

The Evolving US Patient Experience Measurement and Reporting Landscape: What's Next for HCAHPS and Why It Matters

November 7, 2024



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Moderator

Jason Wolf, PhD, CPXP

President & CEO
The Beryl Institute

Founding Editor
Patient Experience Journal





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November 7, 2024

Our Agenda

- Welcome
- PXPF: An Overview
- A Review of CAHPS
- Evolution of HCAHPS
- Why this matters to us as a community
- Q&A
- An Invitation

Welcome

Jason A. Wolf



The Beryl Institute is a **global community** of healthcare professionals and experience champions committed to **transforming the human experience** in healthcare.

As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

THE BERYL INSTITUTE

COMMUNITY OF PRACTICE

Over 60,000 people representing
more than 85 countries

BODY OF KNOWLEDGE

14 Domains, developed by the community, that
frame the core knowledge framing PX



The sum of all **interactions**, shaped by an
organization's **culture**, that influence
patient **perceptions**
across the **continuum** of care.

RESEARCH

Open-access, peer-reviewed content accessed
in over 220 countries & territories

PROFESSIONAL CERTIFICATION

Almost 2000 certified professionals globally and
sole accrediting body for PX Continuing Education



Our Speakers



Shari Berman

PXPF Co-Chair
Patient Advisor
Boston, MA



Susan Edgman-Levitan, PA

PXPF Board Member
Executive Director, Mass General
Hospital Stoeckle Center for Primary
Care Innovation
Principal Investigator, Yale CAHPS
team



Rick Evans

PXPF Co-Chair
SVP & Chief Experience
Officer
New York Presbyterian



Stephanie Fishkin, PhD

PXPF Workgroup Member
Data Analytics & Reporting
Consultant V
Quality Data, Analytics & Reporting
National Health Plan & Hospitals
Quality
Kaiser Permanente

PXPF: An Overview

Shari Berman

Who We Are

- As the advocacy arm of The Beryl Institute, PXPF is a broad-based and diverse coalition of patients, family members, caregivers and healthcare professions.
- PXPF is led by a board of patient/family partners and senior patient experience leaders (in a 2 x 2 model.)
- PXPF aims to advocate for and help shape policy at national and local levels on issues that directly affect patient and family experience and elevate human experience in healthcare.
- PXPF convenes policy forums, educates policy-makers, sponsors advocacy events, communicates updates, and publishes calls to action.

- **Advance Patient-Provider Partnerships:** Patients and families and their clinical care providers must be at the table at all levels of health care policy-making.
- **Strengthen Support for Patient and Family Involvement:** Patients and families must be provided with education, tools and support to effectively participate in policy-making and in their own care.
- **Strengthen Support for Professional Involvement:** Health care professionals must be provided with education, tools and support to build effective relationships with patients and families.
- **Reduce Disparities:** Disparities in the care experienced by patients and families from vulnerable and marginalized populations must be reduced or eliminated entirely.
- **Improve Patient-Centered Measurement and Reporting:** Methods of assessing and reporting patient experience must be made more efficient and effective for both patients and providers.
- **Elevate the Value Case:** The direct connection of patient experience to health care outcomes must be clearly defined and integrated into all relevant policy and reimbursement structures.

Engaging in Action

Engaging Policy Makers
(HHS/CMS/AHRQ)

Engaging Legislators
(Members & Staff)

Engaging in action



Engaging Community Members
(Institute & beyond)

Engaging Healthcare Leadership
(Organization Execs)

