

What is the HCAHPS Survey?

HCAHPS (the *Hospital Consumer Assessment of Healthcare Providers and Systems*) is a **patient satisfaction survey** required by CMS (the Centers for Medicare and Medicaid Services) for all hospitals in the United States. The Survey is for adult inpatients, excluding psychiatric patients. MGH administers the survey to our patients by phone shortly after discharge.



Patient surveys help us hear the voice of our patients and families!

Why is HCAHPS important?

The survey and its results are important for several reasons:

- The survey is the **voice of the patient** – it gives MGH a view into the patient's perception of the care we provide.
- The survey results are **publicly reported** on the internet for all to see – so results **impact our reputation**.
- The government will **reimburse us on results** – so, excellent survey performance **keeps the hospital financially strong**.

What does the HCAHPS survey ask about?

Doctor Communication - respect, listening skills and communication ability of doctors.

Nurse Communication - respect, listening skills and communication ability of nurses.

Staff Responsiveness - answering call bells and responding to toileting needs

Hospital Environment - cleanliness and quietness of the hospital.

Pain Management

Medication Communication – explaining medications to patients

Discharge Information – preparing patients to leave the hospital.

Food Services – quality of food and the courtesy of those who serve it.

Overall Rating of the Hospital – rating the hospital on a scale of 1-10.



What is the rating scale of the HCAHPS survey?

Patients are asked to rate us on these questions using the following scale:

NEVER - SOMETIMES - USUALLY - ALWAYS

Only the percentage of those who rate us ALWAYS for these questions are publicly reported.

The rating scale is based on the **frequency and consistency** of how we address the areas on the survey. For example: “How frequently was your bathroom kept clean?” Or, “How frequently did the physician or nurse communicate with you in a way that you understood?”

Excellence Every Day for our patients and families means striving to provide excellent service, ALWAYS.