

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey Report (2015 - 2023)

The intent of the HCAHPS initiative is to provide a standardized survey instrument for measuring patients' perspectives on hospital care, and one of its 3 main goals is to "create incentives for hospitals to improve their quality of care".

Facilities from the various states of 9 regions of US were enrolled in the survey.

Total 5251 facilities enrolled in the survey over the period.

4805 facilities submitted their responses over the period.

NATIONAL LEVEL

STATE LEVEL



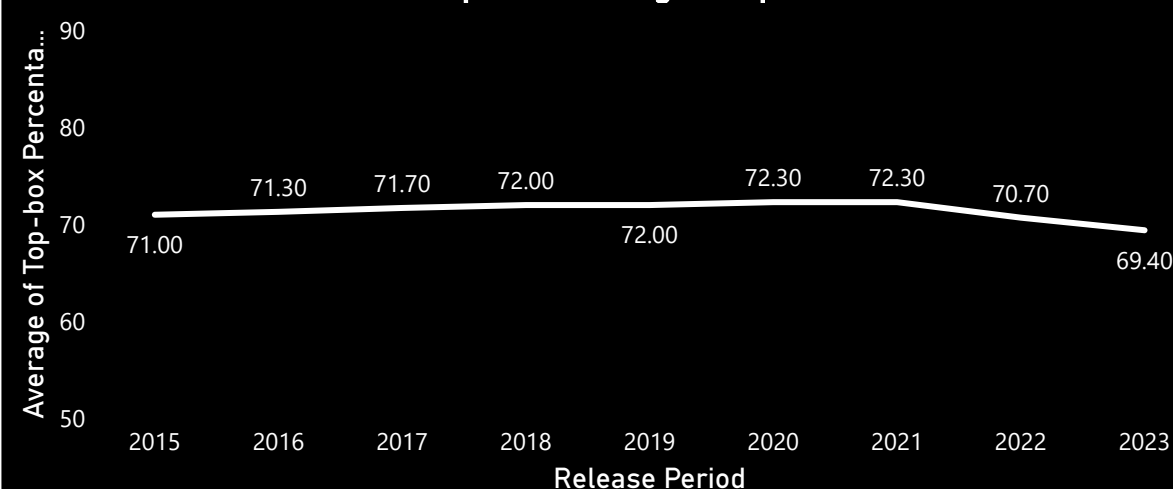
Patient Experience at National Level

4805
Facilities

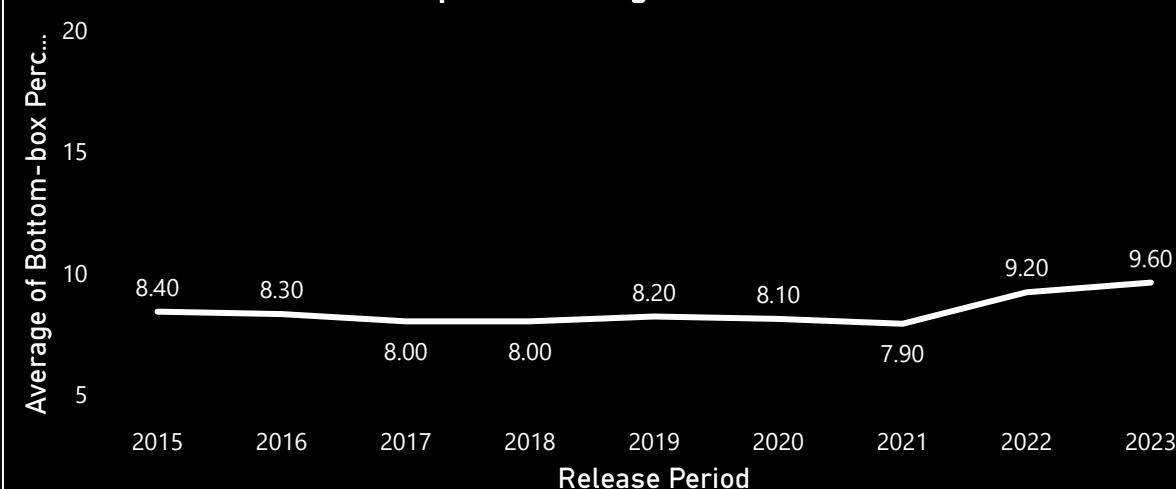
26.61
Avg Response Rate (%)

Release Period
Release Period
All

% Respondents (Avg) in Top Box



% Respondents (Avg) in Bottom Box



Facilities vs Avg Response Rate (%)



