
Healthcare Satisfaction Index

Introduction to HCAHPS

What is HCAHPS?

- HCAHPS stands for *Hospital Consumer Assessment of Healthcare Providers and Systems*.
- The purpose of HCAHPS is to uniformly measure and publicly report patients' perspectives on their inpatient care.
- The target for the statistical precision of the publicly reported hospital ratings is based on a reliability criterion which means for statistical precision, a target minimum of 300 completed HCAHPS surveys has been set for each 12-month reporting period. *For cases where the hospital has too few discharges to achieve 300 completed surveys, a full census of eligible patients should be surveyed.*

Hospitals required to participate?

- Hospitals that are subject to Inpatient Prospective Payment System payment provisions must collect and submit HCAHPS data in order to receive their full IPPS annual payment update. (Non-IPPS hospitals, such as Critical Access Hospitals, may voluntarily participate in HCAHPS. However, Critical Access Hospitals will be required to participate in the near future.) IPPS hospitals that fail to report the required quality measures, which include the HCAHPS survey, may receive an APU that is reduced by two (2) percentage points.

Criteria for eligible patients:

- Eighteen (18) years or older at the time of admission.
- Admission includes at least one overnight stay in the hospital.
- Non-psychiatric MS-DRG/principal diagnosis at discharge.
- Alive at time of discharge.

Eligible patients can be excluded from the survey if they are:

- "No-Publicity" patients – Patients who request that they not be contacted.
- Court/Law enforcement patients (i.e., prisoners).
- Patients with a foreign home address.
- Patients discharged to hospice care.
- Patients who are excluded because of state regulations.