

# Are you HCAHPS ready?

Join other rural hospitals  
partnering with  
Custom Survey Solutions!



## History of the HCAHPS Survey

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, is a standardized survey instrument and data collection methodology that has been in use since 2006 to measure patients' perspectives of hospital care.

The HCAHPS Survey is composed various items that encompass critical aspects of the hospital experience (communication with doctors, communication with nurses, responsiveness of hospital staff, cleanliness of the hospital environment, quietness of the hospital environment, pain management, communication about medicines, discharge information, overall rating of hospital, and recommendation of hospital). The core set of HCAHPS questions can be combined with customized, hospital-specific items to complement the data hospitals collect to support internal customer service and quality-related activities.

Voluntary collection of HCAHPS data for public reporting began in 2006, and public reporting of HCAHPS scores began in 2008. Since July 2007, hospitals subject to IPPS payment provisions must collect, submit and publicly report HCAHPS data in order to receive their full IPPS annual payment update (APU). IPPS hospitals that fail to report the required quality measures, which include the HCAHPS survey, may receive an APU that is reduced by 2.0 percentage points. [Non-IPPS hospitals, such as Critical Access Hospitals, can voluntarily participate in HCAHPS. HCAHPS Survey results also form the basis for the Patient Experience of Care domain in the Hospital Value-Based Purchasing program.\\*](#)

\*Source: cms.gov website

We understand the needs of  
smaller, rural healthcare facilities



# Getting started...

## Vendor Responsibilities:

- Comply with all HCAHPS survey protocols
- Attend yearly training sessions
- Submit HCAHPS data in standard format via My QualityNet
- Monitor submission and feedback reports
- Comply with oversight processes
- Conduct ongoing quality assurance activities
- Monitor HCAHPS website for updates
- Train customer support and data entry personnel with HCAHPS protocols
- Document all activities regarding the HCAHPS survey
- Store all completed questionnaires for three years
- Store all data files indefinitely
- Follow HIPAA and confidentiality guidelines
- Provide a toll-free line for patient support
- Respond to patient questions within 24 hours

## Price Includes:

- Random sampling, along with a random ID number selected for each patient
- All patients receive a customized letter and questionnaire printed with your hospital's logo
- Initial cover letter and survey mailing
- Reminder cover letter and survey mailing, if necessary, for non-respondents
- All postage and printing costs
- All mailing administrative services
- All data entry and tabulation of results
- Report of data tabulation to your hospital
- Uploading data to CMS

starting at  
**All-inclusive cost per year: \$3500**

*“... There is a reason why CSSI is the only approved HCAHPS vendor in Montana, they are experienced, professional and customer focused.”*  
- Bren Lowe, CEO

## Why choose us?

Custom Survey Solutions, Inc. is a full-service survey research firm located in Montana, where we truly understand the needs of rural health care facilities. We provide numerous affordable survey options, and produce reports that are easy to understand and user-friendly. Our products don't require additional consulting (with additional fees) to help you interpret your results. All mailings, administration and data entry etc. is completed in-house by trained, qualified personnel - nothing is ever sub-contracted. In addition to HCAHPS, we offer a wide variety of engagement and satisfaction surveys for the health care industry including: employee, physician, outpatient, long-term care, assisted living, ambulance, clinic, etc. We specialize in offering customized products and services to all of our clients.

- **Principals have 40+ years of survey research experience**
- **In-house, quality, trained personnel - nothing is outsourced**
- **Personalized service**
- **Simple, easy-to-interpret reporting; additional consulting is not needed**
- **Vast experience with small, rural hospitals and healthcare centers**
- **For small facilities, we will survey observation patients, who do not qualify for HCAHPS, and provide that analysis in your report**

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## Methodology

HCAHPS questionnaires are mailed to hospital inpatients on a monthly basis with a reminder mailing to non-responders. Data is uploaded quarterly to CMS, and results are shared with the hospital facility on a quarterly basis.

Response rates are based upon ALL surveys sent and returned, and may include observation and/or swing bed patients.

125 surveys were mailed and 55 surveys were returned, resulting in a 44% response rate.



