS Results for CAHs in Nebraska and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)				
	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Nebraska (n=62)	All Other Flex States (n=1,096)		
Nurses always communicated well	84.6	83.6		
Doctors always communicated well	87.1	84.4		
Patient always received help as soon as wanted	78.4	76.9		
Staff always explained medications before giving them to patient	69.0	69.9		
Staff always provided information about what to do during recovery at home	89.3	88.5		
Patient strongly understood their care when they left the hospital	58.5	56.0		
Patient's room and bathroom were always clean	85.4	80.7		
Area around patient's room was always quiet at night	70.7	65.3		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	80.2	76.4		
Patient would definitely recommend the hospital to friends and family	78.6	74.8		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Nevada CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NEVADA

• The HCAHPS reporting rate of 84.6% for Nevada CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #30 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Nevada scored significantly higher on 0 HCAHPS measures, significantly lower on 9 measures, and did not have significantly different performance on the remaining 1 measure.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Nevada CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

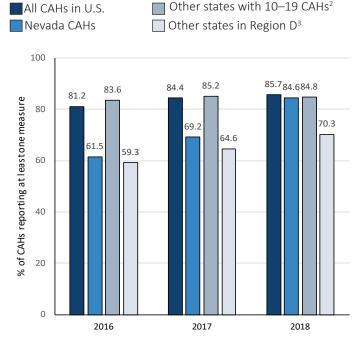
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Nevada, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Nevada. The HCAHPS reporting rate of 84.6% for Nevada CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Nevada ranked #30 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Nevada and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Nevada's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 9 measures, and did not have significantly different performance on the remaining 1 measure (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH
 - (13), NM (10), NY (18), PA (15), TN (16), UT (13), WY (16)
- HRSA Region D includes: AR (29), AZ (15), CA (34), HI (9), LA (27), NM (10), OK (40), TX (85)

Illinois 51 100.0 24 South Dakota 34 8 Maine 16 100.0 25 New York 16 8 New Hampshire 13 100.0 26 Mississippi 27 8 Vermont 8 100.0 27 Georgia 26 8 Vermont 8 100.0 28 North Dakota 31 8 Alabama 4 100.0 29 California 29 8 Massachusetts 3 100.0 31 Kansas 71 8 Massachusetts 3 100.0 32 Colorado 26 8 Massachusetts 3 100.0 32 Colorado 27 7 Massachusetts 34 94.9 35	Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% ር
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1 Pennsylvania 15 100.0 26 Mississippi 27 83 1 New Hampshire 13 100.0 27 Georgia 26 86 1 Vermont 8 100.0 28 North Dakota 31 86 1 Virginia 7 100.0 29 California 29 83 1 Alabama 4 100.0 30 Nevada 11 84 1 South Carolina 4 100.0 31 Kansas 71 84 1 Massachusetts 3 100.0 32 Colorado 26 83 10 Wisconsin 57 98.3 33 Indiana 28 86 11 Ohio 32 97.0 34 Washington 31 79 12 Nebraska 62 96.9 35 Tennessee 12 79 14 Minnesota 74 94.9 37 Arizona 11 70 15 Michigan 12	1	Illinois	51	100.0	24	South Dakota	34	89
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1Massachusetts3100.032Colorado268310Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277913Oregon2496.035Tennessee127914Minnesota7494.937Arizona117315Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.744Alaska851	1	Alabama	4	100.0	30	Nevada	11	84
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13 Oregon 24 96.0 35 Tennessee 12 75 14 Minnesota 74 94.9 37 Arizona 11 75 15 Michigan 34 94.4 38 Kentucky 19 70 16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 71 52 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	11	Ohio	32	97.0	34	Washington	31	79
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16 Iowa 77 93.9 38 Louisiana 19 70 17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	14	Minnesota	74	94.9	37	Arizona	11	73
17Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75820Montana4491.743Oklahoma235721West Virginia1890.044Alaska857	15	Michigan	34	94.4	38	Kentucky	19	70
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19 Utah 12 92.3 42 Florida 7 58 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	17	Wyoming	15	93.8	40	North Carolina	14	70
20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	18	Idaho	25	92.6	41	Texas	55	64
21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	58
5	20	Montana	44	91.7	43	Oklahoma	23	57
21 New Mexico 9 90.0 45 Hawaii 3 33	21	West Virginia	18	90.0	44	Alaska	8	57
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Nevada, 2018

	Total CAHs	Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Nevada	11	3	2	1	4	1	7	4	0

TABLE 3. HCAHPS Results for CAHs in Nevada and All Other Flex States, 2018

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Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)			
	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Nevada (n=11)	All Other Flex States (n=1,147)	
Nurses always communicated well	78.0	83.7	
Doctors always communicated well	77.6	84.6	
Patient always received help as soon as wanted	71.7	77.0	
Staff always explained medications before giving them to patient	65.9	69.9	
Staff always provided information about what to do during recovery at home	85.8	88.6	
Patient strongly understood their care when they left the hospital	50.5	56.2	
Patient's room and bathroom were always clean	75.2	80.9	
Area around patient's room was always quiet at night	53.7	65.7	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	68.7	76.6	
Patient would definitely recommend the hospital to friends and family	66.3	75.1	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in New Hampshire CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NEW HAMPSHIRE

• The HCAHPS reporting rate of 100.0% for New Hampshire CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in New Hampshire scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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

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RESULTS

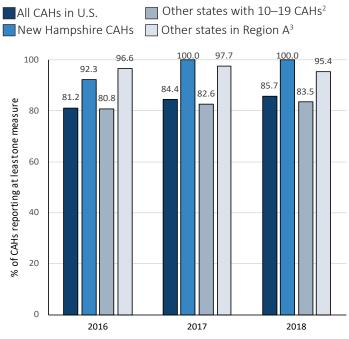
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Compared to all other CAHs nationally, New Hampshire's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NM

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3. HRSA Region A includes: MA(3), ME(16), NY(18), PA(15), VA(7), VT(8), WV(20)

Illinois 51 100.0 24 South Dakota 34 88 Maine 16 100.0 25 New York 16 88 Pennsylvania 15 100.0 26 Mississippi 27 88 New Hampshire 13 100.0 27 Georgia 26 88 Vermont 8 100.0 28 North Dakota 31 88 Virginia 7 100.0 29 California 29 88 Alabama 4 100.0 30 Nevada 11 84 South Carolina 4 100.0 31 Kansas 71 84 Massachusetts 3 100.0 32 Colorado 26 83 Massachusetts 3 100.0 32 Colorado 26 83 Massachusetts 3 100.0 32 Colorado 26 83 Missouri 57 98.3 33 Indiana 28 80 Minesota 74 94.9 35	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C/
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TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in New Hampshire, 2018

	Number of completed HCAHPS surveys					HCAHPS survey response rates			
	Total CAHs reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
New Hampshire	13	0	2	0	9	2	4	9	0

TABLE 3. HCAHPS Results for CAHs in New Hampshire and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	New Hampshire (n=13)	All Other Flex States (n=1,145)		
Nurses always communicated well	83.9	83.6		
Doctors always communicated well	82.7	84.5		
Patient always received help as soon as wanted	75.2	76.9		
Staff always explained medications before giving them to patient	67.0	69.9		
Staff always provided information about what to do during recovery at home	89.1	88.5		
Patient strongly understood their care when they left the hospital	55.1	56.1		
Patient's room and bathroom were always clean	82.0	80.8		
Area around patient's room was always quiet at night	56.4	65.6		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.4	76.5		
Patient would definitely recommend the hospital to friends and family	75.3	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.