A Review of CAHPS

Susan Edgman-Levitan, PA

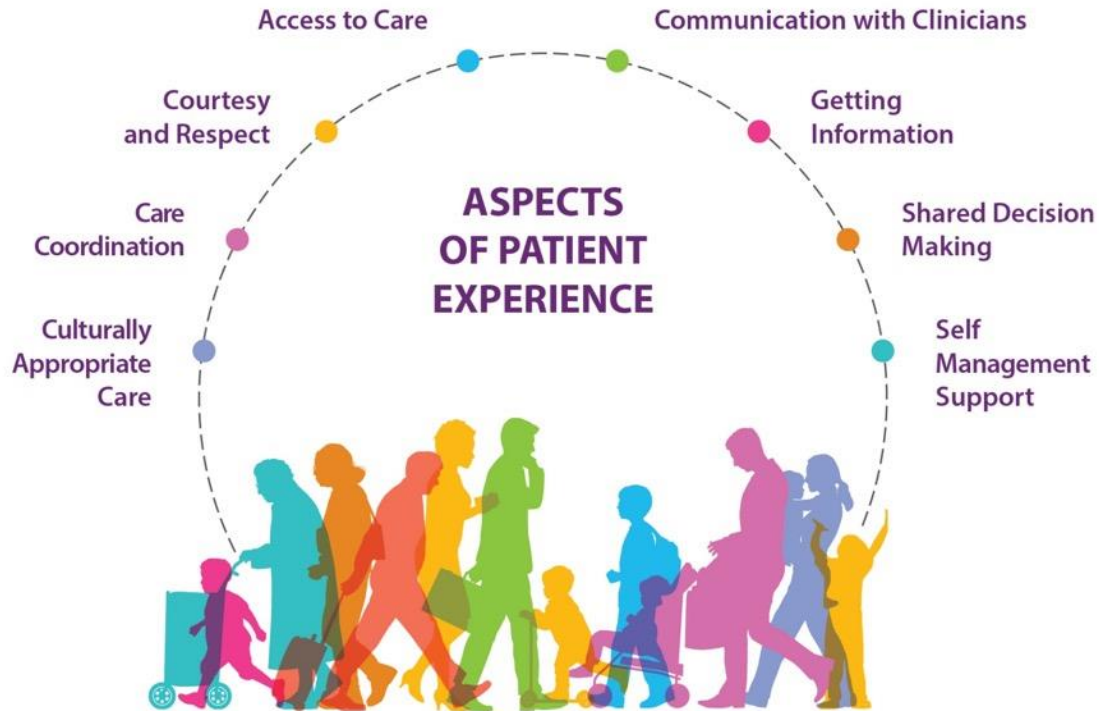
AHRQ's CAHPS Program Today

- The CAHPS Program has advanced the science of **patient experience measurement and improvement**:
 - Validated surveys for high-stakes purposes
 - Supplemental questions, including narrative items
 - Quality improvement resources
 - Voluntary databases
 - Research to advance the science of patient experience measurement and improvement
- AHRQ's CAHPS Program has acquired deep experience in measuring and improving the patient's experience of care.
- We support the activities of CAHPS users who rely on the tools and resources we generate.

<https://www.ahrq.gov/cahps/index.html>



Patient Experience



CAHPS Survey *Design* Principles

- Ask patients about aspects of healthcare
 - That are important to them.
 - For which they are the best or only source of information.
 - That they have experienced
- CAHPS questions are:
 - Understood and interpreted consistently by a range of consumers.
 - Consistent with existing healthcare delivery standards.
- CAHPS surveys are administered in a standardized manner.

