



# Patients' Experiences in CAHs: HCAHPS Results, Q2 2014 - Q1 2015

Michelle Casey, MS; Peiyin Hung, MSPH; Alex Evenson, MA  
University of Minnesota

## 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 from April 2014 through March 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, 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.

Figure 1. Percent of CAHs Reporting HCAHPS Survey Data, 2008-15

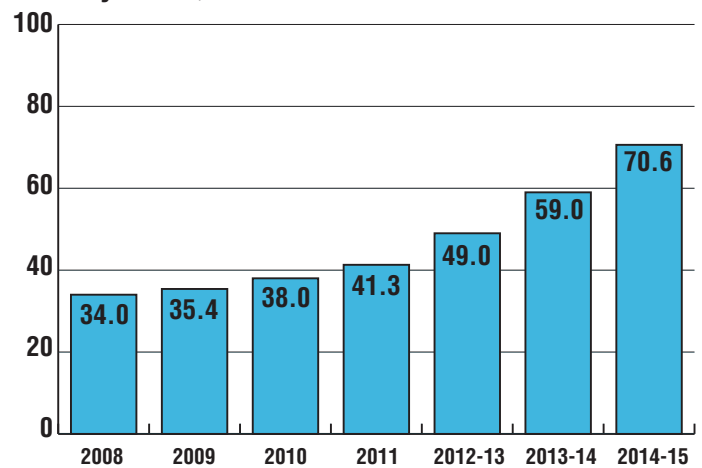
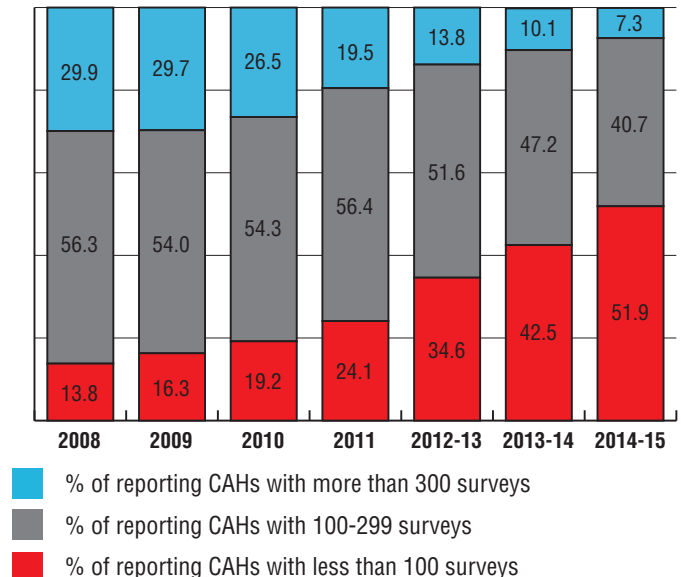


Figure 2. Completed HCAHPS Surveys among CAHs Reporting Data, 2008-15





**Table 1. Number of Completed HCAHPS Surveys and Response Rates for CAHs, Q2 2014 - Q1 2015**

	CAHs reporting	# Completed Surveys			Survey Response Rates		
		<100	100-299	≥ 300	< 25%	25-50%	> 50%
<b>United States (1336)</b>	<b>940</b>	<b>488</b>	<b>383</b>	<b>69</b>	<b>157</b>	<b>761</b>	<b>22</b>
Alabama (4)	4	3	1	0	0	4	0
Alaska (13)	7	4	3	0	4	3	0
Arkansas (29)	22	11	11	0	10	12	0
Arizona (15)	9	4	4	1	1	8	0
California (34)	21	7	10	4	5	16	0
Colorado (29)	20	14	6	0	6	14	0
Florida (13)	7	4	3	0	4	3	0
Georgia (30)	16	13	3	0	8	8	0
Hawaii (9)	3	2	1	0	2	1	0
Idaho (27)	23	12	8	3	2	20	1
Illinois (51)	36	11	22	3	1	34	1
Indiana (35)	33	7	23	3	4	29	0
Iowa (82)	53	27	23	3	2	47	4
Kansas (84)	48	36	10	2	1	47	0
Kentucky (28)	24	13	11	0	8	16	0
Louisiana (27)	14	10	4	0	7	7	0
Massachusetts (3)	3	0	3	0	0	3	0
Maine (16)	16	2	13	1	2	14	0
Michigan (36)	32	10	21	1	0	30	2
Minnesota (79)	61	26	31	4	1	57	3
Missouri (36)	18	5	12	1	2	16	0
Mississippi (32)	27	23	4	0	12	15	0
Montana (48)	27	15	12	0	5	22	0
North Carolina (22)	12	2	7	3	3	9	0
North Dakota (36)	26	23	2	1	6	18	2
Nebraska (64)	57	43	14	0	2	51	4
New Hampshire (13)	11	2	5	4	0	11	0
New Mexico (9)	8	4	3	1	4	4	0
Nevada (11)	4	2	2	0	1	3	0
New York (18)	15	9	4	2	3	12	0
Ohio (33)	30	6	19	5	4	26	0
Oklahoma (35)	13	12	1	0	3	10	0
Oregon (25)	24	11	10	3	4	20	0
Pennsylvania (13)	12	2	8	2	0	11	1
South Carolina (5)	5	3	2	0	2	3	0
South Dakota (38)	25	25	0	0	7	18	0
Tennessee (16)	9	5	4	0	4	5	0
Texas (79)	35	21	14	0	12	22	1
Utah (11)	8	5	3	0	1	7	0
Virginia (7)	6	3	2	1	1	5	0
Vermont (8)	8	2	3	3	1	7	0
Washington (39)	30	16	10	4	6	24	0
Wisconsin (58)	50	16	23	11	0	47	3
West Virginia (20)	16	10	4	2	5	11	0
Wyoming (16)	12	7	4	1	1	11	0

