

Patient Experience Surveys at MGH

What is the HCAHPS Survey?

HCAHPS (the *Hospital Consumer Assessment of Healthcare Providers and Systems*) is a **patient satisfaction survey** required by CMS (the Centers for Medicare and Medicaid Services) for all hospitals in the United States. The survey is for adult inpatients, excluding psychiatric patients. MGH administers the survey to our patients by phone shortly after discharge.

Why is HCAHPS important?

The survey and its results are important for several reasons:

- The survey is the **voice of the patient** – it gives MGH a view into our patients' perception of the care we provide.
- The survey results are **publicly reported** on the internet for all to see – so results **impact our reputation**.
- The government will **reimburse us on results** – so, excellent survey performance **keeps the hospital financially strong**.



Patient surveys help us hear the voice of our patients and families!



What are the questions on the HCAHPS survey?

RATE HOSPITAL 0-10 Please rate the hospital	PAIN MANAGEMENT How often was your pain well controlled? How often did Staff do everything they could to help you with your pain?
RECOMMEND THIS HOSPITAL Would you recommend this hospital?	COMMUNICATION RE: MEDICINES Before giving you any new medicine, how often did the Staff tell you what the new medicine was for? Before giving you any new medicine, how often did Staff describe possible side effects in a way you could understand?
COMMUNICATION W/ NURSES How often did Nurses treat you with courtesy and respect ? How often did Nurses listen carefully to you? How often did Nurses explain things in way you could understand?	CARE TRANSITIONS Did staff take my preferences and those of my family into account when deciding what my healthcare needs would be when I left? I had a good understanding of the things I was responsible for in managing my health. I clearly understood the purpose for taking each of my medications
RESPONSIVENESS OF HOSPITAL STAFF After you pressed the call button, how often did you get help as soon as you wanted it? How often did you get help with using the bathroom or using bedpan as soon as you wanted?	DISCHARGE INFORMATION Did Doctors, Nurses, or other Staff talk with you about help you needed when you left the hospital? Did you get Info in writing about what symptoms/problems to look for after you left the hospital?
COMMUNICATION W/ DOCTORS How often did Doctors treat you with courtesy and respect? How often did Doctors listen carefully to you? How often did Doctors explain things in a way you could understand ?	HOSPITAL ENVIRONMENT How often were your room and bathroom kept clean? How often was the area around your room kept quiet at night?

What does the HCAHPS survey ask about?

Doctor Communication - respect, listening skills and communication ability of doctors.

Nurse Communication - respect, listening skills and communication ability of nurses.

Staff Responsiveness - answering call bells and responding to toileting needs

Hospital Environment - cleanliness and quietness of the hospital.

Pain Management- did we do all we could to address pain?

Medication Communication – explaining medications to patients

Discharge Information – preparing patients to leave the hospital.

Care Transitions – preparing patients and family members to care for themselves at home

Overall Rating of the Hospital – rating the hospital on a scale of 1-10.

Likelihood to Recommend the Hospital

MGH/MGPO Practice
Improvement
Service Excellence

What is the rating scale for the HCAHPS survey?

Patients are asked to rate us on these questions using the following scale:

NEVER - SOMETIMES - USUALLY - **ALWAYS**

Only the percentage of those who rate us **ALWAYS** for these questions are publicly reported.

The rating scale is based on the **frequency and consistency** of how we address the areas on the survey. For example: "How frequently was your bathroom kept clean?" Or, "How frequently did the physician or nurse communicate with you in a way that you understood?"

Excellence Every Day for our patients and families means striving to provide excellent service, ALWAYS.