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Patients' Experiences in New Mexico CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NEW MEXICO

• The HCAHPS reporting rate of 90.0% for New Mexico CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #21 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in New Mexico scored significantly higher on 0 HCAHPS measures, significantly lower on 3 measures, and did not have significantly different performance on the remaining 7 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

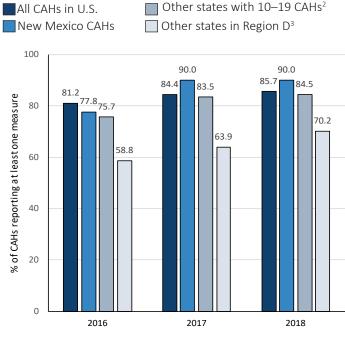
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in New Mexico, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as New Mexico. The HCAHPS reporting rate of 90.0% for New Mexico CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. New Mexico ranked #21 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in New Mexico and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, New Mexico's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 3 measures, and did not have significantly different performance on the remaining 7 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH
- (13), NV (13), NY (18), PA (15), TN (16), UT (13), WY (16)
- HRSA Region D includes: AR (29), AZ (15), CA (34), HI (9), LA (27), NV (13), OK (40), TX (85)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participati CAHs	ng
	National	1,158	85.7	23	Arkansas	26	
-	Illinois	51	100.0	24	South Dakota	34	
-	Maine	16	100.0	25	New York	16	
	Pennsylvania	15	100.0	26	Mississippi	27	
	New Hampshire	13	100.0	27	Georgia	26	
	Vermont	8	100.0	28	North Dakota	31	
	Virginia	7	100.0	29	California	29	
	Alabama	4	100.0	30	Nevada	11	
	South Carolina	4	100.0	31	Kansas	71	
	Massachusetts	3	100.0	32	Colorado	26	
)	Wisconsin	57	98.3	33	Indiana	28	
L	Ohio	32	97.0	34	Washington	31	
	Nebraska	62	96.9	35	Missouri	27	
	Oregon	24	96.0	35	Tennessee	12	
-	Minnesota	74	94.9	37	Arizona	11	
)	Michigan	34	94.4	38	Kentucky	19	
5	lowa	77	93.9	38	Louisiana	19	
7	Wyoming	15	93.8	40	North Carolina	14	
3	Idaho	25	92.6	41	Texas	55	
	Utah	12	92.3	42	Florida	7	
	Montana	44	91.7	43	Oklahoma	23	
L	West Virginia	18	90.0	44	Alaska	8	
	New Mexico	9	90.0	45	Hawaii	3	

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in New Mexico, 2018

	Nun	nber of cor	mpleted H	HCAHPS survey response rates					
	Total CAHs reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
New Mexico	9	1	2	1	5	0	7	2	0

TABLE 3. HCAHPS Results for CAHs in New Mexico and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	New Mexico (n=9)	All Other Flex States (n=1,149)			
Nurses always communicated well	82.8	83.6			
Doctors always communicated well	83.4	84.5			
Patient always received help as soon as wanted	77.4	76.9			
Staff always explained medications before giving them to patient	68.5	69.9			
Staff always provided information about what to do during recovery at home	84.6	88.6			
Patient strongly understood their care when they left the hospital	49.9	56.2			
Patient's room and bathroom were always clean	78.4	80.9			
Area around patient's room was always quiet at night	65.9	65.4			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	71.8	76.6			
Patient would definitely recommend the hospital to friends and family	70.1	75.0			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in New York CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NEW YORK

• The HCAHPS reporting rate of 88.9% for New York CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #25 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in New York scored significantly higher on 0 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 10 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in New York CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

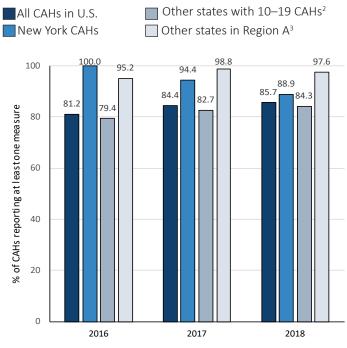
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in New York, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as New York. The HCAHPS reporting rate of 88.9% for New York CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. New York ranked #25 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in New York and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, New York's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 10 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH

(13), NM (10), NV (13), PA (15), TN (16), UT (13), WY (16)

3. HRSA Region A includes: MA(3), ME(16), NH(13), PA(15), VA(7), VT(8), WV(20)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% CA
	National	1,158	85.7	23	Arkansas	26	89.7
1	Illinois	51	100.0	24	South Dakota	34	89.
1	Maine	16	100.0	25	New York	16	88.
1	Pennsylvania	15	100.0	26	Mississippi	27	87.
1	New Hampshire	13	100.0	27	Georgia	26	86.
1	Vermont	8	100.0	28	North Dakota	31	86.
1	Virginia	7	100.0	29	California	29	85.3
1	Alabama	4	100.0	30	Nevada	11	84.6
1	South Carolina	4	100.0	31	Kansas	71	84.
1	Massachusetts	3	100.0	32	Colorado	26	81.3
10	Wisconsin	57	98.3	33	Indiana	28	80.0
11	Ohio	32	97.0	34	Washington	31	79.
12	Nebraska	62	96.9	35	Missouri	27	75.0
13	Oregon	24	96.0	35	Tennessee	12	75.0
14	Minnesota	74	94.9	37	Arizona	11	73.3
15	Michigan	34	94.4	38	Kentucky	19	70.4
16	lowa	77	93.9	38	Louisiana	19	70.4
17	Wyoming	15	93.8	40	North Carolina	14	70.0
18	Idaho	25	92.6	41	Texas	55	64.
19	Utah	12	92.3	42	Florida	7	58.3
20	Montana	44	91.7	43	Oklahoma	23	57.5
21	West Virginia	18	90.0	44	Alaska	8	57.
21	New Mexico	9	90.0	45	Hawaii	3	33.3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in New York, 2018

		Total CAHs	Nun	nber of cor	npleted H	HCAHPS survey response rates				
		reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
	National	1,158	187	248	291	378	54	330	801	27
	New York	16	3	6	4	2	1	6	10	0

TABLE 3. HCAHPS Results for CAHs in New York and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	New York (n=16)	All Other Flex States (n=1,142)			
Nurses always communicated well	83.7	83.6			
Doctors always communicated well	83.7	84.5			
Patient always received help as soon as wanted	74.8	76.9			
Staff always explained medications before giving them to patient	70.7	69.8			
Staff always provided information about what to do during recovery at home	90.2	88.5			
Patient strongly understood their care when they left the hospital	55.4	56.1			
Patient's room and bathroom were always clean	79.8	80.8			
Area around patient's room was always quiet at night	60.5	65.5			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.5	76.5			
Patient would definitely recommend the hospital to friends and family	73.2	75.0			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in North Carolina CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NORTH CAROLINA

• The HCAHPS reporting rate of 70.0% for North Carolina CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #40 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in North Carolina scored significantly higher on 0 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 10 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

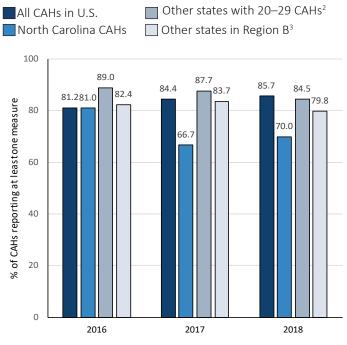
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in North Carolina, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as North Carolina. The HCAHPS reporting rate of 70.0% for North Carolina CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. North Carolina ranked #40 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in North Carolina and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, North Carolina's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 10 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 20–29 CAHs: AR (29), ID (27), KY (27), LA (27), OR (25), WV (20)

3. HRSA Region B includes: AL(4), FL (12), GA (30), KY (27), MS (31), SC (4), TN (16)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	(
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	80
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

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TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in North Carolina, 2018

	Num	nber of cor	npleted H	HCAHPS survey response rates					
	Total CAHs reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
North Carolina	14	0	3	3	3	5	7	7	0

TABLE 3. HCAHPS Results for CAHs in North Carolina and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")				
HCAHPS Measure	North Carolina (n=14)	All Other Flex States (n=1,144)			
Nurses always communicated well	84.6	83.6			
Doctors always communicated well	83.4	84.5			
Patient always received help as soon as wanted	78.8	76.8			
Staff always explained medications before giving them to patient	69.8	69.8			
Staff always provided information about what to do during recovery at home	88.6	88.5			
Patient strongly understood their care when they left the hospital	57.1	56.1			
Patient's room and bathroom were always clean	78.8	80.8			
Area around patient's room was always quiet at night	65.3	65.4			
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	76.1	76.5			
Patient would definitely recommend the hospital to friends and family	75.8	74.9			

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in North Dakota CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: NORTH DAKOTA

• The HCAHPS reporting rate of 86.1% for North Dakota CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #28 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in North Dakota scored significantly higher on 1 HCAHPS measure, significantly lower on 1 measure, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

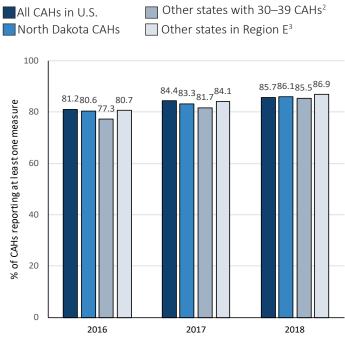
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in North Dakota, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as North Dakota. The HCAHPS reporting rate of 86.1% for North Dakota CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. North Dakota ranked #28 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in North Dakota and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, North Dakota's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

- Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI (36), MO (36), MS (31), OH (33), SD (38), WA (39)
- 3. HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), OR (25), SD (38), UT (13), WA (39), WY (16)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% CA
	National	1,158	85.7	23	Arkansas	26	89.
1	Illinois	51	100.0	24	South Dakota	34	89.
1	Maine	16	100.0	25	New York	16	88.
1	Pennsylvania	15	100.0	26	Mississippi	27	87.
1	New Hampshire	13	100.0	27	Georgia	26	86.
1	Vermont	8	100.0	28	North Dakota	31	86.
1	Virginia	7	100.0	29	California	29	85.
1	Alabama	4	100.0	30	Nevada	11	84.
1	South Carolina	4	100.0	31	Kansas	71	84.
1	Massachusetts	3	100.0	32	Colorado	26	81.
10	Wisconsin	57	98.3	33	Indiana	28	80.
11	Ohio	32	97.0	34	Washington	31	79.
12	Nebraska	62	96.9	35	Missouri	27	75.
13	Oregon	24	96.0	35	Tennessee	12	75.
14	Minnesota	74	94.9	37	Arizona	11	73.
15	Michigan	34	94.4	38	Kentucky	19	70.
16	lowa	77	93.9	38	Louisiana	19	70.
17	Wyoming	15	93.8	40	North Carolina	14	70.
18	Idaho	25	92.6	41	Texas	55	64.
19	Utah	12	92.3	42	Florida	7	58.
20	Montana	44	91.7	43	Oklahoma	23	57.
21	West Virginia	18	90.0	44	Alaska	8	57.
21	New Mexico	9	90.0	45	Hawaii	3	33.

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in North Dakota, 2018

Total CAHs		Nun	nber of cor	npleted H	HCAHPS survey response rates					
		reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
	National	1,158	187	248	291	378	54	330	801	27
	North Dakota	31	11	9	8	3	0	6	21	4

TABLE 3. HCAHPS Results for CAHs in North Dakota and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	North Dakota (n=31)	All Other Flex States (n=1,127)	
Nurses always communicated well	83.5	83.6	
Doctors always communicated well	83.6	84.5	
Patient always received help as soon as wanted	77.9	76.9	
Staff always explained medications before giving them to patient	67.5	69.9	
Staff always provided information about what to do during recovery at home	85.6	88.6	
Patient strongly understood their care when they left the hospital	54.3	56.1	
Patient's room and bathroom were always clean	79.2	80.8	
Area around patient's room was always quiet at night	70.1	65.3	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.8	76.5	
Patient would definitely recommend the hospital to friends and family	73.9	75.0	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Ohio CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: OHIO

• The HCAHPS reporting rate of 97.0% for Ohio CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #11 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Ohio scored significantly higher on 1 HCAHPS measure, significantly lower on 1 measure, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Ohio CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Ohio, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Ohio. The HCAHPS reporting rate of 97.0% for Ohio CAHs was higher than the national reporting rate of 85.7%.

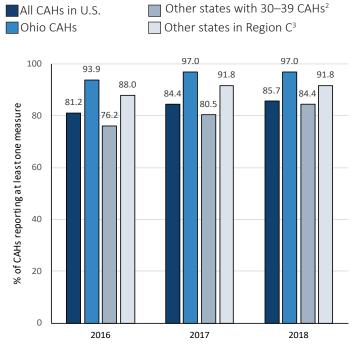
Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Ohio ranked #11 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Ohio and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more complet-

ed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Ohio's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI

(36), MO (36), MS (31), ND (36), SD (38), WA (39)

 HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MI (36), MN (78), MO (36), NE (64), WI (58)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Ohio, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS surv	veys		CAHPS surv esponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Ohio	32	2	0	12	15	3	7	25	0

TABLE 3. HCAHPS Results for CAHs in Ohio and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Ohio (n=32)	All Other Flex States (n=1,126)		
Nurses always communicated well	84.5	83.6		
Doctors always communicated well	83.0	84.5		
Patient always received help as soon as wanted	77.0	76.9		
Staff always explained medications before giving them to patient	69.0	69.9		
Staff always provided information about what to do during recovery at home	90.6	88.5		
Patient strongly understood their care when they left the hospital	56.9	56.1		
Patient's room and bathroom were always clean	81.6	80.8		
Area around patient's room was always quiet at night	60.5	65.5		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	78.4	76.4		
Patient would definitely recommend the hospital to friends and family	74.6	74.9		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Oklahoma CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: OKLAHOMA

• The HCAHPS reporting rate of 57.5% for Oklahoma CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #43 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Oklahoma scored significantly higher on 0 HCAHPS measures, significantly lower on 2 measures, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Oklahoma CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Oklahoma, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Oklahoma. The HCAHPS reporting rate of 57.5% for Oklahoma CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Oklahoma ranked #43 for reporting rates of the 45 states that participate in the Flex program.

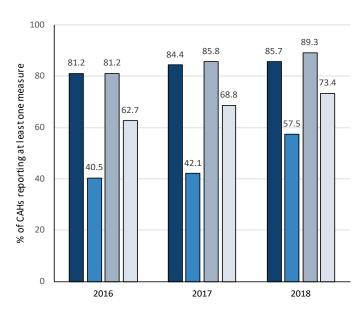
Table 2 shows the number of completed HCAHPS surveys per CAH in Oklahoma and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Oklahoma's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 2 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S.

Other states with 40 or more CAHs²
 Other states in Region D³



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

 Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MN (78), MT(48), NE (64), TX (85), WI (58)

3. HRSA Region D includes: AR (29), AZ (15), CA (34), HI (9), LA (27), NM (10), NV (13), TX (85)

Illinois 51 100.0 24 South Dakota 34 8 Maine 16 100.0 25 New York 16 8 Pennsylvania 15 100.0 26 Mississippi 27 8 New Hampshire 13 100.0 27 Georgia 26 8 Vermont 8 100.0 28 North Dakota 31 8 Alabama 4 100.0 30 Nevada 11 8 South Carolina 4 100.0 30 Nevada 11 8 Massachusetts 3 100.0 32 Colorado 26 8 Massachusetts 3 100.0 32 Colorado 26 8 Nebraska 62 96.9 35 Misouri 27 7 Minesota 74 94.9 37 Arizona 11 7 Minesota 74 94.9 38 Louisiana 19 7 Michigan 34 94.4 38 Louisiana<	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9
1Maine16100.025New York1681Pennsylvania15100.026Mississippi2781New Hampshire13100.027Georgia2681Vermont8100.028North Dakota3181Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7494.937Arizona11715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoning1592.641Texas55619Utah1292.342Florida75520Montana4491.743Oklahoma23521West Virginia1890.0 <td></td> <td>National</td> <td>1,158</td> <td>85.7</td> <td>23</td> <td>Arkansas</td> <td>26</td> <td>8</td>		National	1,158	85.7	23	Arkansas	26	8
1Pennsylvania15100.026Mississippi2781New Hampshire13100.027Georgia2681Vermont8100.028North Dakota3181Virginia7100.029California2981Alabama4100.030Nevada1181South Carolina4100.031Kansas7181Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana28811Ohio3297.034Washington31712Nebraska6296.935Tennessee12713Oregon2496.035Tennessee12714Minnesota7494.938Kentucky19715Michigan3494.438Kentucky19716Iowa7793.938Louisiana19717Wyoming1592.641Texas55619Utah1292.342Florida7520Montana4491.743Alaska85	1	Illinois	51	100.0	24	South Dakota	34	8
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1 Vermont 8 100.0 28 North Dakota 31 88 1 Virginia 7 100.0 29 California 29 88 1 Alabama 4 100.0 30 Nevada 11 88 1 South Carolina 4 100.0 31 Kansas 71 88 1 Massachusetts 3 100.0 32 Colorado 26 88 10 Wisconsin 57 98.3 33 Indiana 28 88 11 Ohio 32 97.0 34 Washington 31 77 12 Nebraska 62 96.9 35 Missouri 27 77 13 Oregon 24 96.0 35 Tennessee 12 77 14 Minnesota 74 94.9 37 Arizona 11 77 15 Michigan 34 94.4 38 Kentucky 19 76 16 Iowa 77 93.9	1	Pennsylvania	15	100.0	26	Mississippi	27	8
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1Massachusetts3100.032Colorado26810Wisconsin5798.333Indiana288011Ohio3297.034Washington317912Nebraska6296.935Missouri277913Oregon2496.035Tennessee127914Minnesota7494.937Arizona117015Michigan3494.438Kentucky197016Iowa7793.938Louisiana197017Wyoming1593.840North Carolina147018Idaho2592.641Texas556419Utah1292.342Florida75320Montana4491.744Alaska855	1	Alabama	4	100.0	30	Nevada	11	84
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17 Wyoming 15 93.8 40 North Carolina 14 70 18 Idaho 25 92.6 41 Texas 55 64 19 Utah 12 92.3 42 Florida 70 53 20 Montana 44 91.7 43 Oklahoma 23 57 21 West Virginia 18 90.0 44 Alaska 8 57	15	Michigan	34	94.4	38	Kentucky	19	70
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21 West Virginia 18 90.0 44 Alaska 8 5	19	Utah	12	92.3	42	Florida	7	58
	20	Montana	44	91.7	43	Oklahoma	23	57
21 New Mexico 9 90.0 45 Hawaii 3 33	21	West Virginia	18	90.0	44	Alaska	8	57
	21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Oklahoma, 2018

