



Patients' Experiences in CAHs: HCAHPS Results, 2015

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INTRODUCTION

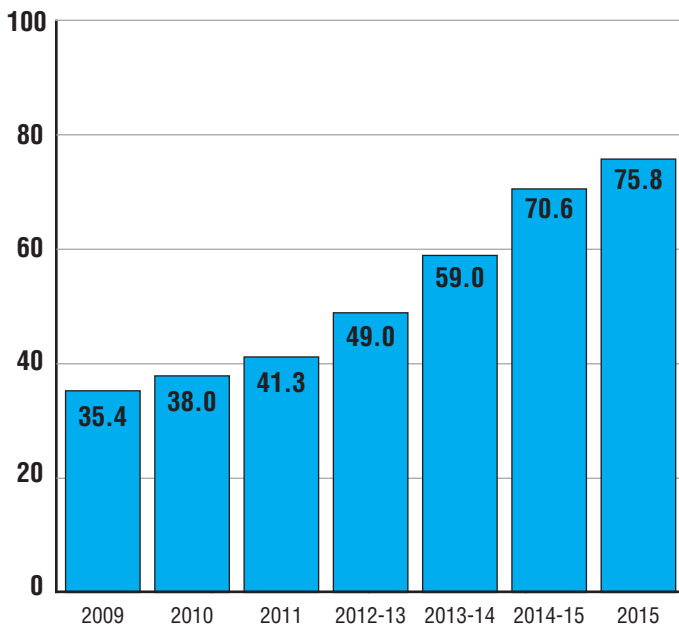
This report summarizes reporting rates and performance among all U.S. Critical Access Hospitals (CAHs) on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey for calendar year 2015. The Flex Monitoring Team also produces state-specific CAH reports with more detailed results.

BACKGROUND

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

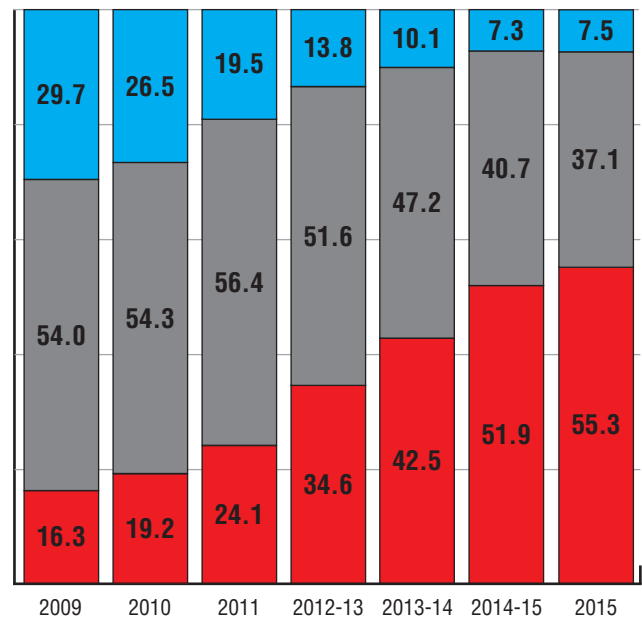
Eleven HCAHPS measures are publicly-reported on Hospital Compare. Seven are composite measures that address how well doctors and nurses communicate with patients, the responsiveness of hospital staff, pain management,

Figure 1. Percent of CAHs Reporting HCAHPS Survey Data, 2009-15^a



a. Bars with multiple years list rates encompassing four quarters of data, from April through the following March. Data from 2015 Q1 are included in both the "2014-15" and "2015" rates.

Figure 2. Completed HCAHPS Surveys among CAHs Reporting Data, 2009-15



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



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

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

APPROACH

This study used data publicly-reported to Hospital Compare by CAHs for discharges during calendar year 2015. 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.

