

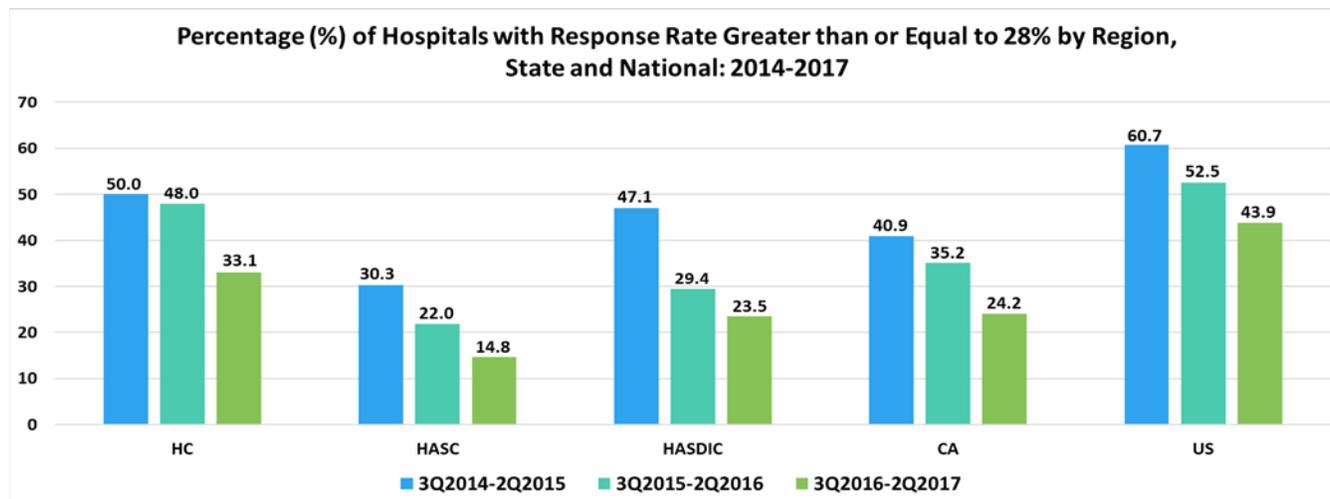
Historical Changes in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Response Rates and Top-Box Scores among California Hospitals from 2014 to 2017

Previous [research](#) by the Hospital Quality Institute (HQI) in California that was subsequently [replicated](#) nationwide by others has demonstrated a strong positive correlation between Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey response rates and top-box scores—for every 1 percentage point increase in the response rate, a hospital can expect a half percentage point increase in their top-box HCAHPS score. Based on this finding, HQI set statewide targets to achieve a 28% Response Rate, 68.1 Overall Hospital 9/10 Rating, and Mean Top-Box Score of 68.5 by the end of 2018 (9/2019 data release).

