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LABOR MANAGEMENT PROJECT

An employer and 1199SEIU partnership

Enhancing the Patient Experience: The HCAHPS Immersion

*****PROJECT UPDATES*****

January 30, 2013



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A close-up photograph of a doctor's hands using a stethoscope to examine a patient's back. The patient is wearing a light blue hospital gown with a small circular pattern. The doctor is wearing a white lab coat. The image is split horizontally by a white band containing the text.

IMPROVE THE PATIENT EXPERIENCE



MEETING PURPOSE

- ✓ To check-in on progress to date and continue building a learning community around quality, safety and patient satisfaction
- ✓ To update teams on the impact of value-based purchasing and healthcare reform implications
- ✓ To evaluate the usefulness of this intervention program in assisting interdisciplinary teams in improving HCAHPS and quality of care at the facility level
- ✓ To determine the type of support needed to move project forward for 2013

Roll Call!

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- ✓ Continuum: BIMC Petrie; St. Luke's
- ✓ Mt. Sinai; Mt. Sinai Queens
- ✓ North Shore: Plainview; Syosset
- ✓ Montefiore: Wakefield campus
- ✓ Maimonides
- ✓ St. Barnabas
- ✓ Kingsbrook
- ✓ NY Presbyterian
- ✓ St. John's Episcopal

TODAY'S AGENDA



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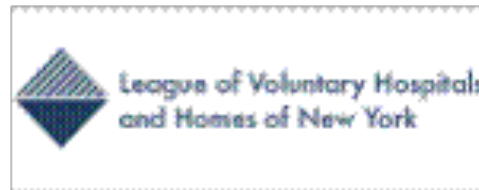
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- ✓ **Welcome & Overview**
- ✓ **Process Overview**
- ✓ **Sharing Our Progress**
- ✓ **Supporting Your Work**
- ✓ **Evaluating Our Progress**
- ✓ **Summary & Close**

MEMORY LANE...

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SPONSORS:



Enhancing the Patient Experience: **The HCAHPS Immersion**

TRAINING OBJECTIVES :

- Enhance knowledge and awareness around the HCAHPS survey and improvement opportunities.
- Provide support for on-going improvement work, including regional and national best practices and content experts.
- Increase HCAHPS scores through collaborative processes and engagement.

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ACTIVITIES TIMELINE:



12 PARTICIPATING HOSPITALS

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- Continuum: BIMC Petrie; St. Luke's
- Mt. Sinai; Mt. Sinai Queens
- North Shore: Plainview; Syosset
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Proposed Projects:

Focus	Number of Hospitals
Call Bell / Responsiveness	5
Cleanliness	3
Quiet	3
Communication	3
Overall Rating/ Overall Patient Experience	2
AIDET	1



One Reason Why HCAHPS Still Matters: Value Based Purchasing (VBP) Has Begun!

- DRG payments are reduced by 1% in FY2013 (beginning in October 2012), (reduction rises by 0.25% each year, ending with 2% reduction in FY2017)
- Payments are adjusted based on performance on **HCAHPS (30%)** and clinical process measures (70%)
- Hospitals earn VBP points by:
 - Achieving a certain level of performance or improving their performance

VBP SCORES

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- CMS calculates two scores for each HCAHPS and process measure: an **achievement** score and an **improvement** score
- Hospitals earn up to 10 achievement points and up to 9 improvement points for each measure
- The final score for each measure will be the **higher** of the two scores.

VBP Scores: Benchmarks & Thresholds

- National Benchmarks: set at the average performance score for the top 10% of all hospitals during the baseline period
- National Thresholds: set at the median performance score (50th percentile) for all hospitals during the baseline period

Baseline Period: July 1, 2009 through March 31, 2010

Performance Period: July 1, 2011 through March 31, 2012

Calculating VBP Scores: Achievement Scale

For baseline period 7/1/09 – 3/31/10 and performance period 7/1/11 – 3/31/12

HCAHPS Domain	Achievement Threshold (Top Box Minimum Score Necessary to Receive Any Achievement Points)		Benchmark (Top Box Score Necessary to Receive Full 10 Points Per Domain)		
Nurse Communication	0 P O I N T S	75.18%	1-9 P O I N T S	84.70%	10 P O I N T S
Doctor Communication		79.42%		88.95%	
Responsiveness		61.82%		77.69%	
Pain Management		68.75%		77.90%	
Communication about Meds		59.28%		70.42%	
Clean/Quiet Hospital		62.80%		77.64%	
Discharge Information		81.93%		89.09%	
Overall Rating		66.02%		82.52%	

Source: VBP Final Rule, Federal Register, May 6, 2011, p. 26519.

