

THE NATIONAL QUALITY FORUM

STANDARDIZING A MEASURE OF PATIENT EXPERIENCE WITH HOSPITAL CARE

PURPOSE

This project seeks to achieve national consensus on a standardized, public domain instrument to measure the quality of hospital care based on patients' experiences with care.

BACKGROUND

Measuring and publicly reporting the quality of hospital care from the patient's perspective has become a high priority for patients, hospitals, providers, purchasers, researchers, and quality improvement organizations. Eight in ten Americans believe the quality of medical care is being compromised in the interest of profit, and consumers want to be more informed about how to evaluate the quality of medical care from physicians and hospitals. Patient satisfaction and/or patient experience data serve as critical tools to: i) help consumers make informed decisions regarding hospital care and, ii) help hospitals improve the care they provide. Patient feedback can help identify problems in processes of care, stimulate review and improvement of practice behaviors, which may result in improved quality of care.

In July 2002, the Agency for Healthcare Research and Quality and the Centers for Medicare & Medicaid Services initiated a collaboration to develop a standardized, public domain consumer survey tool that can be used by hospitals to collect comparable data for publicly reporting of hospital patients' perspectives of the care they received. The resulting tool – referred to as HCAHPS® – was developed in response to an open call for measures and has undergone extensive research, consumer and field testing, multiple opportunities for public comments.

SCOPE

Utilizing HCAHPS® as the starting vehicle, this project will develop consensus among stakeholders on a standardized hospital consumer satisfaction/experience measure for the purpose of public reporting.

THE NQF PROCESS

This project, like all NQF activities, involves the active participation of representatives from across the spectrum of healthcare stakeholders. The project will be guided by a Review Committee. Agreement around the recommendations will be developed through NQF's Consensus Development Process under expedited consideration.

FUNDING

Funding for this project has been provided by CMS.

For more information, contact Elaine Power, at 202.783.1300 or email info@qualityforum.org

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Standardizing a Measure of Patient Experience with Hospital Care HCAHPS® Review Committee

Gerald M. Shea (Co-Chair)

Assistant to the President for Government Affairs, AFL-CIO Washington, DC

James W. Varnum (Co-Chair)

President, Dartmouth-Hitchcock Alliance Lebanon, NH

P. Mardeen Atkins

Manager, Patient Safety and Satisfaction Monitoring, Cleveland Clinic Health System, Cleveland, OH

Carolyn Brady

Senior Vice President of Quality, Connecticut Hospital Association, Wallingford, CT

Alfred J. Chiplin, Jr., Esq.

Managing Attorney, Center for Medicare Advocacy, Washington, DC

Peggy Creany

Director, Service Quality and Guest Relations, Methodist Hospital, Houston, TX

Joyce Dubow

Senior Policy Advisor, Public Policy Institute, AARP, Washington, DC

F. Daniel Duffy

Executive Vice President, American Board of Internal Medicine, Philadelphia, PA

Gaye J. Fortner, RN, BSN, MSN

Vice President Operations, Healthcare 21 Business Coalition, Knoxville, TN

Roxanne Goeltz

President, Consumers Advancing Patient Safety, Burnsville, MN

Christopher Hall

Director, Business Development Support, Adventist Healthcare, Rockville, MD

Melvin Hall, PhD

President & CEO, Press Ganey Associates, South Bend, IN

Kevin Horne

Regional Manager, National Research Corporation, Lincoln, NE

Jose Inguanzo, PhD

President & CEO, Professional Research Consultants, Omaha, NE

Dorothy A Jeffress, MBA, MSW, MA

Assistant Vice President, National Business Coalition on Health, Washington DC

Anne Kempski

Director for Health Systems Policy, Service Employees International Union, Washington, DC

Robert Krughoff

President, Consumers' Checkbook, Washington, DC

Brian W. Lindberg, MMHS

Executive Director, Consumer Coalition for Quality Health Care, Washington, DC

Alison Rein, MS

Assistant Director, Food & Health Policy, National Consumers League, Washington, DC

Samuel Schmitz

Executive Director, Employer's Coalition on Health, Rockford, IL

Barbara Spreadbury

Vice President, Health Care Improvement, Baylor Health Care System, Dallas, TX

Margaret VanAmringe

Vice President for Government Relations and Public Policy, JCAHO, Washington, DC

Non-voting Liaison Members

Thomas Reilly, PhD

Deputy Director, Beneficiary Education and Analysis Group, CMS, Baltimore, MD

Charles Darby

CAHPS® Project Officer, Agency for Healthcare Research and Quality, Rockville, MD