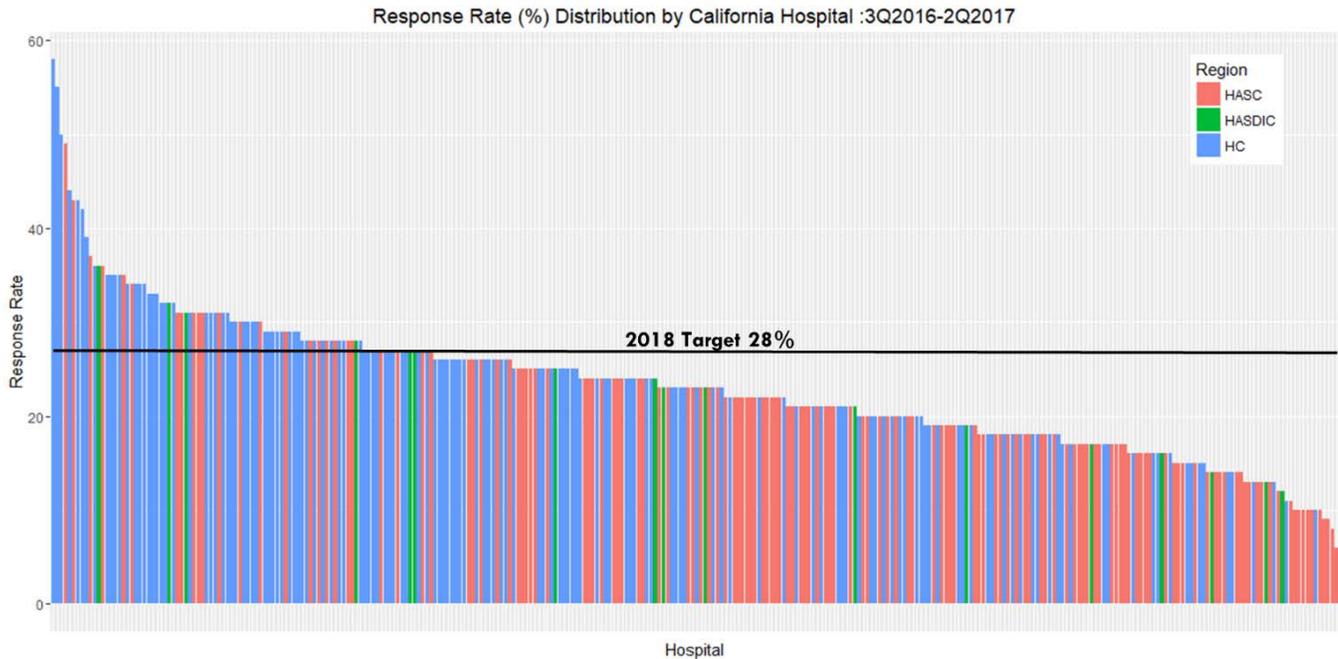
In an effort to help California hospitals improve their HCAHPS response rates and top-box scores, the current research shows how hospital HCAHPS response rates (the percentage of survey recipients who respond to each survey wave), Overall Hospital 9/10 Ratings (percentage of patients giving a 9 or 10 rating on a 0 (worst) to 10 (best) scale), and Mean Top-Box Scores (mean percentage of respondents indicating the highest rating across all HCAHPS topics) changed from 2014 to 2017 in terms of meeting the 2018 targets. We also explore variation in HCAHPS response rates, Overall Hospital 9/10 Ratings, and Mean Top-Box Scores across California hospitals during the latest time period.

Response Rates

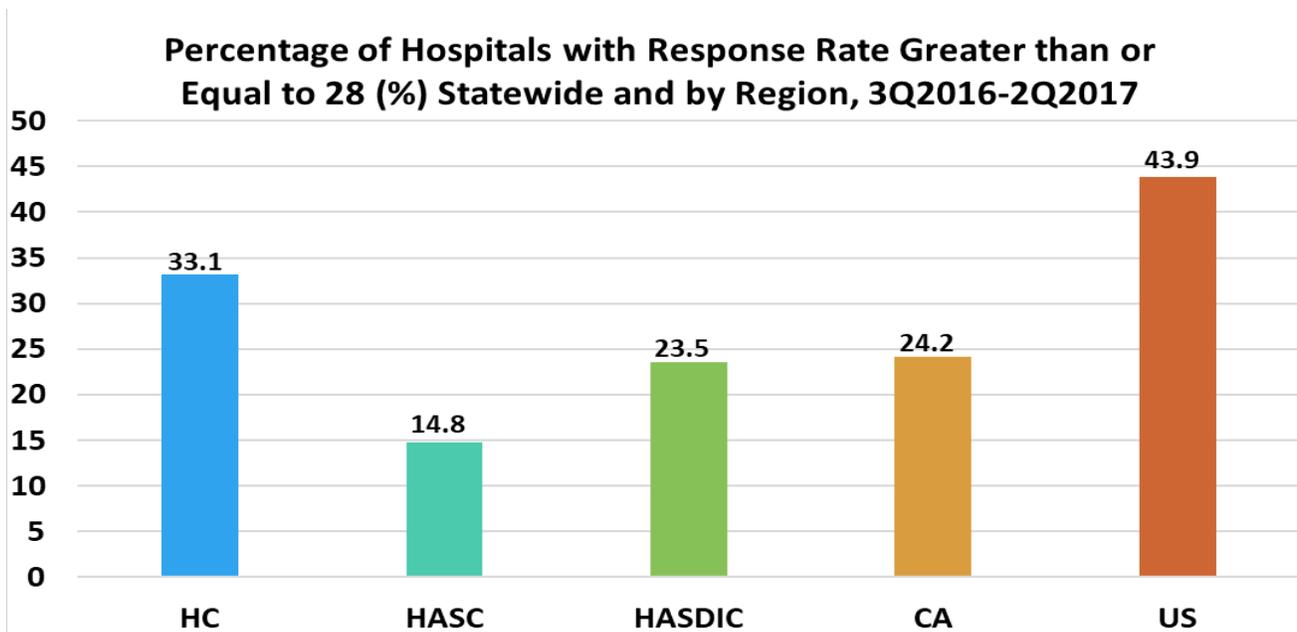
- The figure below shows that the percentage of California hospitals with response rate greater than or equal to 28% (2018 target) significantly *decreased* from 40.9% to 24.2% from 2014 to 2017 ($p < .05$). The percentage meeting the target significantly decreased in every region of the state, with reductions of 50% in both HASC and HASDIC, and 33% in Hospital Council.
- The percentage of hospitals nationwide with response rate greater than or equal to 28% also significantly *decreased* during this time period ($p < .05$) from 60.7% to 43.9%.
- The percentage of hospitals meeting the 28% target in the latest time period is highest in Hospital Council (33.1%) and lowest in HASC (14.8%).