CAHPS Survey Development & Evaluation

DEVELOPMENT

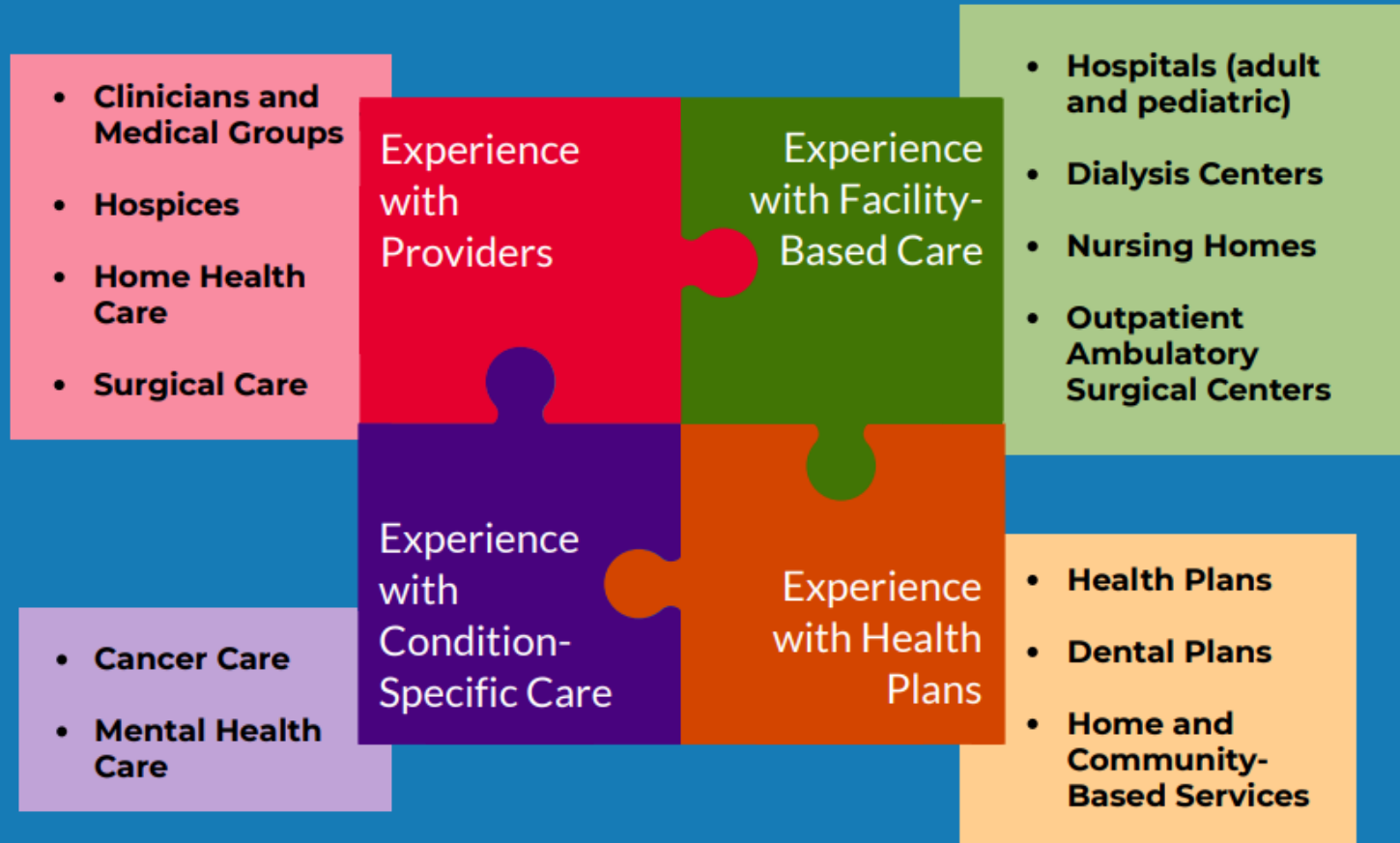
- Literature review
- Input from patients
- Stakeholder feedback
- Focus groups
- Technical Expert Panel
- Rigorous translations

EVALUATION

- Cognitive testing
- Field testing
- Analyses to assess if surveys reliably and accurately assess differences between clinicians and care units

