healthgrades

Outstanding Patient Experience Award™
2014 Methodology

Contents

Introduction

The Healthgrades Outstanding Patient Experience Award™ recognizes hospitals that provide an overall outstanding patient experience. Healthgrades overall patient experience scoring methodology uses Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data from the Centers for Medicare and Medicaid Services (CMS).

HCAHPS Information

Healthcare leaders have defined patient experience as the sum of all interactions, shaped by a healthcare organization's culture, that influence patients' perceptions across the continuum of care.[1]

The purpose of the HCAHPS survey is to collect information about patients' perspectives of care that allows objective and meaningful comparisons of hospitals on topics that are important to consumers. The HCAHPS questionnaire addresses patients' perceptions of care relative to the frequency and consistency of behaviors.

Specifically, the HCAHPS survey asks respondents to rate various areas of hospital care based on whether or not the measured action took place, and if so, how frequently the patient perceived the measured action to take place. In this way, HCAHPS seeks to measure how often key behaviors occur rather than how well hospitals perform those behaviors.

For this standardized patient experience survey, a random sample of hospital patients was invited to complete a 27-question survey within 48 hours to six weeks after discharge. Patients were surveyed throughout the year, and the survey was administered by mail, telephone, mail with telephone follow-up, or interactive voice recognition.

Participating hospitals may either use an approved survey vendor or collect their own HCAHPS data (if approved by CMS to do so). CMS's goal is for each hospital to have at least 300 completed surveys annually. To ensure that publicly reported HCAHPS scores allow fair and accurate comparisons across hospitals, CMS performs adjustments that eliminate any advantages or disadvantages that might result from the methods used to survey patients or characteristics of patients. For more information on HCAHPS, see www.hcahps.org.

Ten Patient Experience Measures

The 27 questions from the survey are rolled up to provide ten measures:

1. **Overall Rating** - How do patients rate the hospital overall?

2. **Recommendation to Family/Friends** - Would patients recommend the hospital to friends and family?

3. **Communication With Doctors** - How often did doctors communicate well with patients?

4. **Communication With Nurses** - How often did nurses communicate well with patients?

5. **Responsiveness of Hospital Staff** - How often did patients receive help quickly from hospital staff?

6. **Pain Management** - How often was patients' pain well controlled?

7. **Communication About Medicines** - How often did staff explain medicines before giving them to patients?

8. **Cleanliness** - How often were the patients' rooms and bathrooms kept clean?

9. **Quietness** - How often was the area around patients' rooms kept quiet at night?

10. **Discharge Information** - Were patients given information about what to do during their recovery at home?

Data Acquisition

Healthgrades evaluates patient experience in U.S. hospitals using Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data released in January 2014 by the Centers for Medicare and Medicaid Services (CMS), covering patients discharged between April 2012 and March 2013.

Healthgrades uses HCAHPS data for several reasons:

- It includes survey responses from a representative sample of patients visiting each hospital.
- The HCAHPS survey is a standardized survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience.
- The survey allows for objective and meaningful comparisons of hospitals locally, regionally and nationally on topics that are important to healthcare consumers.

healthgrades™

Eligibility for the Outstanding Patient Experience Award™

To be eligible for the Healthgrades Outstanding Patient Experience Award, a hospital must meet clinical quality thresholds and have data for a minimum number of HCAHPS surveys.

- **Clinical Quality Threshold** – To be eligible a hospital must be in the top 80% of hospitals for clinical quality as ranked by composite z-score across the conditions and procedures that Healthgrades evaluates using Medicare data. Hospitals, such as cancer centers, that have patient experience data but no Healthgrades ratings, are included in the "0 conditions and procedures evaluated" category. (See step 1 below, *Categorize eligible hospitals into groups.*)
- **Minimum Number of HCAHPS Surveys** – A hospital must have data for at least 100 HCAHPS surveys to reliably assess performance.

Designating the 2014 Outstanding Patient Experience Award™ Recipients

To recognize hospitals that provide an overall outstanding patient experience, Healthgrades groups hospitals into five categories and creates standardized patient experience scores for each hospital using data from HCAHPS reported by CMS. Healthgrades then identifies hospitals in the top 15% with the highest overall patient experience scores from each of the five hospital type categories. Specifically, the process involves the following four steps.