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

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 2008, HCAHPS participation among CAHs has more than doubled, from 34 percent to more than 70 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 2014-15 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 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 three survey completion and survey response rate categories.

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

Figure 3 (page 4) ranks the 45 Flex Program states by their CAHs’ HCAHPS participation rates.

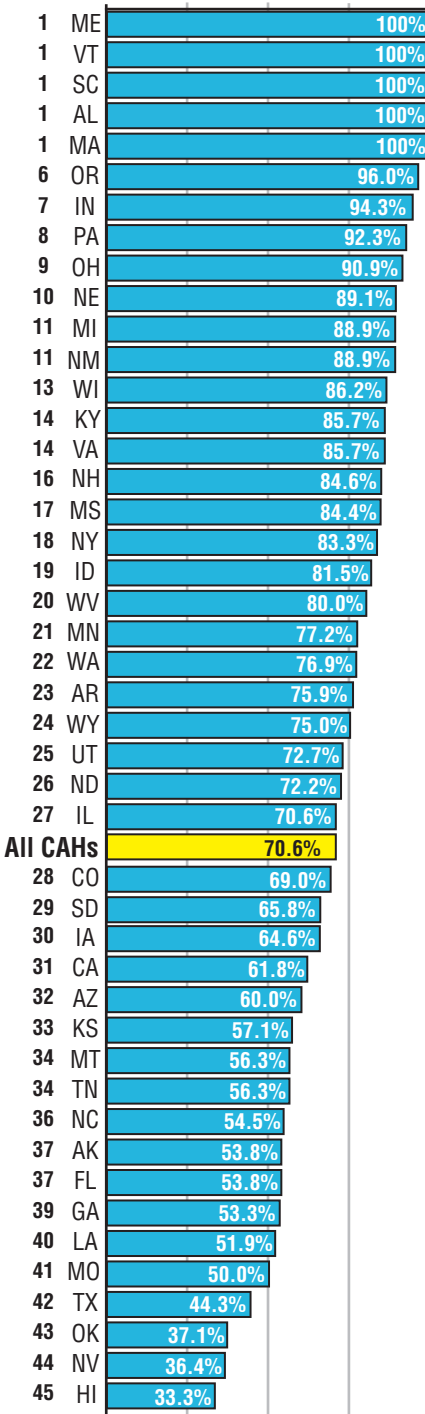


**Table 2. HCAHPS Results for Critical Access Hospitals by State, Q2 2014 - Q1 2015**

	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
<b>United States</b>	<b>82.7</b>	<b>85.1</b>	<b>75.5</b>	<b>73.1</b>	<b>68.3</b>	<b>86.9</b>	<b>54.7</b>	<b>66.4</b>	<b>79.6</b>	<b>74.4</b>	<b>73.2</b>
Alabama	86.0	88.3	80.3	80.0	69.8	85.8	54.3	73.5	77.5	74.5	76.0
Alaska	73.4	71.3	72.9	64.4	66.2	81.1	47.9	55.7	71.7	64.0	70.9
Arkansas	82.5	87.2	72.2	71.3	66.3	81.5	50.2	65.1	75.8	71.5	69.5
Arizona	81.1	78.9	74.3	74.7	72.2	85.6	54.6	57.6	77.2	71.2	70.6
California	80.1	80.9	72.4	71.9	67.7	86.0	52.6	55.3	76.7	67.3	70.4
Colorado	80.1	81.0	74.7	72.0	66.3	85.1	52.7	68.9	79.1	74.5	73.3
Florida	80.0	81.4	69.3	65.7	62.3	83.1	48.4	62.1	75.0	67.1	66.3
Georgia	81.9	85.3	68.7	73.8	66.6	85.8	52.3	69.3	77.1	69.1	68.8
Hawaii	89.7	85.0	85.7	71.3	78.5	86.3	55.3	74.0	75.7	80.7	74.3
Idaho	81.3	84.6	76.9	71.9	67.7	87.5	56.4	62.8	79.0	72.7	72.8
Illinois	85.0	85.8	77.7	76.2	69.8	88.3	55.4	67.1	82.2	77.9	75.6
Indiana	83.5	85.2	76.2	73.2	68.5	87.9	53.7	61.8	79.2	74.8	70.3
Iowa	83.6	86.1	75.6	73.5	68.7	87.8	57.0	68.5	81.6	79.0	76.7
Kansas	82.8	87.1	75.0	73.5	67.6	86.1	58.1	68.5	80.3	78.8	77.0
Kentucky	84.7	88.6	76.4	76.1	71.7	86.3	54.6	72.0	81.8	76.8	72.6
Louisiana	88.8	92.7	82.1	81.1	70.9	84.1	61.9	78.6	85.0	80.1	78.2
Massachusetts	87.3	85.3	79.3	79.3	70.0	87.3	58.3	62.7	80.3	82.3	82.3
Maine	84.7	85.3	75.9	75.6	72.1	89.1	59.0	64.1	83.3	76.6	76.9
