

### HCAHPS Composite 3: Responsiveness of Hospital Staff

**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 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 by herself/himself, 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 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 staff responsiveness ratings have been shown to also have lower rates of respiratory failure, surgical complications, and pulmonary embolism or deep venous thrombosis.

**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.
- 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:**

- 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.
- 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.