

PXPF Advocacy Results in Positive Changes to CMS Public Reporting of Patient Experience Results

Earlier this year, a delegation from the Patient Experience Policy Forum (PXPF) met in Baltimore with leaders from the Centers for Medicare & Medicaid Services (CMS) to discuss topics related to patient experience measurement and patient and family engagement. The delegation included PXPF Co-Chairs, Shari Berman and Rick Evans, and PXPF board members Dale Shaller, Esther Burlingame and Hala Durrah. To help prepare for this meeting, topics were identified and discussed at the all-member, in-person April 15 PXPF Spring Meeting held prior to the Beryl Institute Annual Conference in Chicago.



L-R: Evans, Burlingame, Shaller, Durrah, and Berman

Among the issues discussed at the meeting was the availability of national benchmarks for the CAHPS Hospital Survey (HCAHPS) questions to allow health systems to more easily compare their performance on specific question items on the HCAHPS survey to that of other hospitals. The PXPF Measurement Workgroup, led by Esther Burlingame and Helen Ying, strongly believes that making this national benchmark data public would truly help to “democratize these data,” reduce dependency on vendors, and also reduce the cost of surveying programs. At the meeting, CMS representatives shared that they have been considering this, and because of the

PXPF specific request they would move it forward.

In December, the following announcement was released from CMS:

CMS Introduces HCAHPS Survey Individual Question Top-Box Scores to the Summary Analyses Page (12/10/2018)

*Beginning with the October 2018 Public Report, CMS is presenting **HCAHPS Survey Individual Question Top-Box Scores** in the Summary Analyses section of HCAHPS On-Line. This table will contain the national average “top-box” score for each of the 15 individual survey questions that are used to form the six HCAHPS composite measures. These scores can be viewed [here](#). CMS plans to update this table each time HCAHPS are refreshed on the Hospital Compare Web site.*

This is exactly what the PXPf delegation had requested. We are delighted that CMS was open to our request and that they have made this change. We also thank Esther Burlingame, Helen Ying and the Measurement Workgroup for their diligent work on this and related measurement issues!

PXPf intends to continue to dialogue about patient experience measurement with additional meetings in the coming year.

ABOUT PXPf

The Patient Experience Policy Forum (PXPf) is a broad-based coalition of organizations and individuals engaged in advocacy and action to give a greater voice in health care policy to those working to improve the patient and family experience. We recognize the growing imperative to influence and help shape policy at the national and state levels on issues that directly affect the patient and family experience. The PXPf seeks to influence specific public policy priorities by building alliances to leverage and advance our common interests. We convene policy forums, educate policy makers directly, sponsor advocacy events, and provide periodic publications and communication updates and calls to action. PXPf is directly associated with [The Beryl Institute](#) and [Patient Experience Institute](#).