National Level Score Distribution - Measure Wise

Measure	Average of Bottom-box Percentage	Average of Middle-box Percentage	Average of Top-box Percentage
Care Transition	5.22	42.22	52.56
Cleanliness of Hospital Environment	8.00	17.67	74.33
Communication about Medicines	17.78	17.44	64.78
Communication with Doctors	4.44	14.22	81.33
Communication with Nurses	4.22	15.67	80.11
Discharge Information	13.33	0.00	86.67
Overall Hospital Rating	7.78	20.00	72.22
Quietness of Hospital Environment	9.33	28.44	62.22
Responsiveness of Hospital Staff	8.78	22.67	68.56
Willingness to Recommend the Hospital	5.22	23.44	71.33
Total	8.41	20.18	71.41

Patient Experience at State Level

Release Period

Release Period

All

4805

Facilities

26.61

Avg Response Rate ...

71.33

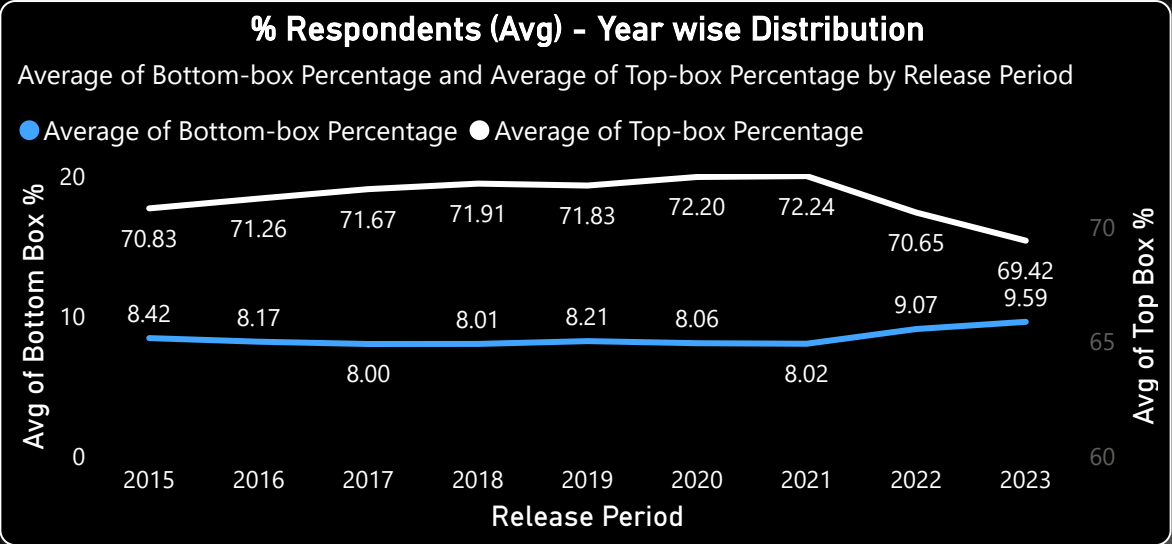
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Avg Top Box %