CAHPS Surveys

Measuring patient experience of care



Uses for CAHPS Surveys

Quality improvement

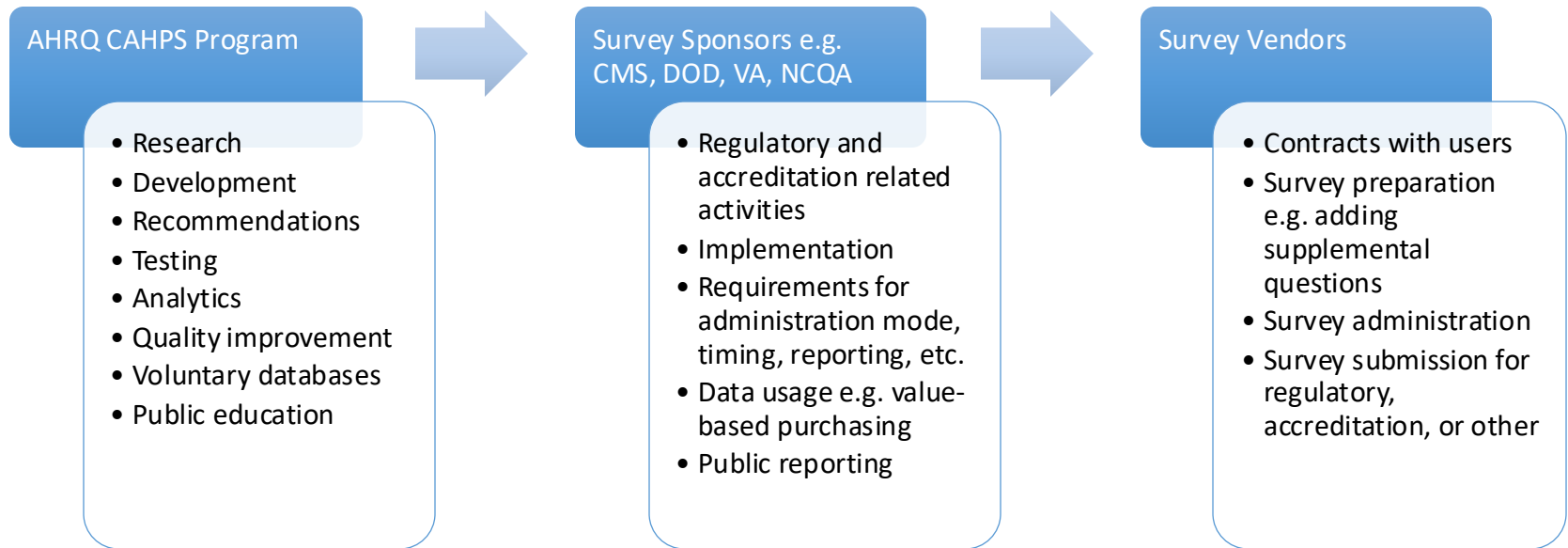
Public reporting

Certification and recognition

Value-based purchasing

Health services research

CAHPS Survey Roles & Activities



Current CAHPS Program Activities

- **Development of New Surveys and Supplemental Item Sets**
 - Maternal care; Inpatient mental health care; perceptions of unfair treatment
- **Updates to Existing Survey and Item Sets**
 - CAHPS Health Plan and CAHPS Clinician & Group Surveys; Gender identity questions
- **Survey Methods Research**
 - Evaluate ways to collect data that increase survey response rates and representativeness
- **Improving Patient Experience**
 - Update Ambulatory Care Improvement Guide; how patient safety, employee engagement, and employee burnout relate to patient experience
 - [The CAHPS Ambulatory Care Improvement Guide: Practical Strategies for Improving Patient Experience](https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html) (<https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html>)
- **Patient Narrative Analysis and Reporting**
 - Reporting patient narrative data with CAHPS survey data; Understanding differences in reporting by population subgroups



CAHPS Databases for Quality Improvement

- AHRQ supports databases for selected CAHPS surveys
 - Child HCAHPS Survey
 - CAHPS Health Plan Survey (Medicaid and CHIP)
 - CAHPS Home and Community-Based Services (HCBS) Survey
- Participation is voluntary, free and open to all users
- Two major applications:
 - Comparative data for improvement and research
 - No participants are publicly identified

[CAHPS Databases | Agency for Healthcare Research and Quality](https://www.ahrq.gov/cahps/cahps-database/index.html)

<https://www.ahrq.gov/cahps/cahps-database/index.html>



CAHPS Users & Partners

- Federal/state/other users
 - Federal agencies: CMS, CMCS, Dept. of Defense, Veterans Administration Hospitals, National Cancer Institute
 - State initiatives: Massachusetts Health Quality Partnership, St. Louis Business Health Coalition, and California Purchaser Group on Health
 - State Medicaid and CHIP programs: Support for Core Measure Set Reporting
 - Advocacy organizations: Beryl Institute Patient Experience Policy Forum, Institute for Patient and Family-Centered Care
- All major patient experience vendors use CAHPS survey items and offer them in multiple modes of administration