Total CAHs		Number of completed HCAHPS surveys						HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%	
National	1,158	187	248	291	378	54	330	801	27	
Oklahoma	23	7	10	6	0	0	12	11	0	

TABLE 3. HCAHPS Results for CAHs in Oklahoma and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)			
	Average percentage of patients that gave the highest level of response (e.g., "always")		
HCAHPS Measure	Oklahoma (n=23)	All Other Flex States (n=1,135)	
Nurses always communicated well	82.7	83.6	
Doctors always communicated well	82.6	84.5	
Patient always received help as soon as wanted	76.6	76.9	
Staff always explained medications before giving them to patient	70.9	69.8	
Staff always provided information about what to do during recovery at home	84.7	88.6	
Patient strongly understood their care when they left the hospital	54.0	56.1	
Patient's room and bathroom were always clean	78.8	80.8	
Area around patient's room was always quiet at night	68.9	65.4	
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	72.4	76.6	
Patient would definitely recommend the hospital to friends and family	71.9	75.0	

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Oregon CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: OREGON

• The HCAHPS reporting rate of 96.0% for Oregon CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #13 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Oregon scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

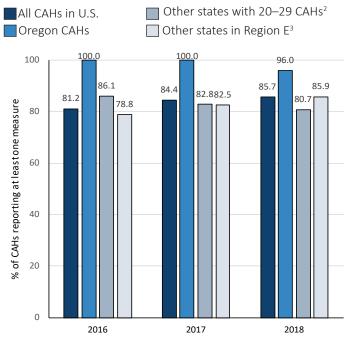
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Oregon, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Oregon. The HCAHPS reporting rate of 96% for Oregon CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Oregon ranked #13 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Oregon and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Oregon' CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data.
- 2. Group includes states with 20–29 CAHs: AR (29), ID (27), KY (27), LA (27), NC (20), WV (20)
- 3. HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), ND (36), SD (38), UT (13), WA (39), WY (16)

Illinois51100.024South Dakota34Maine16100.025New York16Pennsylvania15100.026Mississippi27New Hampshire13100.027Georgia26Vermont8100.028North Dakota31Virginia7100.029California29Alabama4100.030Nevada11South Carolina4100.031Kansas71Massachusetts3100.032Colorado26Wisconsin5798.333Indiana28Ohio3297.034Washington31Nebraska6296.935Tennessee12Michigan3494.438Kentucky19Michigan3494.438Louisiana19Wyoming1593.840North Carolina14Utah1292.342Florida7Wontana4491.743Oklahoma23Mottana1890.044Alaska8	ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
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	21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Oregon, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS surv	veys		CAHPS surv esponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Oregon	24	1	1	7	14	1	10	14	0

TABLE 3. HCAHPS Results for CAHs in Oregon and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Oregon (n=24)	All Other Flex States (n=1,134)		
Nurses always communicated well	83.1	83.6		
Doctors always communicated well	83.9	84.5		
Patient always received help as soon as wanted	78.8	76.8		
Staff always explained medications before giving them to patient	70.7	69.8		
Staff always provided information about what to do during recovery at home	89.6	88.5		
Patient strongly understood their care when they left the hospital	55.6	56.1		
Patient's room and bathroom were always clean	79.7	80.8		
Area around patient's room was always quiet at night	59.2	65.6		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.4	76.5		
Patient would definitely recommend the hospital to friends and family	72.9	75.0		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Pennsylvania CAHs: HCAHPS Results, 2018

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KEY FINDINGS: PENNSYLVANIA

• The HCAHPS reporting rate of 100.0% for Pennsylvania CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Pennsylvania scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

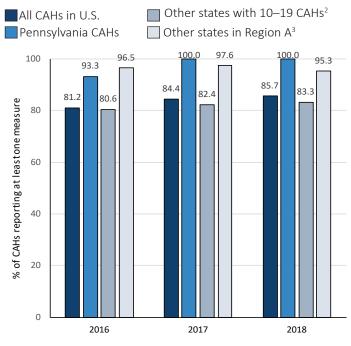
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Pennsylvania, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Pennsylvania. The HCAHPS reporting rate of 100.0% for Pennsylvania CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Pennsylvania ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Pennsylvania and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Pennsylvania's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH (13), NM (10), NV (13), NY (18), TN (16), UT (13), WY (16)

3. HRSA Region A includes: MA(3), ME(16), NH(13), NY(18), VA(7), VT(8), WV(20)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% CA
	National	1,158	85.7	23	Arkansas	26	89.
1	Illinois	51	100.0	24	South Dakota	34	89
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	87.
1	New Hampshire	13	100.0	27	Georgia	26	86.
1	Vermont	8	100.0	28	North Dakota	31	86.
1	Virginia	7	100.0	29	California	29	85.
1	Alabama	4	100.0	30	Nevada	11	84.
1	South Carolina	4	100.0	31	Kansas	71	84.
1	Massachusetts	3	100.0	32	Colorado	26	81.
10	Wisconsin	57	98.3	33	Indiana	28	80.
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70.
16	lowa	77	93.9	38	Louisiana	19	70.
17	Wyoming	15	93.8	40	North Carolina	14	70.
18	Idaho	25	92.6	41	Texas	55	64.
19	Utah	12	92.3	42	Florida	7	58.
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	57
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Pennsylvania, 2018

	Total CAHs	Number of completed HCAHPS surveys					HCAHPS survey response rates		
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Pennsylvania	15	1	1	1	10	2	0	15	0

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Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")			
HCAHPS Measure	Pennsylvania (n=15)	All Other Flex States (n=1,143)		
Nurses always communicated well	83.8	83.6		
Doctors always communicated well	83.7	84.5		
Patient always received help as soon as wanted	77.0	76.9		
Staff always explained medications before giving them to patient	67.1	69.9		
Staff always provided information about what to do during recovery at home	90.1	88.5		
Patient strongly understood their care when they left the hospital	55.2	56.1		
Patient's room and bathroom were always clean	82.4	80.8		
Area around patient's room was always quiet at night	59.0	65.6		
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	74.9	76.5		
Patient would definitely recommend the hospital to friends and family	72.4	75.0		

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in South Carolina CAHs: HCAHPS Results, 2018

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KEY FINDINGS: SOUTH CAROLINA

• The HCAHPS reporting rate of 100.0% for South Carolina CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in South Carolina scored significantly higher on 1 HCAHPS measure, significantly lower on 0 measures, and did not have significantly different performance on the remaining 9 measures.

BACKGROUND

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RESULTS

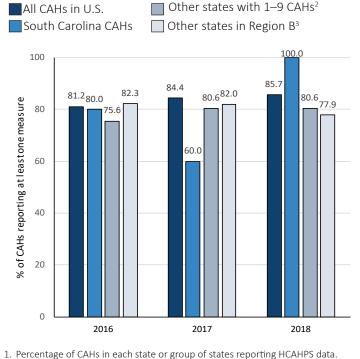
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in South Carolina, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as South Carolina. The HCAHPS reporting rate of 100.0% for South Carolina CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. South Carolina ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in South Carolina and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, South Carolina's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHS III each state of group of states reporting HCAHPS data

2. Group includes states with 1–9 CAHs: AL (4), HI (9), MA (3), VA (7), VT (8)

3. HRSA Region B includes: AL (4), FL (12), GA (30), KY (27), MS (31), NC (20), TN (16)

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1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in South Carolina, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS sur	veys		CAHPS surv sponse rat	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
South Carolina	4	2	0	1	1	0	3	1	0

TABLE 3. HCAHPS Results for CAHs in South Carolina and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05) Significantly worse than rate for all other CAHs nationally (p<.05)	Average percentage gave the highes	age of patients that t level of response 'always")
HCAHPS Measure	South Carolina (n=4)	All Other Flex States (n=1,154)
Nurses always communicated well	85.1	83.6
Doctors always communicated well	87.8	84.4
Patient always received help as soon as wanted	81.2	76.8
Staff always explained medications before giving them to patient	72.8	69.8
Staff always provided information about what to do during recovery at home	88.5	88.5
Patient strongly understood their care when they left the hospital	57.8	56.0
Patient's room and bathroom were always clean	82.6	80.8
Area around patient's room was always quiet at night	72.7	65.3
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	77.7	76.4
Patient would definitely recommend the hospital to friends and family	76.5	74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in South Dakota CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: SOUTH DAKOTA

