

HCAHPS Composite 1: Communication with Nurses

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 target population for HCAHPS measures include eligible adult inpatients of all payer types who completed a survey. The Communication with Nurses linear mean score summarizes how well patients feel that their nurses explained things clearly, listened carefully to the patient, and treated the patient with courtesy and respect. Effective communication between nurses and patients can prevent errors like medication mix-ups or misdiagnoses.

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 nurse communication ratings have been shown to also have lower rates for respiratory failure and pulmonary embolism.

Citations 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:

- Affects most hospitalized patients

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.