1. Categorize eligible hospitals into groups.

   Healthgrades groups hospitals into five categories based on the number of conditions and procedures that Healthgrades evaluated: 0, 1 to 5, 6 to 11, 12 to 16, and 17 or more conditions and procedures evaluated.

2. Create z-scores for each HCAHPS measure.

   Healthgrades creates a z-score for each HCAHPS measure for each hospital, which estimates how the hospital scored compared to the average for all hospitals within each group.

   Nine of the ten HCAHPS measures have three possible responses indicating a positive response, neutral response, and negative response (such as Always, Usually, or Sometimes/Never). We do not use the neutral responses. For these nine measures, Healthgrades creates two z-scores, which represent the negative and positive responses.

   The tenth HCAHPS measure question, (Discharge Information: Were patients given information about what to do during their recovery at home?) has two possible responses—positive or negative (Yes or No). We do not use the negative responses. For this measure, Healthgrades creates one z-score, which represents the positive responses.

   Healthgrades uses the following formulas for these 19 z-scores representing positive and negative responses:

   For the negative responses, Healthgrades uses the following formula to calculate the z-scores. A lower percentage is favorable.

$$Z\text{-score} = \frac{(\text{HCAHPSMeasure}_{\text{MEAN}} - \text{HCAHPSMeasure}_{\text{HOSPITAL}})}{\text{HCAHPSMeasure}_{\text{STDDEV}}}$$

healthgrades™

where: HCAHPSMeasure MEAN = the average response rate for the measure across all hospitals within the category

HCAHPSMeasure HOSPITAL = the response rate for the measure at an individual hospital

HCAHPSMeasure STDDEV = the standard deviation of the response rate for the measure across all hospitals in the category

For the positive responses, Healthgrades uses the following formula to calculate the z-scores. A higher percentage is favorable.

Z-score $= \dfrac{(HCAHPSMeasure\ HOSPITAL - HCAHPSMeasure\ MEAN)}{HCAHPSMeasure\ STDDEV}$

where: HCAHPSMeasure MEAN = the average response rate for the measure across all hospitals within the category

HCAHPSMeasure HOSPITAL = the response rate for the measure at an individual hospital

HCAHPSMeasure STDDEV = the standard deviation of the response rate for the measure across all hospitals in the category

3. **Create an overall patient experience score.**

   To create an overall patient experience score for each hospital, Healthgrades calculates a weighted average of the 19 HCAHPS z-scores. In the weighting process, two measures receive more weight than the others did. The "Overall" HCAHPS measure and the "Recommendation to Family/Friends" HCAHPS measure each carried a weight of 25%. All other scores are weighted equally accounting for the remaining 50%.

4. **Designate recipients of the Outstanding Patient Experience Award.**

   Hospitals from each category are then listed according to their overall patient experience score, from highest to lowest. Hospitals in the top 15% with the highest overall patient experience scores in their respective categories are designated as Outstanding Patient Experience Award™ recipients.

Limitations of the Data Models

While these models are valuable in identifying hospitals that have higher patient satisfaction, one should not use this information alone to determine the quality of care provided at each hospital. The models are limited by the following factors:

- Not all of the nation's hospitals have survey data.
- Although Healthgrades takes steps to carefully compile these data using its methodology, no techniques are infallible; therefore, some information may be missing, outdated or incorrect.

A high rating or award for a particular hospital is not a recommendation or endorsement by Health Grades, Inc. of a particular hospital. It means that the data associated with a particular hospital has met the foregoing qualifications. Only individual patients can decide whether a particular hospital is suited for their unique needs.

Also, note that when multiple hospitals reported to CMS under a single provider ID, Healthgrades analyzed patient outcome data for those hospitals as a single unit. Throughout this document, therefore, "hospital" refers to one hospital or a group of hospitals reporting under a single provider ID.

healthgrades™

References

1   Defining Patient Experience. The Beryl Institute. http://theberylinstitute.site-ym.com/?page=DefiningPatientExp. Accessed 2/25/2013.

healthgrades™