RESULTS

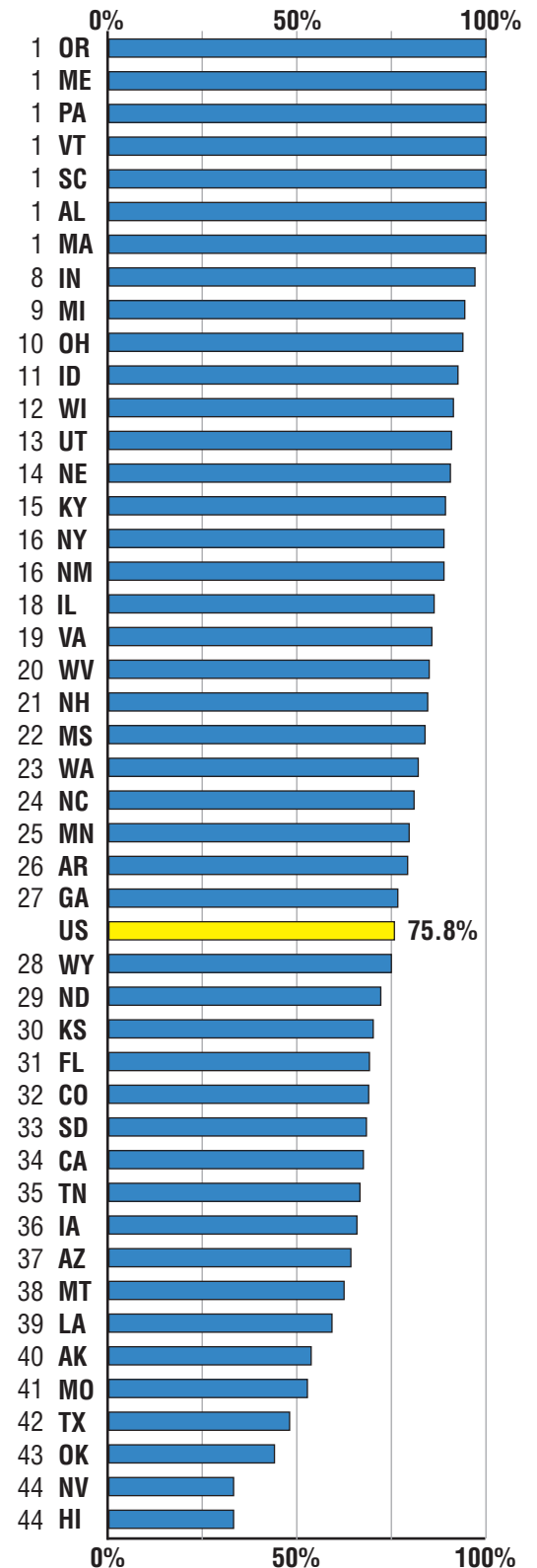
Since 2009, HCAHPS participation among CAHs has more than doubled, from 35 percent to more than 75 percent (Figure 1, previous page). The number of completed surveys per reporting CAH, however, has changed proportionally over that time, with a substantially-higher percentage of reporting CAHs in 2015 having less than 100 surveys and a substantially-lower percentage having more than 300 surveys compared to previous years (Figure 2, previous page).

Caution should be exercised in comparing HCAHPS results for states that have few CAHs reporting results and/or CAHs whose results are based on fewer than 100 completed surveys. Table 1 (next page) provides the number of CAHs reporting HCAHPS survey data for each of the 45 states in the Flex Program, as well as the number of CAHs in each of the three survey completion and survey response rate categories.

Table 2 (page 4) provides performance rates for each state's reporting CAHs on the eleven HCAHPS measures publicly reported on Hospital Compare.

Figure 3 ranks the 45 Flex Program states by their CAHs' HCAHPS participation rates.

Figure 3. State Rankings of HCAHPS Participation Rates for CAHs, 2015





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Table 1. Number of Completed HCAHPS Surveys and Response Rates for CAHs, 2015

