

## Proposed Scoring for New HCAHPS Bundle

HCAHPS Composite Measure	Quartile			
	Bottom Quartile Scores	3 <sup>rd</sup> Quartile Scores	2 <sup>nd</sup> Quartile Score	Top Quartile Scores
<b>Pain Management:</b> “Patients who reported that their pain was “Always” well controlled.”	0-65	66-68	69-71	72-100
<b>Communication About Medications:</b> “Patients who reported that staff “Always” explained about medicines before giving it to them.”	0-55	56-58	59-62	63-100
<b>Discharge Home:</b> “Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.”	0-77	78-81	82-84	85-100

Quartile thresholds are based on 2009 national HCAHPS data; sample: 3,446 hospitals that reported 100+ completed surveys.

Hospitals will earn points based on their composite scores and how those scores compare to the national quartile thresholds listed above:

- Hospital did not provide data for the measure – 0 pts
- Hospital's score is in the bottom quartile – 1 pt
- Hospital's score is in the 3<sup>rd</sup> quartile – 2 pts
- Hospital's score is in the 2<sup>nd</sup> quartile – 3 pts
- Hospital's score is in the Top quartile – 4 pts

For each measure, a maximum of 4 pts is possible.

A summary score will be calculated for each hospital by dividing the number of points earned by the number of points possible (Summary score = Pts earned/ Pts possible).

A hospital's performance category will be determined based on a hospital's summary score.

Performance Category	Willing to Report (1 bar)	Some Progress (2 bars)	Substantial Progress (3 bars)	Fully Meets Standards (4 bars)
<b>Summary Score</b>	0.00-49.99%	50.00-66.66%	66.67%-83.32%	83.33-100.00%

Scoring notes:

- Hospitals that report less than 100 completed surveys are able to report their survey results as part of this section, if they choose. If they choose not to report results, they will be reflected as “Response Not Required”.
- Additionally, the reporting of this HCAHPS bundle will be strictly voluntary for critical access hospitals, as critical access hospitals do not participate in IPPS. Critical access hospitals that choose not to report survey results will be shown as “Response Not Required”.
- The section will be shown as “Does Not Apply” for children’s hospitals, as they do not participate in IPPS.