Calculating VBP Scores

IMPROVEMENT SCALE

- Rewards hospitals for improving their performance from the baseline period to the performance period
- A maximum of 9 points for each HCAHPS dimension
(Compared to a maximum of 10 for achievement)

CONSISTENCY POINTS

- 0-20 points based on the lowest performing HCAHPS dimension
- Disproportionately weighted as 6% of the total VBP score
- If the lowest VBP HCAHPS dimension is at or above the baseline period national median, the hospital will receive the full 20 consistency points

How Have We Done?

GAINS

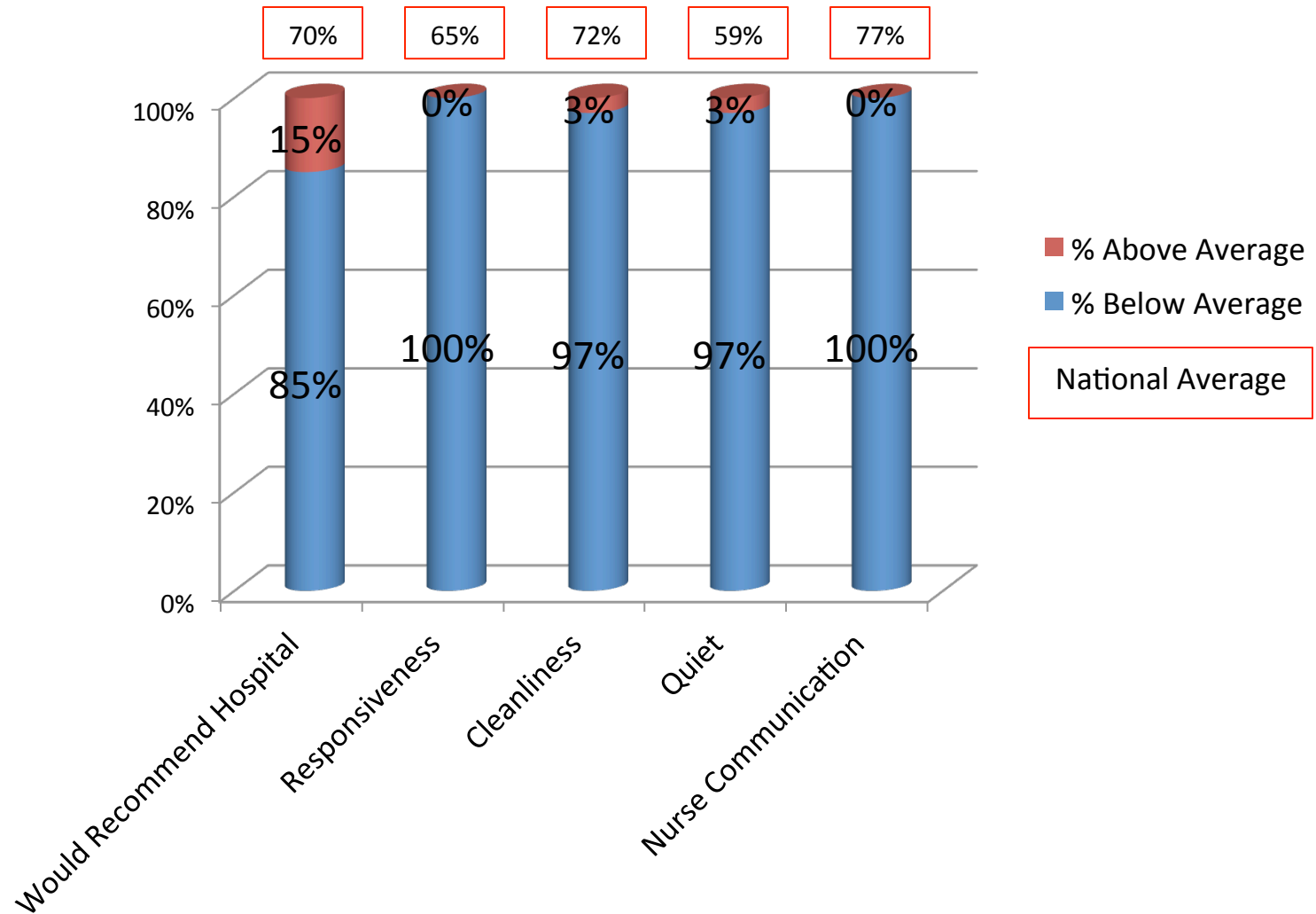
- 10 League Hospitals will receive bonus payments based on VBP scores (HCAHPS and Clinical Process Measures), ranging from .01% to .40% increases