State (Number of CAHs)	CAHs reporting	Number of completed HCAHPS surveys			HCAHPS survey response rates		
		< 100	100-299	≥ 300	< 25%	25-50%	> 50%
United States (1,332)	1,010	559	375	76	175	812	23
Alabama (4)	4	3	1	0	0	4	0
Alaska (13)	7	4	3	0	5	2	0
Arizona (14)	9	5	3	1	2	7	0
Arkansas (29)	23	14	9	0	9	14	0
California (34)	23	8	12	3	6	17	0
Colorado (29)	20	13	7	0	5	15	0
Florida (13)	9	4	4	1	4	5	0
Georgia (30)	23	20	2	1	11	12	0
Hawaii (9)	3	2	1	0	1	2	0
Idaho (27)	25	13	9	3	4	21	0
Illinois (51)	44	17	25	2	1	42	1
Indiana (35)	34	9	21	4	5	29	0
Iowa (82)	54	30	22	2	2	50	2
Kansas (84)	59	45	11	3	5	52	2
Kentucky (28)	25	13	12	0	5	20	0
Louisiana (27)	16	11	5	0	8	8	0
Maine (16)	16	3	12	1	3	13	0
Massachusetts (3)	3	1	2	0	0	3	0
Michigan (36)	34	13	19	2	0	32	2
Minnesota (79)	63	30	26	7	1	58	4
Mississippi (31)	26	24	2	0	11	15	0
Missouri (36)	19	7	11	1	3	16	0
Montana (48)	30	19	10	1	9	20	1
Nebraska (64)	58	46	12	0	3	51	4
Nevada (12)	4	1	3	0	0	4	0
New Hampshire (13)	11	3	3	5	2	9	0
New Mexico (9)	8	4	4	0	3	5	0
New York (18)	16	10	5	1	3	13	0
North Carolina (21)	17	5	8	4	5	12	0
North Dakota (36)	26	22	3	1	4	19	3
Ohio (33)	31	6	20	5	3	28	0
Oklahoma (34)	15	14	1	0	3	12	0
Oregon (25)	25	10	12	3	8	17	0
Pennsylvania (13)	13	3	6	4	0	12	1
South Carolina (5)	5	3	2	0	2	3	0
South Dakota (38)	26	25	1	0	3	23	0
Tennessee (15)	10	7	3	0	3	7	0
Texas (79)	38	27	11	0	13	25	0
Utah (11)	10	6	3	1	1	9	0
Vermont (9)	8	2	4	2	1	7	0
Virginia (7)	6	2	3	1	2	4	0
Washington (39)	32	18	10	4	7	25	0
West Virginia (20)	17	11	4	2	5	12	0
Wisconsin (58)	53	19	24	10	1	49	3
Wyoming (16)	12	7	4	1	3	9	0



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Table 2. HCAHPS Results for CAHs by State, 2015