Evolution of HCAHPS

Stephanie Fishkin

Agenda

a. HCAHPS 1.0: 2006-2024

- a. Brief History
- b. National Performance Trends

b. HCAHPS 2.0: 2025

- a. Reasons for Change
- b. Overview of HCAHPS 2.0

c. Use of HCAHPS

- a. CMS Ratings and Payment
- b. Hospital Recognition
- c. Hospital Accreditation and Certification
- d. Research

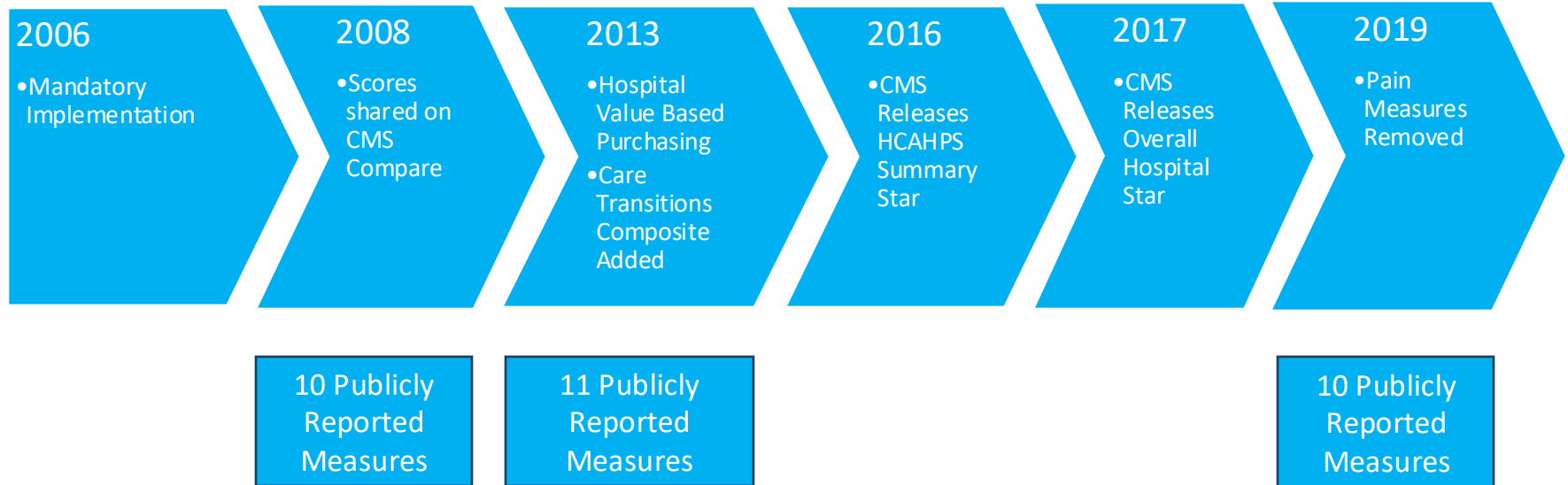
What is HCAHPS?

- Hospital Consumer Assessment of Healthcare Provider and Systems.
- “Voice of the Patient”: Quality of care from the patient’s perspective.
- Research-driven identification of experience domains that are important to consumers.
- NQF-endorsed quality measure.
- Standard data collection.
- Publicly report hospital results on Care Compare.

