

HCAHPS Updates: What's New for 2019

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HCAHPS Mission & Goals

- Provides comparable data on patient perspective of care.
- Publicly reported to incentivize hospitals to improve their quality of care.
- Enables patients to make more informed decisions when selecting care.
- Impacts hospital reimbursement, reputation and demand.

Better Communication, Better Scores

- Communication is a major area of focus on HCAHPS surveys; doctor communication, nurse communication, staff responsiveness, medication communication & discharge information are all key topics on the survey.
- Patients require meaningful access to healthcare information, e.g., what to expect while in the hospital, health care plans post discharge, medications, doses & outpatient therapy plans.
- One way to greatly improve HCAHPS scores is to ensure that frequent & meaningful patient provider communication is taking place at all times.

Interpreters Boost Scores for LEP Patients

- With the LEP patient population on the rise, HCAHPS scores rise quickly when hospitals provide language services. A study on LEP patient perception of care found satisfaction in LEP patients with access to a qualified medical interpreter was nearly 4X higher than those without.

HCAHPS Survey Updates to Take Effect October, 2019

- Placement of the mandatory transition statement
- Updated verbiage in question 29 to include German
- Removal of the Communication about Pain questions