## Data Snapshot

	Current Q Top Box	Previous Q Top Box	+/- Previous	Rolling 4 Quarters	MT Top Box	US Top Box	Rolling 4 Qtrs +/- MT
<b>Communication with Nurses</b>	<b>79</b>	<b>91</b>	<b>-12</b>	<b>81</b>	<b>80</b>	<b>81</b>	<b>1</b>
Nurses treat patients with courtesy and respect	96	100	-4	90		87	
Nurses listen carefully to patients	74	86	-12	75		78	
Nurses explain things in a way patients understand	68	86	-18	77		77	
<b>Communication with Doctors</b>	<b>80</b>	<b>87</b>	<b>-7</b>	<b>80</b>	<b>83</b>	<b>82</b>	<b>-3</b>
Doctors treat patients with courtesy and respect	86	95	-9	89		87	
Doctors listen carefully to patients	76	86	-10	77		80	
Doctors explain things in a way patients understand	77	81	-4	76		77	
<b>Responsiveness of Hospital Staff</b>	<b>82</b>	<b>86</b>	<b>-3</b>	<b>80</b>	<b>74</b>	<b>70</b>	<b>6</b>
Timely response to call buttons	86	95	-9	84		69	
Assistance with bathroom/bedpan as soon as wanted	79	77	2	77		71	
<b>Communication about Medicines</b>	<b>75</b>	<b>69</b>	<b>6</b>	<b>68</b>	<b>68</b>	<b>66</b>	<b>0</b>
Staff explained purpose of new medication	86	92	-6	79		79	
Staff described possible side effects of new medicine	64	45	19	58		53	
<b>Discharge information</b>	<b>77</b>	<b>89</b>	<b>-12</b>	<b>81</b>	<b>85</b>	<b>87</b>	<b>-4</b>
Staff talked about help after discharge	80	89	-9	79		85	
Written instructions about symptoms/health problems to look out for	74	89	-15	83		89	
<b>Care Transition</b>	<b>53</b>	<b>53</b>	<b>0</b>	<b>51</b>	<b>52</b>	<b>53</b>	<b>-1</b>
Staff took preferences into account deciding needs upon leaving	57	40	17	49		47	
Good understanding of things to manage health	52	52	0	51		53	
Understood the purpose for taking medications	50	67	-17	53		61	
<b>Cleanliness of Hospital Environment</b>	<b>95</b>	<b>95</b>	<b>0</b>	<b>91</b>	<b>74</b>	<b>76</b>	<b>17</b>
Room and bathroom kept clean	95	95	0	91			
<b>Quietness of Hospital Environment</b>	<b>74</b>	<b>55</b>	<b>19</b>	<b>67</b>	<b>61</b>	<b>62</b>	<b>6</b>
The area around patient room was quiet at night	74	55	19	67			
<b>Overall Rating of Hospital</b>	<b>74</b>	<b>81</b>	<b>-7</b>	<b>74</b>	<b>70</b>	<b>73</b>	<b>4</b>
From 0 to 10, rate this hospital during stay	74	81	-7	74			
<b>Willingness to Recommend Hospital</b>	<b>74</b>	<b>62</b>	<b>12</b>	<b>62</b>	<b>70</b>	<b>72</b>	<b>-8</b>
Recommend this hospital to friends and family	74	62	12	62			

NOTE: Pain Communication questions were eliminated starting 4Q 2019.

State and US data is from the March 2020 public report. [www.hcahpsonline.org](http://www.hcahpsonline.org), Centers for Medicare & Medicaid Services, Baltimore, MD. 6/9/20.



## Top Rated Attributes

- 1. How often did nurses treat you with courtesy and respect?
- 8. How often were your room and bathroom kept clean?

