PATIENT EXPERIENCE
Why is it important?

- Right thing to do
- ‘Quality’ for patients
- Transparency
- Engagement & Outcomes
- Risk

Patient Experience
Satisfaction
PATIENT EXPERIENCE

What is it?

- Safe Care
- High Quality Care
- Patient Satisfaction
  = High-Value Care

Measuring the Experience
Patients Choose Experience

“What factors influence your choice of hospitals?”

- Location 18%
- Reputation of Hospital 20%
- Physician's Decision 21%
- Patient Experience 41%

Official CAHPS Surveys

<table>
<thead>
<tr>
<th>Environment</th>
<th>Survey</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital</td>
<td>HCAHPS</td>
<td>All Adults</td>
</tr>
<tr>
<td>Home Health</td>
<td>HH CAHPS</td>
<td>Medicare</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>Health Plan CAHPS</td>
<td>All Adults</td>
</tr>
<tr>
<td>In-Center Hemodialysis</td>
<td>ICH CAHPS</td>
<td>All Adults</td>
</tr>
<tr>
<td>Nursing Home</td>
<td>Nursing Home CAHPS</td>
<td>Medicare</td>
</tr>
<tr>
<td>Medical Practice</td>
<td>CG CAHPS</td>
<td>Medicare</td>
</tr>
<tr>
<td>Hospice</td>
<td>Hospice CAHPS</td>
<td>All Patients</td>
</tr>
<tr>
<td>Hospital Peds</td>
<td>PH CAHPS</td>
<td>&lt;18 y/o</td>
</tr>
<tr>
<td>Ambulatory Surgery</td>
<td>OAS CAHPS</td>
<td>Adults</td>
</tr>
<tr>
<td>ED</td>
<td>ED CAHPS</td>
<td>Adults</td>
</tr>
</tbody>
</table>
CAHPS
Consumer Assessment of Healthcare Providers and Systems

• Health Plan CAHPS - 1995
• Tools to Evaluate Experience
• Topics Important to Patients
• Aspects of Quality

Primary Objectives
• Standardized Instruments
• Comparable Public Data
• Drive Accountability to Improve Quality of Care

Survey Content
Survey Content

- “These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.”
  - AHRQ

Survey Measures

- Overall Experience
- Frequency/Consistency
  - “How often…”
  - “In the last 6 months…”
- Key Drivers: Communication/Access
  - Explain/Listen/Respect
  - Appt Availability
  - Accessibility btw Visits

Communication is Key
What About Communication?

- Volume of Behavioral Issues
- Not Just ‘Being Nice’
- Coordination of Care
  - Large Care Teams
  - Difficult to Keep Consistent
- Multi-Disciplinary Rounding/Huddles

Accessibility

- Accessibility to Appts
  - “Appt When Wanted”
- Accessibility to Information
  - “Discharge, Care Transition Domains”
- Accessibility to Care Teams
  - ACO CAHPS

Patient Experience Data
Public CAHPS Reporting

- “Compare” websites
- % Top Box*
- Results Updated Quarterly
- Domain Level
- Group Level
- Patient Mix Adjusted Prior to Publication
Main Campus
Nurse Communication

Main Campus
Staff Responsiveness

Reporting Transparency

- Program Goals
  - Develop standardized surveys
  - Publicize & Compare results
- Patient usage increasing
- Displays evolving
Hospital Compare Changes

April 2015

• New Star Ratings to be added
• Additional ‘Summary Rating’ Measure
• Star Ratings based on Mean Score methodology
• % Top Box continue to display

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Mean Score

• HCAHPS Responses converted to 0-100 score

<table>
<thead>
<tr>
<th>Response</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>100</td>
</tr>
<tr>
<td>Usually</td>
<td>66</td>
</tr>
<tr>
<td>Sometimes</td>
<td>33</td>
</tr>
<tr>
<td>Never</td>
<td>0</td>
</tr>
</tbody>
</table>

• Scores adjusted for Patient Mix and Mode
• Statistical Clustering applied to determine scoring benchmarks & Star Ratings

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Narrow Mean Score Ranges

<table>
<thead>
<tr>
<th>Domain</th>
<th>1 Star</th>
<th>5 Stars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Comm</td>
<td>&lt; 88</td>
<td>≥ 95</td>
</tr>
<tr>
<td>Doc Comm</td>
<td>&lt; 90</td>
<td>≥ 96</td>
</tr>
<tr>
<td>Staff Response</td>
<td>&lt; 78</td>
<td>≥ 92</td>
</tr>
<tr>
<td>Pain Manage</td>
<td>&lt; 83</td>
<td>≥ 90</td>
</tr>
<tr>
<td>Meds Comm</td>
<td>&lt; 74</td>
<td>≥ 66</td>
</tr>
<tr>
<td>D/C Comm</td>
<td>&lt; 79</td>
<td>≥ 91</td>
</tr>
<tr>
<td>Care Transition</td>
<td>&lt; 78</td>
<td>≥ 85</td>
</tr>
<tr>
<td>Clean</td>
<td>&lt; 81</td>
<td>≥ 93</td>
</tr>
<tr>
<td>Quiet</td>
<td>&lt; 74</td>
<td>≥ 87</td>
</tr>
</tbody>
</table>

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New Summary Rating

Based on aggregate of responses across all domains

- Doc Comm
- Nurse Comm
- Meds Comm
- Staff Response
- Pain Manage
- D/C Comm
- Care Transition
- Cleanliness
- Quiet at Night
- Rate Hospital
- Recommend Hospital

HCAHPS Summary Rating

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National Dry Run Results Distribution

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Reporting Transparency

- Program Goals
  - Develop standardized surveys
  - Publicize & Compare results
- Patient usage Increasing
- Displays Evolving....
- ...for Hospitals too
Transparency of Provider Ratings

- Other Systems Utilizing Pt Feedback publicly

Questions?