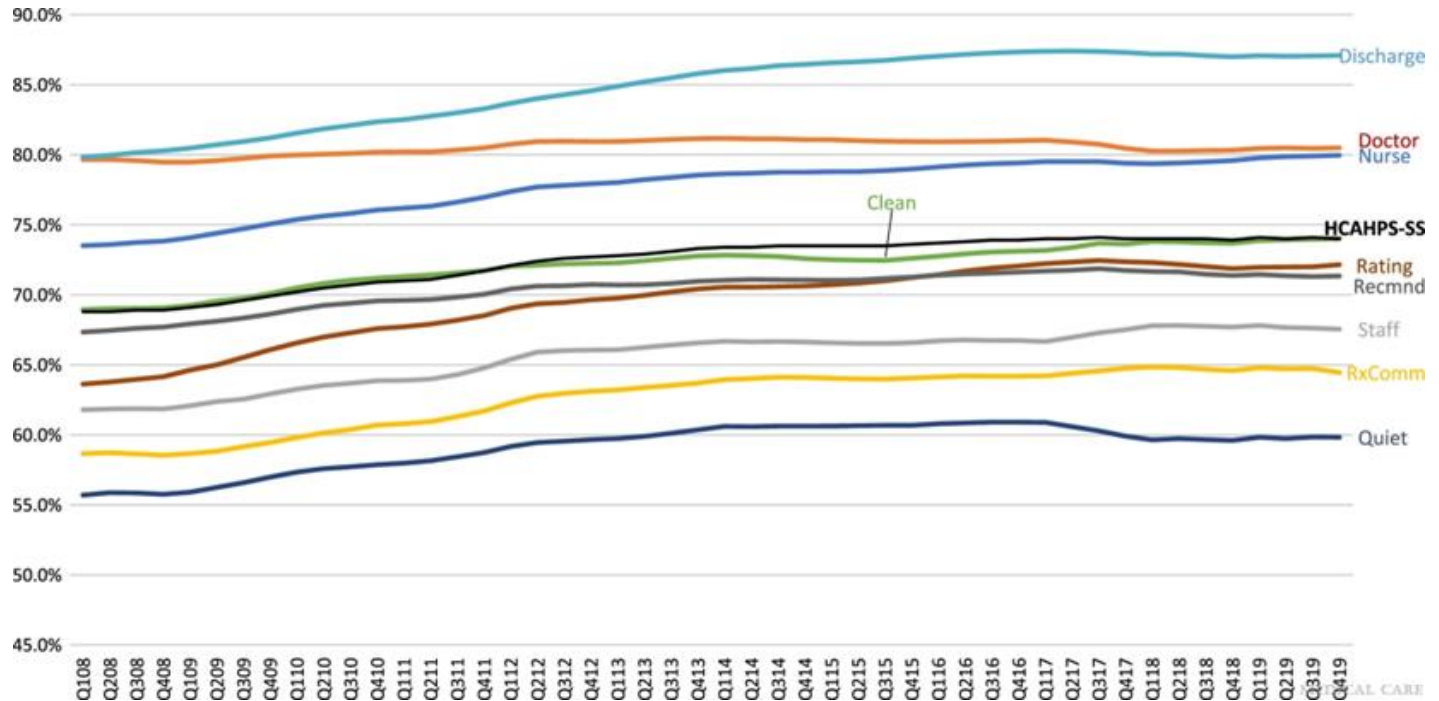
HCAHPS 1.0: Development

- 2002: AHRQ partners with CMS to develop HCAHPS.
 - Review of the literature
 - Patient focus groups
 - Federal Register call for measures
 - Public meetings and discussions with industry stakeholders and vendors
 - Cognitive interviews with recently hospitalized patients
- 2003: Field Test
 - 3 states, over 19,000 patients, 132 hospitals

HCAHPS 1.0: 2006 - 2019



HCAHPS 1.0: Trends 2008-2019



HCAHPS 2.0: Development

- 2019-2020: Re-visit survey content
 - Re-visit what is most important to consumers and stakeholders
 - Develop new content
 - Identify items for deletion
 - 4 patient focus groups
 - 15 cognitive interviews
 - TEP feedback on current survey domains and potential new survey domains
 - CAHPS program feedback (4 meetings/discussions)
 - 12 additional cognitive interviews
- 2021: Mode Study to test Web-first modes, survey revisions.

HCAHPS 2.0: January 1, 2025

Technical Changes

New Web-First Survey Modes

49-Day Response Window

Maximum 12 Supplemental Questions

Patient's Proxy Response

Survey must be fielded in Spanish

These changes are expected to capture the experiences of a wider variety of patients and enhance health equity reporting.