• The HCAHPS reporting rate of 89.5% for South Dakota CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #24 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in South Dakota scored significantly higher on 1 HCAHPS measure, significantly lower on 1 measure, and did not have significantly different performance on the remaining 8 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

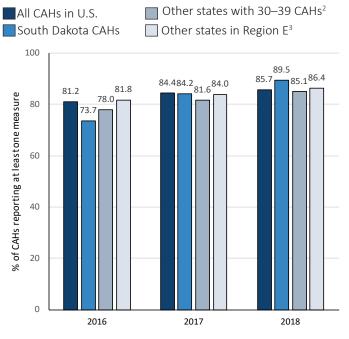
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in South Dakota, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as South Dakota. The HCAHPS reporting rate of 89.5% for South Dakota CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. South Dakota ranked #24 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in South Dakota and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, South Dakota's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



- 1. Percentage of CAHs in each state or group of states reporting HCAHPS data.
- Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI (36), MO (36), MS (31), ND (36), OH (33), WA (39)
- 3. HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), ND (36), OR (25), UT (13), WA (39), WY (16)

Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% CA
	National	1,158	85.7	23	Arkansas	26	89.7
1	Illinois	51	100.0	24	South Dakota	34	89.
1	Maine	16	100.0	25	New York	16	88.9
1	Pennsylvania	15	100.0	26	Mississippi	27	87.2
1	New Hampshire	13	100.0	27	Georgia	26	86.7
1	Vermont	8	100.0	28	North Dakota	31	86.2
1	Virginia	7	100.0	29	California	29	85.3
1	Alabama	4	100.0	30	Nevada	11	84.6
1	South Carolina	4	100.0	31	Kansas	71	84.5
1	Massachusetts	3	100.0	32	Colorado	26	81.3
10	Wisconsin	57	98.3	33	Indiana	28	80.0
11	Ohio	32	97.0	34	Washington	31	79.5
12	Nebraska	62	96.9	35	Missouri	27	75.0
13	Oregon	24	96.0	35	Tennessee	12	75.0
14	Minnesota	74	94.9	37	Arizona	11	73.3
15	Michigan	34	94.4	38	Kentucky	19	70.4
16	lowa	77	93.9	38	Louisiana	19	70.4
17	Wyoming	15	93.8	40	North Carolina	14	70.0
18	Idaho	25	92.6	41	Texas	55	64.
19	Utah	12	92.3	42	Florida	7	58.3
20	Montana	44	91.7	43	Oklahoma	23	57.5
21	West Virginia	18	90.0	44	Alaska	8	57.2
21	New Mexico	9	90.0	45	Hawaii	3	33.3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in South Dakota, 2018

	Total CAHs	Nun	nber of cor	npleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
South Dakota	34	9	12	10	3	0	12	21	1

TABLE 3. HCAHPS Results for CAHs in South Dakota and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	gave the highes	age of patients that st level of response "always")
HCAHPS Measure	South Dakota (n=34)	All Other Flex States (n=1,124)
Nurses always communicated well	83.2	83.6
Doctors always communicated well	83.8	84.5
Patient always received help as soon as wanted	78.6	76.9
Staff always explained medications before giving them to patient	70.6	69.8
Staff always provided information about what to do during recovery at home	85.7	88.6
Patient strongly understood their care when they left the hospital	55.4	56.1
Patient's room and bathroom were always clean	81.0	80.8
Area around patient's room was always quiet at night	69.2	65.3
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	76.2	76.5
Patient would definitely recommend the hospital to friends and family	76.4	74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Tennessee CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: TENNESSEE

• The HCAHPS reporting rate of 75.0% for Tennessee CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #35 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Tennessee scored significantly higher on 1 HCAHPS measure, significantly lower on 0 measures, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Tennessee CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Tennessee, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Tennessee. The HCAHPS reporting rate of 75.0% for Tennessee CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Tennessee ranked #35 for reporting rates of the 45 states that participate in the Flex program.

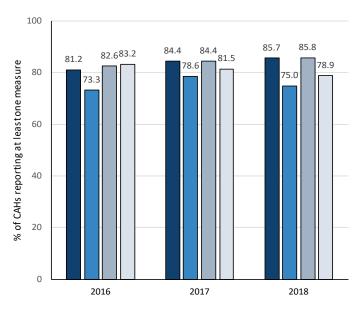
Table 2 shows the number of completed HCAHPS surveys per CAH in Tennessee and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Tennessee's CAHs scored significantly better on 1 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18

All CAHs in U.S.

Other states with 10–19 CAHs²
 Other states in Region B³



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH

(13), NM (10), NV (13), NY (18), PA (15), UT (13), WY (16)

HRSA Region B includes: AL (4), FL (12), GA (30), KY (27), MS (31), NC (20), SC (4)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	82
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Tennessee, 2018

	Total CAHs	Nur	nber of cor	npleted F	ICAHPS surv	/eys		CAHPS surv esponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Tennessee	12	1	4	4	3	0	4	8	0

TABLE 3. HCAHPS Results for CAHs in Tennessee and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	gave the highe	tage of patients that est level of response "always")
HCAHPS Measure	Tennessee (n=12)	All Other Flex States (n=1,146)
Nurses always communicated well	85.1	83.6
Doctors always communicated well	86.3	84.4
Patient always received help as soon as wanted	78.1	76.9
Staff always explained medications before giving them to patient	72.7	69.8
Staff always provided information about what to do during recovery at home	86.8	88.6
Patient strongly understood their care when they left the hospital	55.9	56.1
Patient's room and bathroom were always clean	80.6	80.8
Area around patient's room was always quiet at night	70.6	65.3
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.0	76.5
Patient would definitely recommend the hospital to friends and family	71.9	75.0

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Texas CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: TEXAS

• The HCAHPS reporting rate of 64.7% for Texas CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #41 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Texas scored significantly higher on 6 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 4 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Texas CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

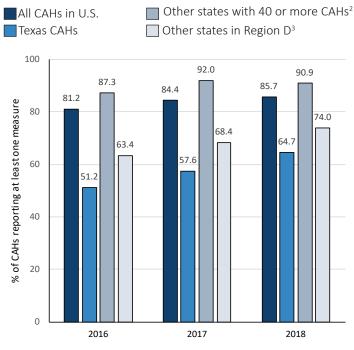
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Texas, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Texas. The HCAHPS reporting rate of 64.7% for Texas CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Texas ranked #41 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Texas and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Texas' CAHs scored significantly better on 6 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 4 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

- Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MN (78), MT (48), NE (64), OK (40), WI (58)
- 3. HRSA Region D includes: AR (29), AZ (15), CA (34), HI (9), LA (27), NM (10), NV (13), OK (40)

A.Pennsylvania15100.026Mississippi27A.New Hampshire13100.027Georgia26A.Vermont8100.028North Dakota31A.Virginia7100.029California29A.Alabama4100.030Nevada11A.South Carolina4100.031Kansas71A.Massachusetts3100.032Colorado26A.Missonin5798.333Indiana28A.Ohio3297.034Washington31A.Oregon2496.035Tennessee12A.Minnesota7494.938Kentucky19A.Minnesota7793.938Louisiana19A.Utah1292.340North Carolina14A.Montana4491.743Oklahoma23A.West Virginia1890.044Alaska8	Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
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1Alabama4100.030Nevada111South Carolina4100.031Kansas711Massachusetts3100.032Colorado2610Wisconsin5798.333Indiana2811Ohio3297.034Washington3112Nebraska6296.935Missouri2713Oregon2496.035Tennessee1214Minnesota7494.937Arizona1115Michigan3494.438Kentucky1916Iowa7793.938Louisiana1917Wyoming1592.640North Carolina1418Idaho2592.642Florida720Montana4491.743Oklahoma2321West Virginia1890.044Alaska8	1	Vermont	8	100.0	28	North Dakota	31	
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14Minnesota7494.937Arizona1115Michigan3494.438Kentucky1916Iowa7793.938Louisiana1917Wyoming1593.840North Carolina1418Idaho2592.641Texas5519Utah1292.342Florida720Montana4491.743Oklahoma2321West Virginia1890.044Alaska8	12	Nebraska	62	96.9	35	Missouri	27	
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16 Iowa 77 93.9 38 Louisiana 19 17 Wyoming 15 93.8 40 North Carolina 14 18 Idaho 25 92.6 41 Texas 55 19 Utah 12 92.3 42 Florida 7 20 Montana 44 91.7 43 Oklahoma 23 21 West Virginia 18 90.0 44 Alaska 8	14	Minnesota	74	94.9	37	Arizona	11	
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21 West Virginia 18 90.0 44 Alaska 8	19	Utah	12	92.3	42	Florida	7	
5	20	Montana	44	91.7	43	Oklahoma	23	
21 New Mexico 9 90.0 45 Hawaii 3	21	West Virginia	18	90.0	44	Alaska	8	
	21	New Mexico	9	90.0	45	Hawaii	3	