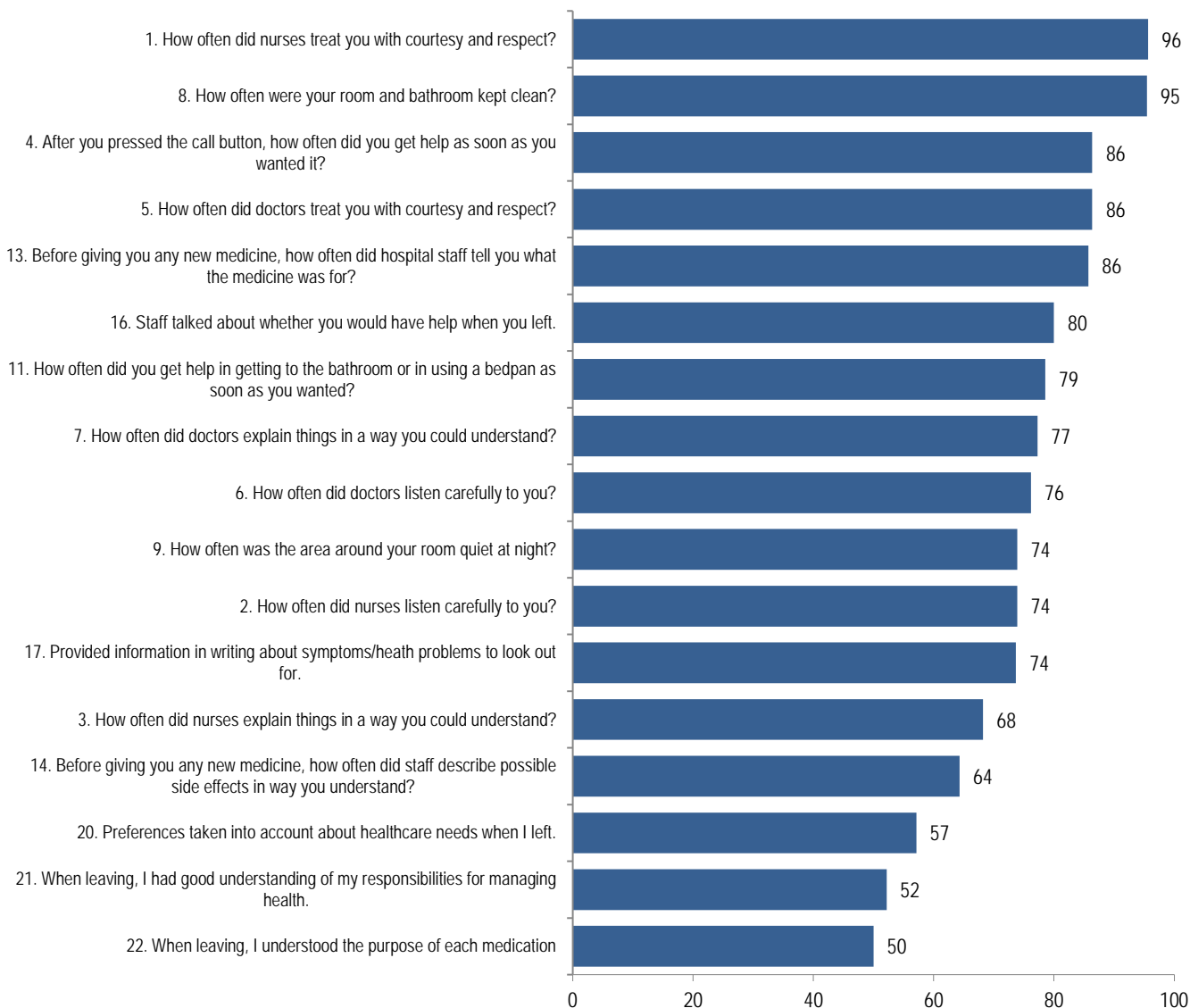


## Lowest Scoring Areas

- 22. When leaving, I understood the purpose of each medication
- 21. When leaving, I had good understanding of my responsibilities for managing health.



## All Questions - Sorted by Top Box





## Composite Measures Percentiles

	Communication with Nurses	Communication with Doctors	Responsiveness of Hospital Staff	Communication about Medicine	Cleanliness of Hospital Environment	Quietness of Hospital Environment	Discharge information	Care Transition	Overall Rating of Hospital	Willingness to Recommend Hospital
<b>Your facility</b>	79	80	82	75	95	74	77	53	74	74
<b>National Hospital Percentile*</b>										
95th (near best)	91	92	88	80	90	82	93	67	88	88
90th	88	89	84	76	87	76	92	63	84	84
75th	84	85	76	70	81	69	90	57	79	79
50th	81	81	69	65	75	61	88	53	73	72
25th	77	78	63	61	70	54	85	49	67	65
10th	74	75	59	58	65	49	82	45	62	59
5th (near worst)	72	73	55	55	62	45	79	41	57	54

The "Top-box" is the most positive response to HCAHPS survey items. Percentiles indicate how often patients gave positive assessments of their hospital experience. With "Top-box" scores, the higher the better. For example, on "communication with nurses", 5% of hospitals scored 91 or higher (95th percentile) in the "Top-box".

Your facility's scores are in the top blue row. You can see where you fall nationally with the percentiles in the table.

\* <https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. 6/9/20.

## Measures Reported to CMS

**A Note About HCAHPS "Boxes"** HCAHPS results are publicly reported on Hospital Compare as "top-box," "bottom-box" and "middle-box" scores.

The **"top-box"** is the most positive response to HCAHPS survey questions. The "top-box" response is *"Always"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), *"Yes"* for the seventh composite, Discharge Information, *"9" or "10" (high)* for the Overall Hospital Rating item, and *"Would definitely recommend"* for the Recommend the Hospital item.

The **"bottom-box"** is the least positive response category for HCAHPS measures. The "bottom-box" response is *"Sometimes or never"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), *"No"* for the seventh composite, Discharge Information, *"6" or lower (low)"* for the Overall Hospital Rating item, and *"Would not recommend"* for the Recommend the Hospital item.

The **"middle-box"** captures intermediate responses to HCAHPS survey items. The "middle-box" response is *"Usually"* for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), *"7" or "8" (medium)"* for the Overall Hospital Rating item, and *"Would probably recommend"* for the Recommend the Hospital item. There is no "middle-box" response in the Discharge Information composite.