Measure Changes

New/Updated Questions & Composites

- NEW! Information About Symptoms Question
- NEW! Care Coordination Composite
- NEW! Restfulness of Hospital Environment Composite
- Updated! Responsiveness of Hospital Staff Composite

Removed Composite

- Care Transitions Composite

Impact to Public Reporting

Jan-Oct 2025: HCAHPS 1.0 (10 measures)

Jan-Jul 2026: HCAHPS 1.0 & HCAHPS 2.0

- Unchanged measures only (8 measures)

Oct 2026 on: HCAHPS 2.0 (11 measures)

Use of HCAHPS: CMS

- CMS Star Ratings
 - HCAHPS Summary Star
 - Overall Hospital Star
- CMS Payment Programs
 - Inpatient Prospective Payment System Inpatient Quality Reporting Program (IPPS-IQR)
 - Hospital Value Based Purchasing (HVBP)
 - NOTE: HVBP HCAHPS scores are not the same as HCAHPS Summary Star scores
 - IPPS-Exempt Cancer Hospital Quality Reporting Program
 - Comprehensive Care for Joint Replacement Payment Model
 - 2016 – 2024

Use of HCAHPS : Hospital Recognition



Use of HCAHPS: Hospital Accreditation & Certification



Use of HCAHPS: Research

500+ published articles about
HCAHPS on PubMed

AHRQ-funded research on
Improving the Patient Experience



Appendix

Acronyms Used in this Presentation

AHRQ: Agency for Healthcare Research and Quality

CMS: Centers for Medicare and Medicaid Services

HCAHPS: Hospital Consumer Assessment of Healthcare Provider and Systems

HVBP: Hospital Value Based Purchasing

IPPS: Inpatient Prospective Payment System

IQR: Inpatient Quality Reporting

IVR: Interactive Voice Response

NQF: National Quality Forum

TEP: Technical Expert Panel

TJC: The Joint Commission

USNWR: US News and World Report

Additional Resources

- CMS Hospital Inpatient Quality Reporting Program:
 - <https://qualitynet.cms.gov/inpatient/iqr>
- CMS Care Compare
 - <https://www.medicare.gov/care-compare/>
- HCAHPS Online
 - <https://www.hcahpsonline.org>
- AHRQ: CAHPS
 - <https://www.ahrq.gov/cahps/index.html>
- PubMed
 - <https://pubmed.ncbi.nlm.nih.gov/?term=HCAHPS>
- TJC
 - <https://www.jointcommission.org/>
- Magnet
 - <https://www.nursingworld.org/organizational-programs/magnet/>
- Newsweek Best Hospitals
 - <https://www.newsweek.com/rankings/worlds-best-hospitals-2024/united-states>
- Leapfrog
 - <https://www.hospitalsafetygrade.org/>
- USNWR Best Hospitals
 - <https://health.usnews.com/best-hospitals>
- Healthgrades Outstanding Patient Experience
 - <https://www.healthgrades.com/quality/outstanding-patient-experience-award>
- Money Best Hospitals
 - <https://money.com/best-hospitals/>

Why this Matters

Rick Evans

Q & A

Stay Connected



<https://theberylinstitute.org/pxpf-webinar-form/>



About

The Patient Experience Policy Forum (PXPf), supported by The Beryl Institute and open to all members of the Institute community, is a broad-based and diverse coalition of patients, family members, caregivers and healthcare professionals uniquely led by a balanced board of patient/family partners and senior patient experience leaders. Our purpose and commitment is to advocate for and help shape policy at the national and local levels on issues that directly affect patient and family experience and elevate the human experience in healthcare. We do so through convening policy forums, educating policy makers, sponsoring advocacy events, providing communication updates and publishing calls to action.



For more information or questions please contact: info@theberylinstitute.org

CHARTER

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We believe that the interests of patients, families and caregivers must drive all public policy aimed at improving the health care experience.



<https://theberylinstitute.org/patient-experience-policy-forum-about/>



Thank you!

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