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Texas, 2018

	Total CAHs	Nur	nber of coi	mpleted H	ICAHPS surv	/eys		CAHPS surv esponse rate	
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Texas	55	16	19	12	8	0	32	23	0

TABLE 3. HCAHPS Results for CAHs in Texas and All Other Flex States, 2018

Significantly worse than rate for all

other CAHs nationally (p < .05)

Significantly better than rate for all other CAHs nationally (p<.05)

Average percentage of patients that gave the highest level of response (e.g., "always") Texas **All Other Flex States HCAHPS Measure** (n=55) (n=1,103) Nurses always communicated well 85.5 83.6 Doctors always communicated well 84.4 87.7 Patient always received help as soon as wanted 80.3 76.8 Staff always explained medications before giving them to patient 74.0 69.7 Staff always provided information about what to do during recovery at home 87.6 88.5 Patient strongly understood their care when they left the 57.3 56.0 hospital Patient's room and bathroom were always clean 80.7 83.8 Area around patient's room was always quiet at night 69.9 65.3 Patient gave a rating of 9 or 10 [high] on a 1–10 scale 78.2 76.4 Patient would definitely recommend the hospital to friends and family 76.7 74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Utah CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: UTAH

• The HCAHPS reporting rate of 92.3% for Utah CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #19 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Utah scored significantly higher on 6 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 4 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Utah CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Utah, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Utah. The HCAHPS reporting rate of 92.3% for Utah CAHs was higher than the national reporting rate of 85.7%.

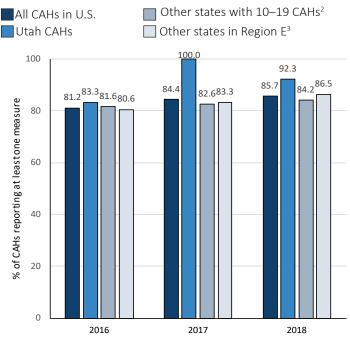
Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Utah ranked #19 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Utah and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more complet-

ed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Utah's CAHs scored significantly better on 6 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 4 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data. 2. Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH

(13), NM (10), NV (13), NY (18), PA (15), TN (16), WY (16)

HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), ND (36), OR (25), SD (38), WA (39), WY (16)

IndexMaine16100.025New York16Pennsylvania15100.026Mississippi27New Hampshire13100.027Georgia26Vermont8100.028North Dakota31Virginia7100.029California29Alabama4100.030Nevada11South Carolina4100.031Kansas71Missachusetts3100.032Colorado26Nu<Missachusetts3100.032Colorado26NuMisconsin5798.333Indiana28NeNebraska6296.935Missouri27NeNeinesota7496.035Tennessee12NiMinesota7494.937Arizona11NeNorth Carolina1494.438Louisiana19NiMinesota7793.93840North Carolina14No1492.641Texas5512NoMontana4491.743Oklahoma23NoWest Virginia1890.044Alaska8	Rank	State	# of participating CAHs	% of CAHs	Rank	State	# of participatin CAHs	g
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Virginia7100.029California29Alabama4100.030Nevada11South Carolina4100.031Kansas71Massachusetts3100.032Colorado260Wisconsin5798.334Vashington312Nebraska6296.934Washington312Nebraska6296.935Tennessee123Oregon2496.035Tennessee124Minnesota7494.937Arizona115Michigan3494.438Kentucky197Wyoming1593.840North Carolina148Idaho2592.641Texas550Montana4491.743Oklahoma231West Virginia1890.044Alaska8		New Hampshire	13	100.0	27	Georgia	26	
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20 Montana 44 91.7 43 Oklahoma 23 21 West Virginia 18 90.0 44 Alaska 8	18	Idaho	25	92.6	41	Texas	55	
21 West Virginia 18 90.0 44 Alaska 8	19	Utah	12	92.3	42	Florida	7	
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TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Utah, 2018

	Total CAHs	Nun	nber of cor	npleted F	ICAHPS surv	veys		CAHPS surv sponse rate	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Utah	12	2	2	5	3	0	6	6	0

TABLE 3. HCAHPS Results for CAHs in Utah and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)		
	gave the high	ntage of patients that est level of response ., "always")
HCAHPS Measure	Utah (n=12)	All Other Flex States (n=1,146)
Nurses always communicated well	84.7	83.6
Doctors always communicated well	88.9	84.3
Patient always received help as soon as wanted	82.2	76.8
Staff always explained medications before giving them to patient	70.6	69.8
Staff always provided information about what to do during recovery at home	90.2	88.5
Patient strongly understood their care when they left the hospital	60.0	56.0
Patient's room and bathroom were always clean	81.6	80.8
Area around patient's room was always quiet at night	69.1	65.4
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	82.2	76.3
Patient would definitely recommend the hospital to friends and family	80.7	74.8

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Vermont CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: VERMONT

• The HCAHPS reporting rate of 100.0% for Vermont CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Vermont scored significantly higher on 0 HCAHPS measures, significantly lower on 2 measures, and did not have significantly different performance on the remaining 8 measures.

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.

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FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

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APPROACH

Patients' Experience in Vermont CAHs: HCAHPS Results, 2018

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For each HCAHPS measure, the percentages of patients reporting the highest response (e.g., "always") on each measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

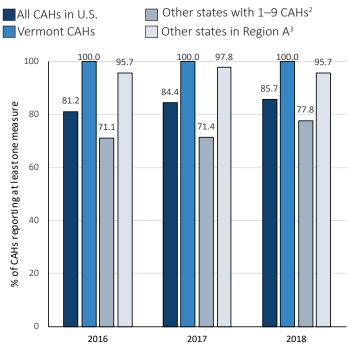
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Vermont, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Vermont. The HCAHPS reporting rate of 100.0% for Vermont CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Vermont ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Vermont and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Vermont's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 2 measures, and did not have significantly different performance on the remaining 8 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 1–9 CAHs: AL (4), HI (9), MA (3), SC (4), VA (7)
 HRSA Region A includes: MA(3), ME(16), NH(13), NY(18), PA(15), VA(7), WV(20)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	9
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	86
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	81
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	57
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Vermont, 2018

		Total CAHs	Nun	ber of cor	npleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
		reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
١	National	1,158	187	248	291	378	54	330	801	27
\vee	/ermont	8	1	0	1	4	2	2	6	0

TABLE 3. HCAHPS Results for CAHs in Vermont and All Other Flex States, 2018

Significantly better than rate for all Significantly worse than rate for all

other CAHs nationally (p<.05) other CAHs nationally (p<.05)	gave the highe	atage of patients that est level of response , "always")
HCAHPS Measure	Vermont (n=8)	All Other Flex States (n=1,150)
Nurses always communicated well	82.1	83.7
Doctors always communicated well	84.7	84.4
Patient always received help as soon as wanted	71.6	77.0
Staff always explained medications before giving them to patient	68.6	69.9
Staff always provided information about what to do during recovery at home	89.9	88.5
Patient strongly understood their care when they left the hospital	56.2	56.1
Patient's room and bathroom were always clean	78.4	80.9
Area around patient's room was always quiet at night	58.7	65.6
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	73.5	76.5
Patient would definitely recommend the hospital to friends and family	73.6	75.0

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Virginia CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: VIRGINIA

• The HCAHPS reporting rate of 100.0% for Virginia CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #1 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Virginia scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Virginia CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

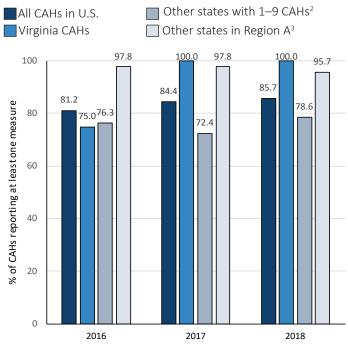
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Virginia, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Virginia. The HCAHPS reporting rate of 100.0% for Virginia CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Virginia ranked #1 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Virginia and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Virginia's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measure, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 1–9 CAHs: AL (4), HI (9), MA (3), SC (4), VT (8)
 HRSA Region A includes: MA(3), ME(16), NH(13), NY(18), PA(15), VT(8), WV(20)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	8
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	8
1	South Carolina	4	100.0	31	Kansas	71	8
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	7(
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Virginia, 2018