Michigan	84.1	84.4	77.2	76.9	68.2	89.0	55.5	67.3	80.1	76.0	73.7
Minnesota	82.0	85.6	75.4	71.0	67.5	88.9	56.2	70.3	80.5	75.2	74.5
Missouri	82.3	85.7	73.6	74.3	68.8	88.2	53.8	66.6	79.2	75.0	72.4
Mississippi	82.7	89.2	73.9	75.3	69.6	83.5	50.9	72.1	78.6	71.8	68.9
Montana	77.1	83.1	71.5	69.5	65.5	83.9	50.3	61.5	73.7	66.9	67.9
North Carolina	83.3	87.4	74.4	72.3	66.3	87.3	55.8	64.5	76.4	74.8	73.3
North Dakota	78.0	79.4	72.2	66.8	62.6	80.2	48.0	66.9	72.9	66.4	68.2
Nebraska	84.1	87.5	78.6	74.4	69.2	88.1	57.8	68.3	83.0	76.6	78.1
New Hampshire	82.5	82.4	76.1	73.8	69.0	88.4	54.5	60.2	77.7	73.9	73.4
New Mexico	79.6	82.1	75.3	74.5	64.5	84.0	49.3	65.4	78.0	68.9	65.1
Nevada	77.5	80.3	73.8	68.0	68.3	85.8	51.0	57.3	74.8	70.5	68.5
New York	83.6	83.9	78.9	73.2	69.9	89.1	56.9	64.6	82.9	73.7	76.2
Ohio	83.8	83.7	76.1	74.1	68.3	88.8	54.8	62.2	79.2	76.2	73.1
Oklahoma	84.5	88.0	79.6	75.3	73.3	81.7	54.2	76.3	80.7	73.0	71.2
Oregon	81.2	82.5	75.2	70.4	67.1	88.3	52.8	58.5	77.3	70.9	68.0
Pennsylvania	84.3	83.4	72.6	77.1	68.3	84.6	54.2	57.8	83.1	74.8	72.3
South Carolina	79.2	83.0	69.4	60.4	67.8	76.2	53.0	64.4	78.6	71.8	67.4
South Dakota	84.7	87.3	77.0	71.5	70.1	87.2	55.4	73.0	80.1	78.1	79.4
Tennessee	86.1	88.8	79.3	76.6	69.6	90.3	54.9	77.1	79.8	78.3	74.6
Texas	84.3	87.1	77.1	74.0	69.8	85.7	53.4	71.7	82.4	76.5	74.3
Utah	83.0	85.8	76.4	76.4	63.1	88.5	58.3	71.3	77.1	76.6	77.9
Virginia	82.0	83.5	70.0	71.8	67.8	88.7	51.2	62.8	78.7	71.7	68.0
Vermont	79.9	82.0	71.8	69.3	68.6	89.9	55.9	53.8	77.5	72.4	76.0
Washington	80.9	82.5	72.8	70.6	65.0	87.2	54.1	60.6	77.8	71.9	71.7
Wisconsin	83.7	85.2	77.0	73.6	69.9	90.7	57.0	66.0	82.8	76.9	74.9
West Virginia	81.5	83.3	73.1	73.0	68.0	87.6	52.8	61.5	78.5	67.2	66.6
Wyoming	80.2	84.6	77.6	72.9	72.0	89.4	54.3	64.7	74.8	69.8	67.2



Figure 3. State Rankings of HCAHPS Participation Rates for CAHs, Q2 2014 - Q1 2015



### Links to State-Specific HCAHPS Reports

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

For more information on this study,  
please contact Michelle Casey at  
[mcasey@umn.edu](mailto:mcasey@umn.edu)