

Equity Measure Domain: Patient Experience

Response to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Description:

To study patient experience based on race and ethnicity it is important to have sufficient response to HCAHPS, the standardized patient experience survey.

Measure: Percent of HCAHPS survey completed.

Source: Agency for Healthcare Research and Quality (AHRQ) annual report of HCAHPS response rates by state.

Rationale for measure selection:

HCAHPS data are currently a federal standard for measuring patient experience. Because all hospitals collect this data, it is an effective window into potential care delivery disparities that impact patient experience differently based on race, ethnicity, or language. For hospitals to gain meaningful information about patient experience stratified by race, ethnicity and language, response rates must be sufficiently high.

Limitations: Hospitals and health care systems sample patients to participate in HCAHPS in different ways. The total number and population of patients surveyed varies beyond the sample required by CMS. The goal for 2022 is to gain a baseline understanding of how HCAHPS is being used, and to identify a method to obtain detailed data, which can be disaggregated by race, ethnicity, and language.

Summary of HCAHPS Survey Results*
July 2020 to March 2021 Discharges †

State	Comm. with Nurses	Comm. with Doctors	Responsiveness of Hospital Staff	Comm. About Medicines	Cleanliness of Hosp. Env.	Quietness of Hosp. Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital	Participating Hospitals*	Survey Response Rate**
AK	78	78	63	63	74	59	88	52	70	70	17	19%
AL	81	83	69	66	71	71	86	52	71	69	88	22%
AR	80	83	68	63	72	68	85	51	71	69	73	21%
AZ	76	76	63	60	67	57	85	48	68	69	74	25%
CA	75	76	61	60	71	52	85	47	69	69	321	21%
CO	82	82	70	66	75	66	89	54	76	75	83	25%
CT	78	78	61	60	71	54	88	49	69	70	26	25%
DC	71	78	53	58	65	57	84	48	64	62	7	17%
DE	79	79	65	60	69	58	88	50	70	69	7	21%
FL	75	75	60	59	69	59	83	48	67	68	176	21%
GA	78	80	62	60	70	66	84	50	70	70	129	19%
HI	78	78	65	62	75	54	84	51	69	68	17	24%
IA	83	84	72	66	78	69	89	55	79	76	113	32%
ID	84	85	75	68	80	65	89	55	78	76	43	28%
IL	80	80	66	62	73	64	87	52	72	69	176	24%
IN	80	80	67	62	74	63	88	52	74	72	108	27%
KS	83	85	73	65	78	69	87	57	79	78	130	30%
KY	81	82	68	63	73	64	86	52	72	69	91	21%
LA	84	86	72	67	76	74	87	58	76	75	103	21%
MA	81	80	64	63	70	52	89	52	71	73	57	25%
MD	75	76	57	58	67	57	86	48	66	65	45	20%
ME	85	84	73	68	78	59	90	56	76	77	34	26%
MI	82	80	71	64	73	61	88	53	73	71	126	28%
MN	84	85	75	68	76	70	88	57	78	76	120	34%
MO	80	80	66	62	71	63	87	51	72	69	104	27%
MS	82	85	71	65	73	73	85	52	73	71	83	20%
MT	82	84	75	68	72	64	84	53	70	70	53	30%
NC	80	82	65	64	71	63	87	52	72	70	107	20%
ND	85	87	76	69	75	71	86	60	78	77	43	35%
NE	83	85	74	68	79	72	88	56	81	77	86	36%
NH	81	79	65	63	75	56	89	53	73	73	24	25%
NJ	76	75	58	58	68	55	83	46	65	65	64	20%
NM	78	78	67	62	71	63	83	49	68	65	38	18%
NV	75	75	62	61	68	56	82	46	67	65	37	21%
NY	77	76	61	58	69	54	85	47	66	66	160	22%
OH	81	80	67	63	73	61	89	53	74	72	154	26%
OK	81	83	71	63	74	69	86	53	74	73	114	23%
OR	82	82	70	67	76	59	88	55	75	75	60	24%