	Total CAHs	Nun	nber of coi	mpleted H	ICAHPS surv	veys		CAHPS surv sponse rate	
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Virginia	7	1	1	0	4	1	4	3	0

TABLE 3. HCAHPS Results for CAHs in Virginia and All Other Flex States, 2018

Significantly better than rate for all Significantly worse than rate for all

other CAHs nationally (p<.05)	other CAHs nationally (p<.05)	gave the high	ntage of patients that est level of response , "always")
HCAHPS Measure		Virginia (n=7)	All Other Flex States (n=1,151)
Nurses always communicated well		83.3	83.6
Doctors always communicated well		84.3	84.4
Patient always received help as soo	n as wanted	69.5	77.1
Staff always explained medications patient	before giving them to	66.1	69.9
Staff always provided information a recovery at home	bout what to do during	89.5	88.5
Patient strongly understood their ca hospital	are when they left the	54.9	56.1
Patient's room and bathroom were	always clean	80.9	80.8
Area around patient's room was alv	vays quiet at night	62.5	65.5
Patient gave a rating of 9 or 10 [hig	-	76.3	76.5
Patient would definitely recommen and family	d the hospital to friends	72.3	75.0

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Washington CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: WASHINGTON

• The HCAHPS reporting rate of 79.5% for Washington CAHs in 2018 was lower than the national reporting rate of 85.7% and ranks #34 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Washington scored significantly higher on 0 HCAHPS measures, significantly lower on 5 measures, and did not have significantly different performance on the remaining 5 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

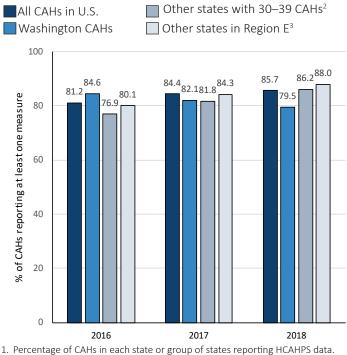
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Washington, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Washington. The HCAHPS reporting rate of 79.5% for Washington CAHs was lower than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Washington ranked #34 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Washington and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Washington's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 5 measures, and did not have significantly different performance on the remaining 5 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 30–39 CAHs: CA (34), CO (32), GA (30), IN (35), MI (36), MO (36), MS (31), ND (36), OH (33), SD (38)

HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), ND (36), OR (25), SD (38), UT (13), WY (16)

ink	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	% C
	National	1,158	85.7	23	Arkansas	26	89
1	Illinois	51	100.0	24	South Dakota	34	89
1	Maine	16	100.0	25	New York	16	88
1	Pennsylvania	15	100.0	26	Mississippi	27	87
1	New Hampshire	13	100.0	27	Georgia	26	86
1	Vermont	8	100.0	28	North Dakota	31	86
1	Virginia	7	100.0	29	California	29	85
1	Alabama	4	100.0	30	Nevada	11	84
1	South Carolina	4	100.0	31	Kansas	71	84
1	Massachusetts	3	100.0	32	Colorado	26	81
10	Wisconsin	57	98.3	33	Indiana	28	80
11	Ohio	32	97.0	34	Washington	31	79
12	Nebraska	62	96.9	35	Missouri	27	75
13	Oregon	24	96.0	35	Tennessee	12	75
14	Minnesota	74	94.9	37	Arizona	11	73
15	Michigan	34	94.4	38	Kentucky	19	70
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	58
20	Montana	44	91.7	43	Oklahoma	23	57
21	West Virginia	18	90.0	44	Alaska	8	57
21	New Mexico	9	90.0	45	Hawaii	3	33

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Washington, 2018

	Total CAHs	Num	ber of cor	npleted I	HCAHPS sur	veys		CAHPS surv sponse rat	-
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Washington	31	4	6	7	11	3	15	16	0

TABLE 3. HCAHPS Results for CAHs in Washington and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	gave the highe	tage of patients that st level of response "always")
HCAHPS Measure	Washington (n=31)	All Other Flex States (n=1,127)
Nurses always communicated well	81.1	83.7
Doctors always communicated well	81.9	84.5
Patient always received help as soon as wanted	74.7	76.9
Staff always explained medications before giving them to patient	68.1	69.9
Staff always provided information about what to do during recovery at home	89.0	88.5
Patient strongly understood their care when they left the hospital	55.3	56.1
Patient's room and bathroom were always clean	79.7	80.8
Area around patient's room was always quiet at night	56.4	65.6
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	75.6	76.5
Patient would definitely recommend the hospital to friends and family	75.4	74.9

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in West Virginia CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: WEST VIRGINIA

• The HCAHPS reporting rate of 90.0% for West Virginia CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #21 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in West Virginia scored significantly higher on 0 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 10 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

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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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two 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 measure were summed and averaged across all reporting CAHs within a state and all other states. Two-sample t-tests were used to compare whether the mean scores on each measure are significantly different between CAHs in each state and all other CAHs. Weights were applied to all calculations.

RESULTS

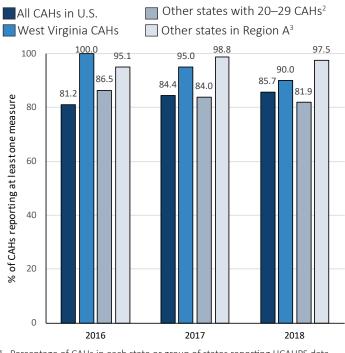
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in West Virginia, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as West Virginia. The HCAHPS reporting rate of 90.0% for West Virginia CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. West Virginia ranked #21 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in West Virginia and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, West Virginia's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 10 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Percentage of CAHs in each state or group of states reporting HCAHPS data.
 Group includes states with 20–29 CAHs: AR (29), ID (27), KY (27), LA (27), NC (20), OR (25)

3. HRSA Region A includes: MA(3), ME(16), NH(13), NY(18), PA(15), VA(7), VT(8)

Rank	State	# of participating CAHs	% of CAHs	Rank	State		# of participating CAHs
	National	1,158	85.7	23	Arkansas		26
1	Illinois	51	100.0	24	South Dakota		34
1	Maine	16	100.0	25	New York		16
1	Pennsylvania	15	100.0	26	Mississippi		27
1	New Hampshire	13	100.0	27	Georgia		26
1	Vermont	8	100.0	28	North Dakota		31
1	Virginia	7	100.0	29	California		29
1	Alabama	4	100.0	30	Nevada	1	.1
1	South Carolina	4	100.0	31	Kansas	7	1
1	Massachusetts	3	100.0	32	Colorado	2	6
LO	Wisconsin	57	98.3	33	Indiana	28	3
11	Ohio	32	97.0	34	Washington	32	1
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	
14	Minnesota	74	94.9	37	Arizona	11	
15	Michigan	34	94.4	38	Kentucky	19	
16	lowa	77	93.9	38	Louisiana	19	
17	Wyoming	15	93.8	40	North Carolina	14	
18	Idaho	25	92.6	41	Texas	55	
19	Utah	12	92.3	42	Florida	7	
20	Montana	44	91.7	43	Oklahoma	23	
21	West Virginia	18	90.0	44	Alaska	8	
21	New Mexico	9	90.0	45	Hawaii	3	

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in West Virginia, 2018

	Total CAHs Number of completed HCAHPS surveys					HCAHPS survey response rates			
	reporting	< 25	25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
West Virginia	18	1	5	2	10	0	3	15	0

TABLE 3. HCAHPS Results for CAHs in West Virginia and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

_

	Average percentage of patients that gave the highest level of response (e.g., "always")					
HCAHPS Measure	West Virginia (n=18)	All Other Flex States (n=1,140)				
Nurses always communicated well	85.2	83.6				
Doctors always communicated well	85.9	84.4				
Patient always received help as soon as wanted	78.3	76.9				
Staff always explained medications before giving them to patient	71.3	69.8				
Staff always provided information about what to do during recovery at home	89.9	88.5				
Patient strongly understood their care when they left the hospital	55.2	56.1				
Patient's room and bathroom were always clean	81.9	80.8				
Area around patient's room was always quiet at night	64.6	65.5				
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	76.1	76.5				
Patient would definitely recommend the hospital to friends and family	73.7	75.0				

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.

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Patients' Experiences in Wisconsin CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: WISCONSIN

• The HCAHPS reporting rate of 98.3% for Wisconsin CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #10 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Wisconsin scored significantly higher on 10 HCAHPS measures, significantly lower on 0 measures, and did not have significantly different performance on the remaining 0 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

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"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Wisconsin CAHs: HCAHPS Results, 2018

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 19 CAHs that did not agree to publicly report to Hospital Compare, though 14 of these submitted HCAHPS data to MBQIP. The reports include data from two CAHs that reported HCAHPS data to Hospital Compare, but not to MBQIP.