PENALTIES

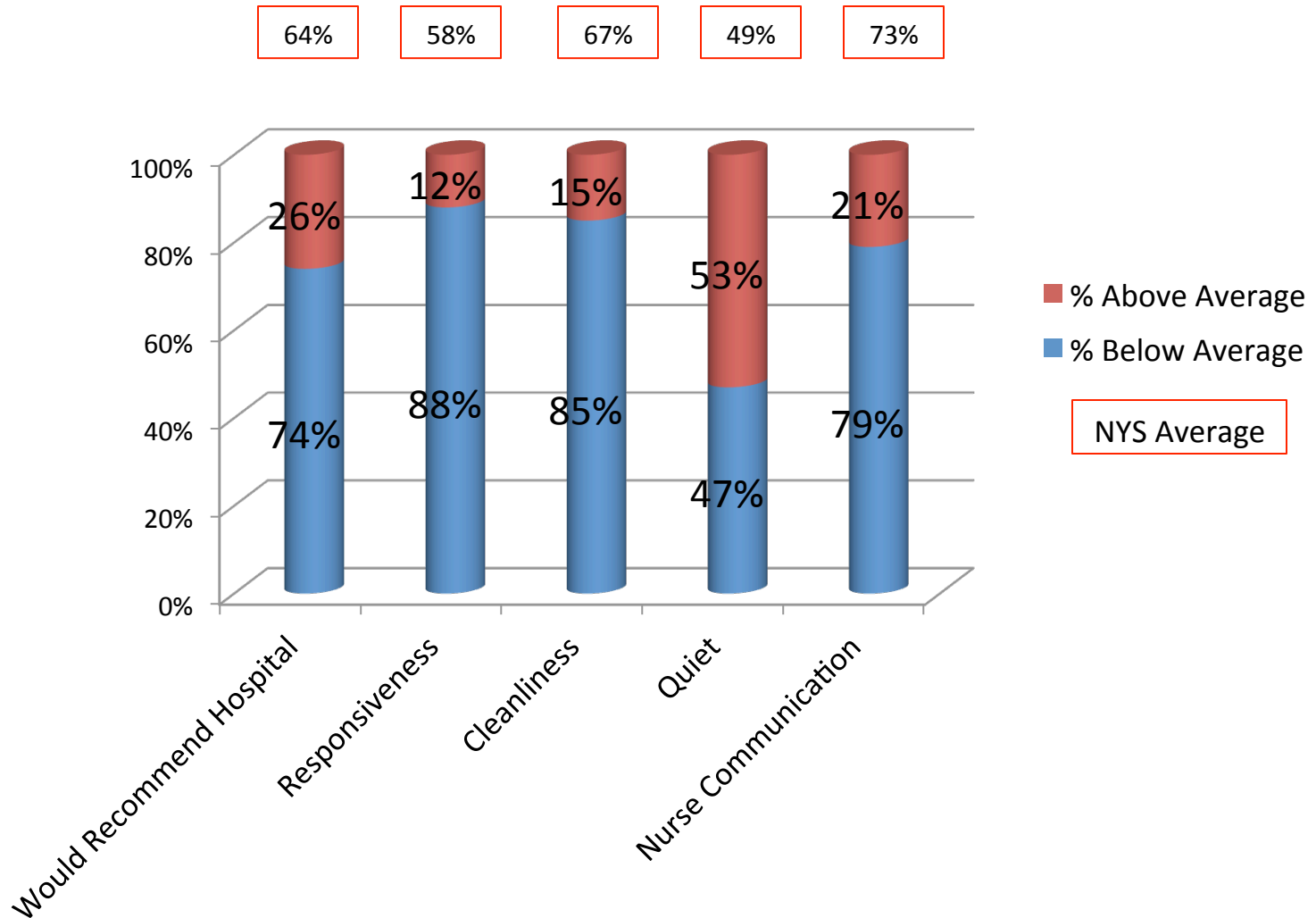
- 24 League Hospitals will receive a reduction in DRG reimbursement based on VBP scores (HCAHPS and Clinical Process Measures), ranging from .06% to 0.65% reduction

Source: <http://www.kaiserhealthnews.org/Stories/2012/December/21/value-based-purchasing-chart.aspx>

LEAGUE HOSPITALS HCAHPS – COMPARISON TO NATIONAL AVERAGE, 2011



LEAGUE HOSPITALS HCAHPS – COMPARISON TO STATE AVERAGE, 2011



How Have **YOU** Been Doing?



TEAMWORK

At your tables, please discuss:

1. What have been your team's major activities since September?
2. What success/outcomes have you had?
3. What were your challenges?
4. What are your next steps?

Report Out



In sharing your responses, please include:

- Hospital name
- HCAHPS Project/Dimension
- Team Introductions

Where Do **We** Go From Here?

TEAMWORK

At your tables, please discuss:

1. What additional support do you need to continue your work?
 - From your hospital? From Leadership? From the LMP?
2. What additional topics would you like to see covered?
3. What format is most helpful for information about HCAHPS improvement:
 - Webinars? In-person meetings? Site visits? Other?
4. How can we help communicate information to your team more effectively?



Large Group Discussion



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How effective was
the LMP “HCAHPS
Immersion” to
date?



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