

MERGING PATIENT EXPERIENCE DATA, OUTCOMES RESEARCH, AND PRACTICE

Cornelius A. Thiels, DO, MBA
Mayo Clinic
Rochester, MN

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a survey of patients' hospital experiences used by almost all hospitals in the United States important for three reasons: (1) it directly influences CMS reimbursement, (2) it is used for hospital comparison and ratings, and (3) it is important that patients have both good outcome and a good experience with their care.¹ However, despite the increasing importance of HCAHPS and its growing use in health services research in select centers, many physicians are inexperienced with HCAHPS beyond seeing used in nursing reports and surgeon scorecards. In addition, a recent study by Casalino et al. suggest that hospitals already spend over \$40,000/physician/year on collecting and using external quality measures.² Therefore it is important that HCAHPS data, which is already available to most physicians, is used to its fullest potential. Linking HCAHPS data to other readily available sources of secondary data at the institutional level can be a powerful tool for identifying how to improve the way patients experience their care. At this end of this session participants will also have the foundation of knowledge needed to analyze their own HCAHPS data for outcomes research and quality improvement.

During this session we will share with the participants the results of two studies on HCAHPS. The first study of 36,551 patients found that the HCAHPS case-mix adjustment use by Centers for Medicare and Medicaid may result in artificially lower scores for centers that provide a high level of complex care.¹ However, this study also found that analysis of institutional HCAHPS data can be a powerful tool for identifying how patients experience their care. For example, this study found that women, complex patients, and those admitted via the emergency department result in lower HCAHPS scores on adjusted analysis, whereas patients with a cancer-related admissions diagnosis result in higher HCAHPS scores. The second study analyzed HCAHPS data at the divisional level to identify patients most likely to report low perceptions of the quality of their care.³ These data, and the process used to obtain the data, can be used by other institutions to drive patient and specialty specific improvement initiatives.

In addition to sharing the results of our previously published institutional analysis we will also be sharing our on-going analysis of patient experience among neurology patients. Our current work is aimed at identifying variations in patient experience between patients with a neurologic diagnosis admitted to neurology services, neurosurgery services, family medicine services, and internal medicine services. Our aim is that at the end of this session participants will be able to identify subsets of neurology patients that are more likely to have low perceptions of the quality of their care and understand how this data can be used to guide institutional quality improvement initiatives and improve outcomes. Due to an increasing focus on patient-centered outcomes nationally we suggest that all institutions utilize their own data to best identify targets for improvements locally.

Learning Objectives: At the end of the session attendees should:

1. Have a foundation of knowledge regarding how to use and analyze HCAHPS data within their own institution, utilizing this readily available data in not only their own outcomes research but also for quality improvement projects.
2. Be able to identify subsets of neurology patients that are more likely to report low perceptions of the quality of their care.

References:

1. Thiels CA, Hanson KT, Yost KJ, Zielinski MD, Habermann EB, Cima RR. Effect of Hospital Case Mix on the Hospital Consumer Assessment of Healthcare Providers and Systems Star Scores. *Ann Surg.* 2016;264(4):666-673.
2. Casalino LP, Gans D, Weber R, et al. US Physician Practices Spend More Than \$15.4 Billion Annually To Report Quality Measures. *Health Aff.* 2016;35(3):401-406.
3. Thiels CA, Hanson KT, Yost KJ, et al. Achieving a 5-star rating: Analysis of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores among patients undergoing elective colorectal operations. *Surgery.* 2016;160(4):902-914.