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RESULTS

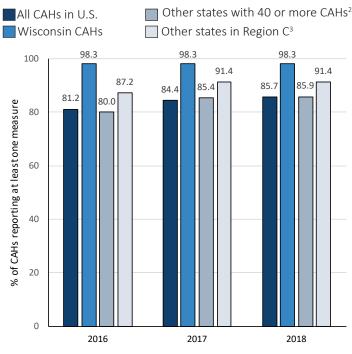
Figure 1 compares participation rates in HCAHPS over time among four groups of CAHs: those in Wisconsin, all CAHs nationally, those located in other states with a similar number of CAHs, and those located in the same Health Resources and Services Administration (HRSA) geographic region as Wisconsin. The HCAHPS reporting rate of 98.3% for Wisconsin CAHs was higher than the national reporting rate of 85.7%.

Table 1 ranks the states by their CAHs' respective HCAHPS reporting rate for 2018. Wisconsin ranked #10 for reporting rates of the 45 states that participate in the Flex program.

Table 2 shows the number of completed HCAHPS surveys per CAH in Wisconsin and nationally in the five survey completion and three survey response rate categories reported by CMS. Hospitals with 100 or more completed HCAHPS surveys over a four-quarter period receive HCAHPS Star Ratings from CMS. CMS recommends that each hospital obtain 300 completed HCAHPS surveys annually, in order to be more confident that the survey results are reliable for assessing the hospital's performance. However, some smaller hospitals may sample all of their HCAHPS-eligible discharges and still have fewer than 300 completed surveys. 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.

Compared to all other CAHs nationally, Wisconsin's CAHs scored significantly better on 10 of 10 HCAHPS measures, significantly worse on 0 measures, and did not have significantly different performance on the remaining 0 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

 Group includes states with 40 or more CAHs: IA (82), IL (51), KS (84), MN (78), MT (48), NE (64), OK (40), TX (85)

HRSA Region C includes: IA (82), IL (51), IN (35), KS (84), MI (36), MN (78), MO (36), NE (64), OH (33)

ank	State	# of participating CAHs	% of CAHs	Rank	State	# of participating CAHs	
	National	1,158	85.7	23	Arkansas	26	5
1	Illinois	51	100.0	24	South Dakota	34	8
1	Maine	16	100.0	25	New York	16	8
1	Pennsylvania	15	100.0	26	Mississippi	27	8
1	New Hampshire	13	100.0	27	Georgia	26	8
1	Vermont	8	100.0	28	North Dakota	31	8
1	Virginia	7	100.0	29	California	29	8
1	Alabama	4	100.0	30	Nevada	11	8
1	South Carolina	4	100.0	31	Kansas	71	8
1	Massachusetts	3	100.0	32	Colorado	26	8
10	Wisconsin	57	98.3	33	Indiana	28	8
11	Ohio	32	97.0	34	Washington	31	7
12	Nebraska	62	96.9	35	Missouri	27	7
13	Oregon	24	96.0	35	Tennessee	12	7
14	Minnesota	74	94.9	37	Arizona	11	7
15	Michigan	34	94.4	38	Kentucky	19	7(
16	lowa	77	93.9	38	Louisiana	19	70
17	Wyoming	15	93.8	40	North Carolina	14	70
18	Idaho	25	92.6	41	Texas	55	64
19	Utah	12	92.3	42	Florida	7	5
20	Montana	44	91.7	43	Oklahoma	23	5
21	West Virginia	18	90.0	44	Alaska	8	5
21	New Mexico	9	90.0	45	Hawaii	3	3

TABLE 2. Number of Completed HCAHPS Surveys and Response Rates for CAHs Nationally and in Wisconsin, 2018

	Total CAHs Number of completed HCAHPS surveys					HCAHPS survey response rates			
	reporting		25–49	50–99	100–299	<u>></u> 300	< 25%	25–50%	>50%
National	1,158	187	248	291	378	54	330	801	27
Wisconsin	57	0	5	19	25	8	0	55	2

TABLE 3. HCAHPS Results for CAHs in Wisconsin and All Other Flex States, 2018

Significantly better than rate for all other CAHs nationally (p<.05)

Significantly worse than rate for all other CAHs nationally (p<.05)

	Average percentage of patients that gave the highest level of response (e.g., "always")					
HCAHPS Measure	Wisconsin (n=57)	All Other Flex States (n=1,101)				
Nurses always communicated well	85.8	83.6				
Doctors always communicated well	85.9	84.4				
Patient always received help as soon as wanted	79.4	76.8				
Staff always explained medications before giving them to patient	71.6	69.8				
Staff always provided information about what to do during recovery at home	90.9	88.5				
Patient strongly understood their care when they left the hospital	59.4	56.0				
Patient's room and bathroom were always clean	83.6	80.7				
Area around patient's room was always quiet at night	70.0	65.3				
Patient gave a rating of 9 or 10 [high] on a 1–10 scale	80.5	76.4				
Patient would definitely recommend the hospital to friends and family	78.3	74.8				

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.



Patients' Experiences in Wyoming CAHs: HCAHPS Results, 2018

Mariah Quick, MPH; Megan Lahr, MPH; Tongtan Chantarat, MPH; Ira Moscovice, PhD

KEY FINDINGS: WYOMING

• The HCAHPS reporting rate of 93.8% for Wyoming CAHs in 2018 was higher than the national reporting rate of 85.7% and ranks #17 among 45 states that participate in the Flex Program.

• Compared with all other CAHs nationally, CAHs in Wyoming scored significantly higher on 0 HCAHPS measures, significantly lower on 1 measure, and did not have significantly different performance on the remaining 9 measures.

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.

Ten HCAHPS measures are publicly reported on Hospital Compare. Six are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, communication about medicines, and patient understanding of their care when they left the hospital. The provision of discharge information is reported as "yes/no." The other five composite measures, along with two measures regarding the hospital environment, are reported in response categories of "always," "usually," and "sometimes/never." Additional measures address the overall rating of the hospital on a 1–10 scale ("high" = 9 or 10,

FlexUniversity of MinnesotaMonitoringUniversity of North Carolina at Chapel HillTeamUniversity of Southern Maine

"medium" = 7 or 8, "low" \leq 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.

Critical Access Hospitals (CAHs) may voluntarily report HCAHPS measures to Hospital Compare. HCAHPS data are a core measure in the Medicare Beneficiary Quality Improvement Project (MBQIP).

The Flex Monitoring Team (FMT) also produces a national HCAHPS report.

APPROACH

Patients' Experience in Wyoming CAHs: HCAHPS Results, 2018

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

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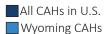
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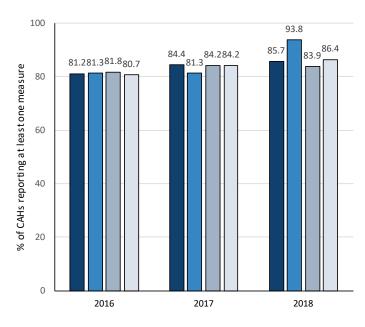
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Compared to all other CAHs nationally, Wyoming's CAHs scored significantly better on 0 of 10 HCAHPS measures, significantly worse on 1 measures, and did not have significantly different performance on the remaining 9 measures (Table 3).

FIGURE 1. CAH Participation in HCAHPS,¹ 2016–18



Other states with 10–19 CAHs²
 Other states in Region E³



1. Percentage of CAHs in each state or group of states reporting HCAHPS data.

2. Group includes states with 10–19 CAHs: AK (14), AZ (15), FL (12), ME (16), NH (13), NM (10), NV (13), NY (18), PA (15), TN (16), UT (13)

3. HRSA Region E includes: AK (14), CO (32), ID (27), MT (48), ND (36), OR (25), SD (38), UT (13), WA (39)

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Average percentage of patients that gave the highest level of response (e.g., "always") Wyoming **All Other Flex States** (n=1,143) **HCAHPS Measure** (n=15) Nurses always communicated well 80.6 83.7 Doctors always communicated well 82.5 84.5 Patient always received help as soon as wanted 77.7 76.9 Staff always explained medications before giving them to 68.1 69.9 patient Staff always provided information about what to do during recovery at home 87.5 88.5 Patient strongly understood their care when they left the 56.5 56.1 hospital Patient's room and bathroom were always clean 79.0 80.8 Area around patient's room was always quiet at night 62.6 65.5 Patient gave a rating of 9 or 10 [high] on a 1–10 scale 73.4 76.5 Patient would definitely recommend the hospital to friends and family 73.5 75.0

Note: Rates without highlights were not significantly different from comparable rates among all other reporting CAHs nationally.