

HCAHPS Composite 3: Staff Responsiveness

NQF#: 0166

Developer: Agency for Healthcare Research and Quality (AHRQ)

Data Source: Centers for Medicare and Medicaid Services (CMS) Hospital Compare

Description: The HCAHPS survey is a measure of patient experience in the hospital. The HCAHPS star ratings combine the results of multiple questions from the HCAHPS Survey. The Responsiveness of Hospital Staff measure looks at patients' feedback on how long it takes for a staff member to respond when a patient requests help. If a patient is in pain, experiencing new symptoms, or cannot reach the bathroom herself, it is important that hospital staff respond quickly to address the situation.

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 star ratings provide valid and reliable measures of hospital quality that can compel hospitals to assess and improve patient experience. For example, hospitals with better staff responsiveness ratings have been shown to also have lower rates of respiratory failure, surgical complications, 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.
- Saman D, Kavanagh K, Johnson B, Lutfiyya M. Can inpatient hospital experiences predict central line-associated bloodstream infections? *MN*. 2013;8(4):e61097.
- Gurland B, Merlino J, Sobol T, et al. Surgical complications impact patient perception of hospital care. *J Am Coll Surg*. 2013;217(5):843-849.
- Stein S, Day M, Karia R, Hutzler L, Bosco J. Patients' perceptions of care are associated with quality of hospital care: A survey of 4605 hospitals. *Am J Med Qual*. 2015;30(4):382-388.
- 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