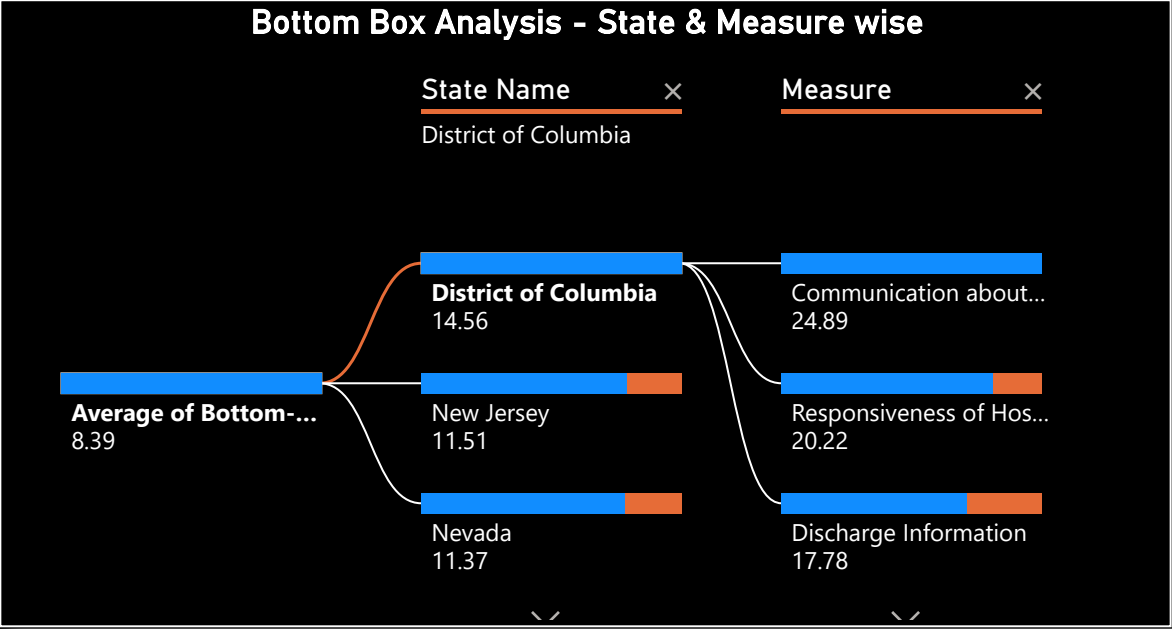
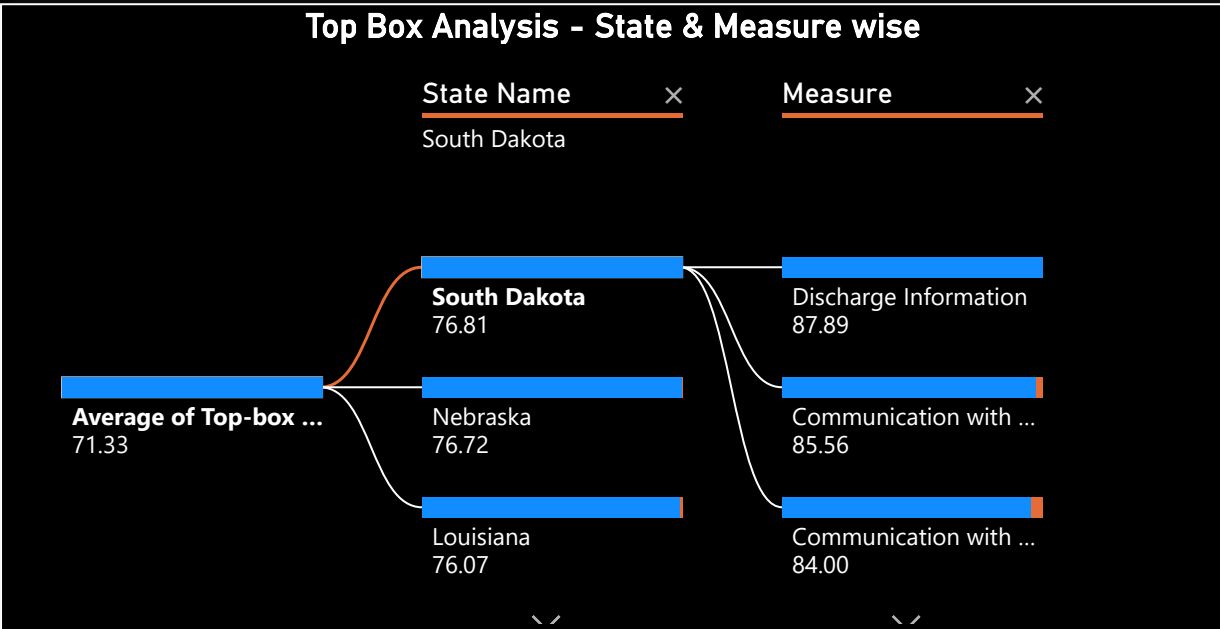
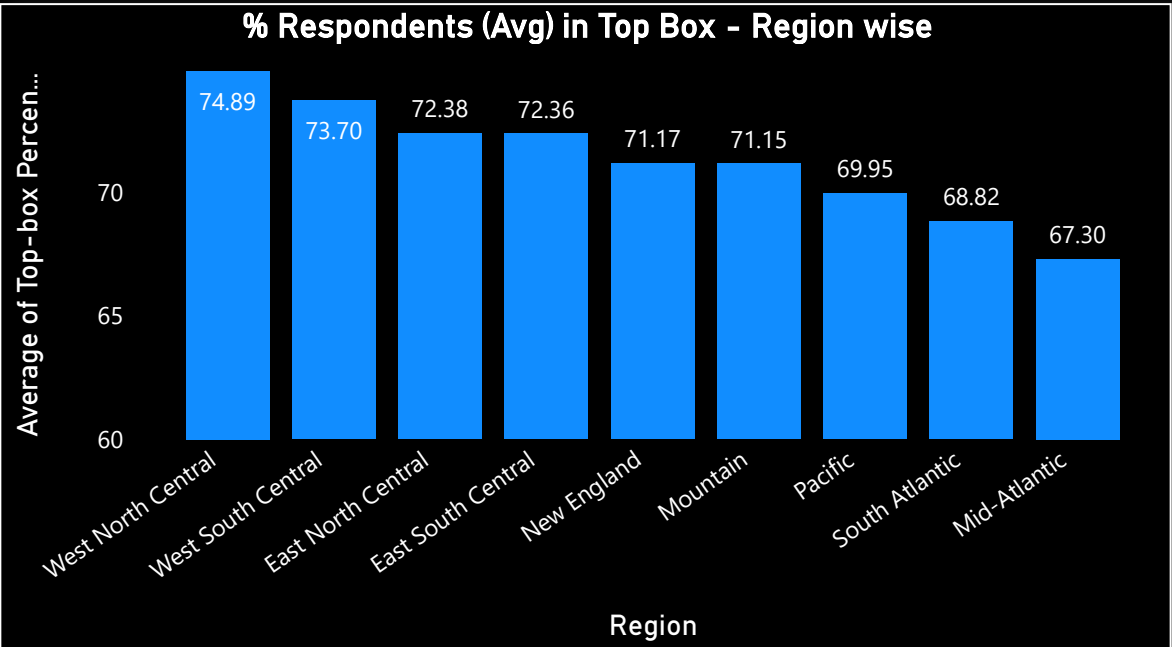
8.39