State (Number of CAHs)	Nurses always communicated well	Doctors always communicated well	Patient always received help as soon as s/he wanted	Pain was always well-controlled	Staff always explained medications before giving them	Yes, staff gave patient information about recovery at home	Strongly agree care understood when left hospital	Area around patient room was always quiet at night	Patient room and bathroom were always clean	Overall hospital rating of 9 or 10 (high)	Would definitely recommend hospital to others
United States (1,332)	83.3	85.6	76.0	73.8	69.2	87.7	55.6	67.0	80.0	75.4	73.8
Alabama (4)	85.8	90.3	85.5	80.3	67.8	85.0	55.3	76.5	79.5	77.0	73.8
Alaska (13)	79.0	82.9	80.1	67.0	63.0	91.6	49.4	61.1	74.7	64.0	66.4
Arizona (14)	80.3	78.2	72.1	70.4	70.3	83.7	47.7	56.6	76.7	69.4	69.4
Arkansas (29)	84.0	89.3	74.1	74.5	68.8	82.6	52.8	69.1	77.4	74.6	72.0
California (34)	80.1	79.8	72.3	70.5	66.0	86.4	51.0	57.5	75.0	67.1	67.7
Colorado (29)	82.7	84.8	76.3	69.8	69.0	86.5	56.6	71.9	79.8	75.1	73.7
Florida (13)	82.3	84.8	73.0	75.6	70.4	85.8	51.4	64.2	77.9	71.6	67.1
Georgia (30)	82.7	86.1	70.0	73.3	68.3	86.0	51.4	70.3	76.0	69.7	68.2
Hawaii (9)	87.0	84.3	82.3	76.0	58.5	76.7	55.7	73.3	83.0	70.3	77.0
Idaho (27)	82.9	85.6	78.9	75.7	72.9	90.0	59.8	64.2	80.2	75.7	75.1
Illinois (51)	84.8	86.5	78.7	75.4	70.9	89.1	56.1	66.9	83.9	78.3	76.0
Indiana (35)	83.6	85.1	74.7	72.5	67.5	88.3	55.1	63.4	78.7	75.3	70.7
Iowa (82)	83.9	86.7	76.1	74.2	69.7	88.3	58.3	68.9	82.4	79.4	76.5
Kansas (84)	82.3	86.9	73.3	72.8	67.2	87.9	57.7	67.5	80.1	78.1	77.6
Kentucky (28)	85.5	88.0	76.8	76.0	69.2	86.7	56.9	71.1	80.6	76.7	72.5
Louisiana (27)	87.1	91.2	79.8	77.9	73.9	85.3	58.7	76.5	83.1	79.2	78.3
Maine (16)	84.7	83.7	75.7	74.8	70.9	89.3	60.1	61.1	82.7	76.9	77.0
Massachusetts (3)	90.3	87.7	77.0	78.3	75.0	89.7	59.0	66.7	80.7	81.0	81.0
Michigan (36)	84.6	84.7	78.7	75.9	71.8	88.9	57.0	68.0	80.2	77.3	75.8
Minnesota (79)	83.2	86.0	78.4	71.4	69.0	88.6	57.1	70.1	82.4	77.4	76.6
Mississippi (31)	83.7	89.7	75.0	74.7	71.7	86.5	53.0	74.8	80.4	72.7	71.3
Missouri (36)	82.3	85.3	72.6	73.1	68.0	87.9	54.1	67.2	80.1	74.0	70.1
Montana (48)	80.6	83.9	75.3	72.6	64.5	86.9	55.2	64.3	75.1	70.5	71.2
Nebraska (64)	84.4	87.4	77.9	73.9	69.1	88.2	57.8	69.6	83.1	79.3	79.1
Nevada (12)	76.8	81.8	68.5	65.0	64.0	85.0	47.0	61.0	73.0	66.8	62.3
New Hampshire (13)	83.8	82.9	73.4	73.7	68.7	89.3	55.2	57.7	77.0	73.2	73.6
New Mexico (9)	80.6	80.4	75.4	73.9	67.4	85.4	51.4	65.6	82.0	71.4	67.6
New York (18)	82.6	82.3	74.1	73.9	68.9	87.8	52.6	62.7	76.2	72.4	71.8
North Carolina (21)	84.6	86.1	73.8	75.8	68.8	88.0	53.9	66.6	76.2	74.8	74.1
North Dakota (36)	83.2	83.5	78.1	74.4	61.8	81.3	57.9	69.6	77.1	73.0	75.5
Ohio (33)	84.9	83.5	77.5	74.4	70.5	89.6	55.5	63.5	80.2	76.8	73.9
Oklahoma (34)	87.3	91.0	80.3	82.1	74.6	86.7	57.3	74.8	78.1	76.5	76.5
Oregon (25)	80.7	82.2	73.2	70.9	67.5	88.5	51.8	58.0	76.8	69.8	69.1
Pennsylvania (13)	84.9	84.7	75.2	76.0	67.8	88.0	55.2	59.8	83.5	75.9	70.5
South Carolina (5)	79.4	87.4	73.8	71.6	73.0	79.4	53.4	65.2	78.6	66.4	64.4
South Dakota (38)	83.4	88.2	77.1	75.0	71.8	88.8	52.0	70.5	79.2	78.7	77.2
Tennessee (15)	85.5	86.6	80.1	78.3	69.8	86.6	55.3	76.4	81.0	77.1	72.8
Texas (79)	84.2	88.3	77.1	75.2	72.6	86.0	54.8	71.7	83.2	77.5	74.6
Utah (11)	85.8	89.7	77.7	77.3	73.2	91.3	61.4	71.8	77.2	81.2	80.4
Vermont (9)	80.4	83.4	69.1	66.7	69.0	90.6	56.8	54.0	76.4	71.6	74.6
Virginia (7)	83.8	84.2	73.0	73.8	70.0	89.2	53.8	62.7	80.0	73.2	69.2
Washington (39)	80.3	82.0	70.9	72.9	67.9	88.2	54.5	61.9	77.5	72.2	71.6
West Virginia (20)	81.6	82.9	73.4	72.2	69.8	86.9	49.7	62.5	78.6	71.1	65.6
Wisconsin (58)	83.3	85.0	77.6	72.8	69.6	90.5	56.8	67.1	82.8	77.3	74.8
Wyoming (16)	80.8	84.5	78.7	74.3	66.9	89.6	53.3	66.4	74.1	72.2	65.3



For more information on this study,
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