- The figure below shows the variation in response rates among California hospitals, which range from 6% to 58%. The concentration of blue at the left of the figure further demonstrates that a higher percentage of Hospital Council hospitals have response rates that meet or exceed the 28% target, while both HASC and HASDIC hospitals have lower percentages of hospitals meeting the target.

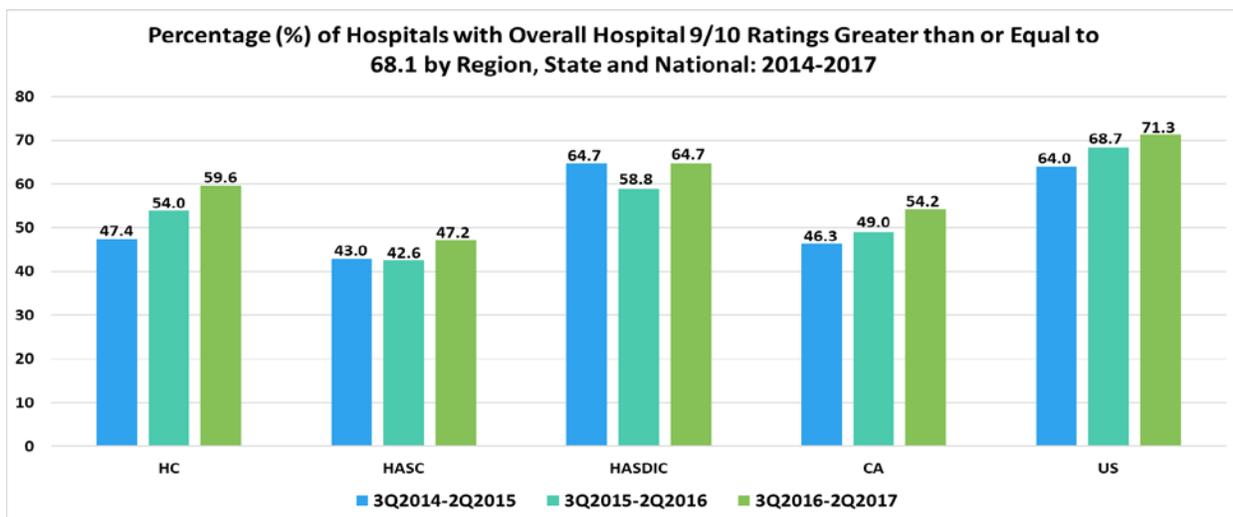


- The figure below summarizes the current situation for response rates. Namely, only 24% of California hospitals meet the 28% target versus about 44% nationwide, with a range of 15% to 33% across regions.