0.51

Avg Bottom Box %



State Level Score Distribution - Measure Wise			
Measure	Average of Bottom-box Percentage	Average of Middle-box Percentage	Average of Top-box Percentage
Willingness to Recommend the Hospital	5.08	23.64	71.29
Responsiveness of Hospital Staff	8.71	22.56	68.74
Quietness of Hospital Environment	9.49	28.95	61.56
Overall Hospital Rating	7.78	20.39	71.83
Discharge Information	13.24	0.00	86.76
Communication with Nurses	4.28	15.58	80.14
Communication with Doctors	4.48	14.15	81.38
Communication about Medicines	17.47	17.70	64.83
Cleanliness of Hospital Environment	8.19	17.66	74.15
Care Transition	5.24	42.12	52.65
Total	8.39	20.27	71.33



HCAHPS INSIGHTS AND RECOMMENDATIONS

Insights at National Level

Over the years, there has been a decline in the number of facilities participating in the survey. After 2019 or post COVID, there has been a continuous decline. In 2023, only 4122 facilities participated in the survey.

Percentage of patients, responding to the survey has also declined continuously from 2015 (30.84 %) to 2023 (22.74 %)

Percentage of patients scoring the facilities (for all measures) above average have declined and scoring below average have increased subsequently post COVID (2020 onwards)

86.67 % of patients scored the facilities above average in terms of discharge information provided

17.70 % of patients scored the facilities below average in terms of information provided about the medicines

Insights at State Level

Reports released in 2021, 2022 and 2023 shows that percentage of patients scoring the facilities (for all measures) above average have declined and scoring below average have increased subsequently

Top 3 regions with respondents providing score in top box - West North Central (74.89 %), West South Central (73.70 %) and East North Central (72.38 %)

Top 3 states receiving max. response in top box - South Dakota (76.81 %), Nebraska (76.72 %) and Louisiana (76.07 %)

Top 3 states receiving max. response in bottom box - District of Columbia (14.56 %), New Jersey (11.51 %) and Nevada (11.37 %)

86.76 % of patients scored the facilities above average in terms of discharge information provided

17.47 % of patients scored the facilities below average in terms of information provided about the medicines

Recommendations

Facilities needs to focus on patient engagement in order to increase the response rate

Facilities in the following states - District of Columbia, New Jersey, Nevada, Florida and Maryland needs more improvement

Staff at facilities needs to focus on providing complete information with clarity about medications like purpose of the medications, possible side effects etc in a language that patient understands

Patient expects prompt response from staff to the call bell or whenever there is need for help in getting bathroom or in using bed pan so promptness of staff needs improvement

Patient needs to be educated during discharge about how they can get help from hospital after discharge and in case of emergency how to contact, where to contact and what are the symptoms that require immediate attention

During hospital stay, patients require quiet environment so noise level to be monitored and to be decreased wherever there is scope found