

HCAHPS Composite 6: Discharge Information

NQF#: 0166

Developer: Agency for Healthcare Research and Quality (AHRQ)

Data Source: CMS

Description: The HCAHPS survey is a measure of patient experience in the hospital. The Communication about Discharge measure summarizes how well the hospital staff communicated with patients about the help they would need at home after leaving the hospital. The measure also summarizes how often patients reported that they were given written information about symptoms or health problems to watch for during their recovery. Educating patients on the steps they need to take during their recovery at home reduces the chances that a patient will need to be readmitted to the hospital.

Rationale: The HCAHPS survey has led to insights such as hospitals that provide better patient experience of care have higher adherence rates to clinical guidelines, lower risk-adjusted mortality rates, and lower readmission rates. When used correctly, HCAHPS linear mean scores provide valid and reliable measures of hospital quality that can compel hospitals to assess and improve patient experience. For example, hospitals with better discharge communication scores have been shown to also have shorter lengths of stay and lower rates of mortality, sepsis, and pulmonary embolism or deep venous thrombosis.

Evidence for Rationale:

- Isaac T, Zaslavsky A, Cleary P, Landon B. The relationship between patients' perception of care and measures of hospital quality and safety. *HSR*. 2010;45(4):1024-1040.
- Kennedy G, Tevis S, Kent K. Is there a relationship between patient satisfaction and favorable outcomes? *Ann Surg*. 2014;260(4):592-600.

Impact:

- Large number of patients affected.

Opportunity:

- Opportunity for improvement exists, as demonstrated by the coefficient of variation for the measure.

Evidence:

- Supported by suggestive clinical evidence and theoretical rationale.

Citations for Evidence:

- Giordano L, et al., Development, implementation, and public reporting of the HCAHPS survey. *Medical Care Research and Review*. 2010; 67(1):27-37.
- Isaac T, Zaslavsky A, Cleary P, Landon B. The relationship between patients' perception of care and measures of hospital quality and safety. *HSR*. 2010;45(4):1024-1040.