### Composite Measures

				CMS April 2020 Report (July 2018 - June 2019 Discharges)	
	Top Box = Always	Bottom Boxes = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Communication with nurses (Q1, Q2, Q3)	79	0	21	80	81
Communication with doctors (Q5, Q6, Q7)	80	3	17	83	82
Responsiveness of hospital staff (Q4, Q11)	82	9	8	74	70
Communication about medicines (Q13, Q14)	75	21	4	68	66
Discharge information (Q16, Q17)	77	23		85	87
Care Transition (Q20, Q21, Q22)	53	10	37	52	53

### Individual Items

				CMS April 2020 Report (July 2018 - June 2019 Discharges)	
	Top Box = Always	Bottom Boxes = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Cleanliness of hospital environment (Q8)	95	0	5	74	76
Quietness of hospital environment (Q9)	74	4	22	61	62

### Global Items

				CMS April 2020 Report (July 2018 - June 2019 Discharges)	
	Top Box = High (Yes)	Bottom Box = Low (No)	Middle Box	MT Top Box	US Overall Top Box
Overall rating of hospital (Q18)	74	9	17	70	73
Willingness to recommend hospital (Q19)	74	4	22	70	72

CMS is no longer reporting pain measures.

# HCAHPS Survey

## SURVEY INSTRUCTIONS

- You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient.
- Answer all the questions by completely filling in the circle to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:  Yes

No → **If No, Go to Question 1**

Please note: Questions 1-29 in this survey are part of a national initiative to measure the quality of care in hospitals. OMB #0938-0981 (Expires November 30, 2021)

Please answer the questions in this survey about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

## YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always
2. During this hospital stay, how often did nurses listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?
  - Never
  - Sometimes
  - Usually
  - Always
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
  - Never
  - Sometimes
  - Usually
  - Always
  - I never pressed the call button

## YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always
6. During this hospital stay, how often did doctors listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
  - Never
  - Sometimes
  - Usually
  - Always

## THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
  - Never
  - Sometimes
  - Usually
  - Always

9. During this hospital stay, how often was the area around your room quiet at night?
  - Never
  - Sometimes
  - Usually
  - Always

## YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
  - Yes
  - No → If No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
  - Never
  - Sometimes
  - Usually
  - Always
12. During this hospital stay, were you given any medicine that you had not taken before?
  - Yes
  - No → If No, Go to Question 15
13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
  - Never
  - Sometimes
  - Usually
  - Always
14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
  - Never
  - Sometimes
  - Usually
  - Always

## WHEN YOU LEFT THE HOSPITAL

15. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
  - Own home
  - Someone else's home
  - Another health facility → If another, go to Question 18
16. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
  - Yes
  - No
17. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
  - Yes
  - No

Please continue on reverse →

## OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

18. Using a number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- 0 Worst hospital possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best hospital possible
19. Would you recommend this hospital to your friends and family?
- Definitely no
- Probably no
- Probably yes
- Definitely yes

## UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL

20. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
- Strongly disagree
- Disagree
- Agree
- Strongly agree
21. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
- Strongly disagree
- Disagree
- Agree
- Strongly agree
22. When I left the hospital, I clearly understood the purpose for taking each of my medications.
- Strongly disagree
- Disagree
- Agree
- Strongly agree
- I was not given any medication when I left the hospital

## ABOUT YOU

There are only a few remaining items left.

23. During this hospital stay, were you admitted to this hospital through the Emergency Room?
- Yes
- No
24. In general, how would you rate your overall health?
- Excellent
- Very good
- Good
- Fair
- Poor
25. In general, how would you rate your overall mental or emotional health?
- Excellent
- Very good
- Good
- Fair
- Poor

26. What is the highest grade or level of school that you have completed?
- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree
27. Are you of Spanish, Hispanic or Latino origin or descent?
- No, not Spanish/Hispanic/Latino
- Yes, Puerto Rican
- Yes, Mexican, Mexican American, Chicano
- Yes, Cuban
- Yes, other Spanish/Hispanic/Latino
28. What is your race? Please choose one or more.
- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
29. What language do you mainly speak at home?
- English
- Spanish
- Chinese
- Russian
- Vietnamese
- Portuguese
- German
- Some other language (please print): \_\_\_\_\_

Thank you.

Please return the completed survey in the postage-paid envelope.

Custom Survey Solutions Inc.,  
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Questions 1-19 and 23-29 are part of the HCAHPS Survey and are works of the U.S. Government. These HCAHPS questions are in the public domain and therefore are NOT subject to U.S. copyright laws. The three Care Transitions Measure® questions (Questions 20-22) are copyright of Eric A. Coleman, MD, MPH, all rights reserved.