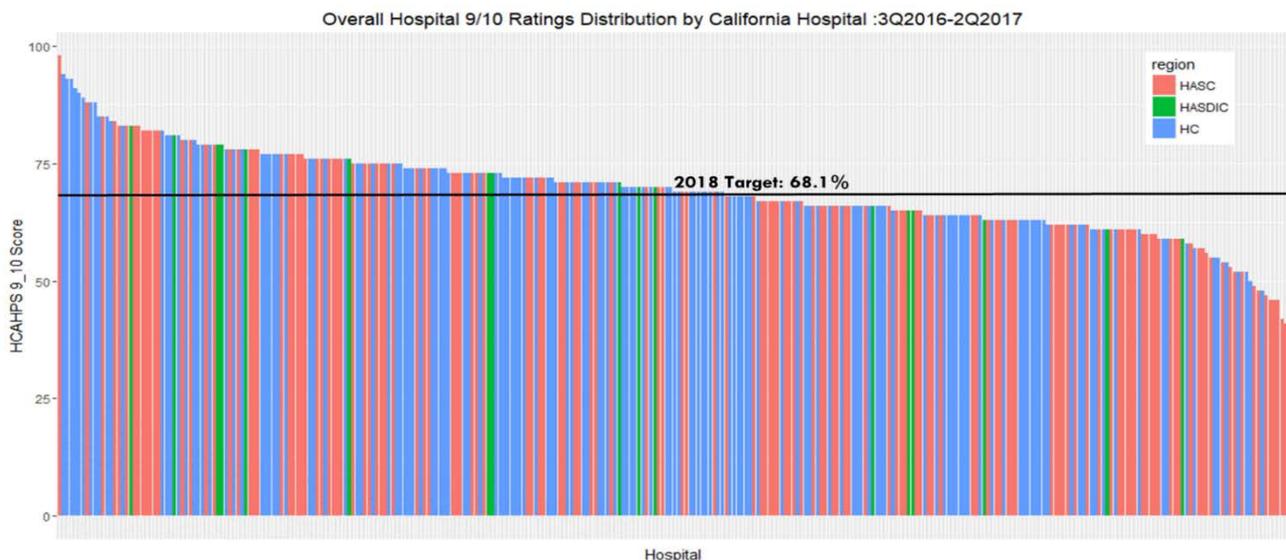


Overall Hospital 9/10 Ratings

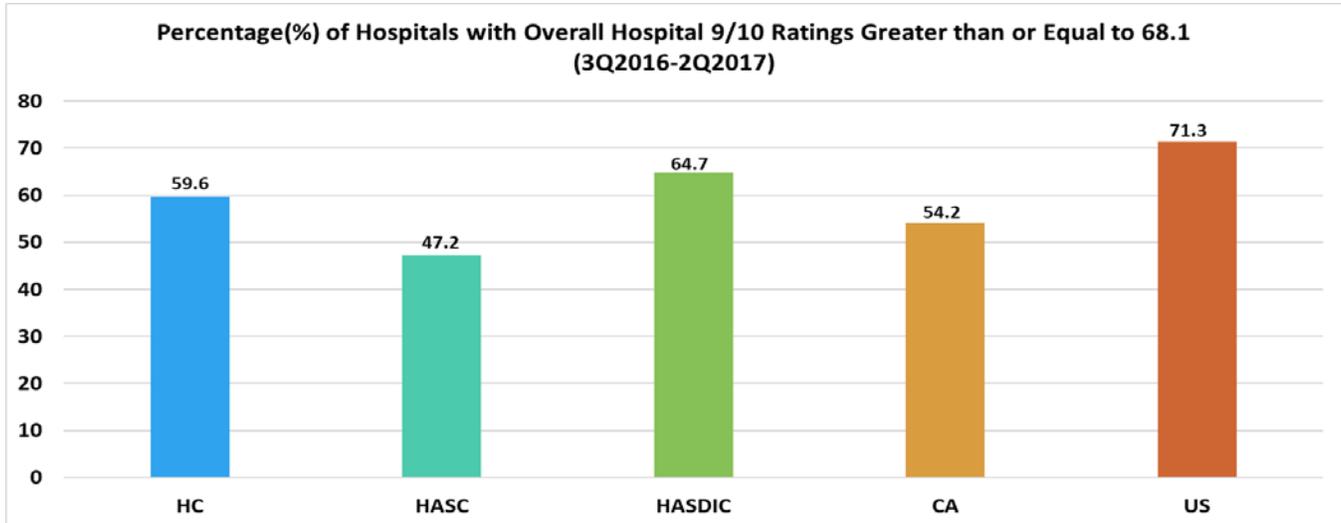
- The figure below shows that the percentage of California hospitals with Overall Hospital 9/10 Ratings greater than or equal to 68.1 (2018 target) directionally *increased* from 46.3% to 54.2% from 2014 to 2017 ($p < .05$). The percentage meeting the target increased in the Hospital Council region, but did not significantly change for HASC or HASDIC.
- The percentage of hospitals nationwide with Overall Hospital 9/10 Ratings greater than or equal to 68.1 (2018 target) also *increased* during this time period from 64.0% to 71.3%.
- The percentage of hospitals meeting the 68.1 target in the latest time period is highest in HASDIC (64.7%) and lowest in HASC (47.2%).



- The figure below shows the variation in Overall Hospital 9/10 Ratings among California hospitals, which range from 41 to 98.

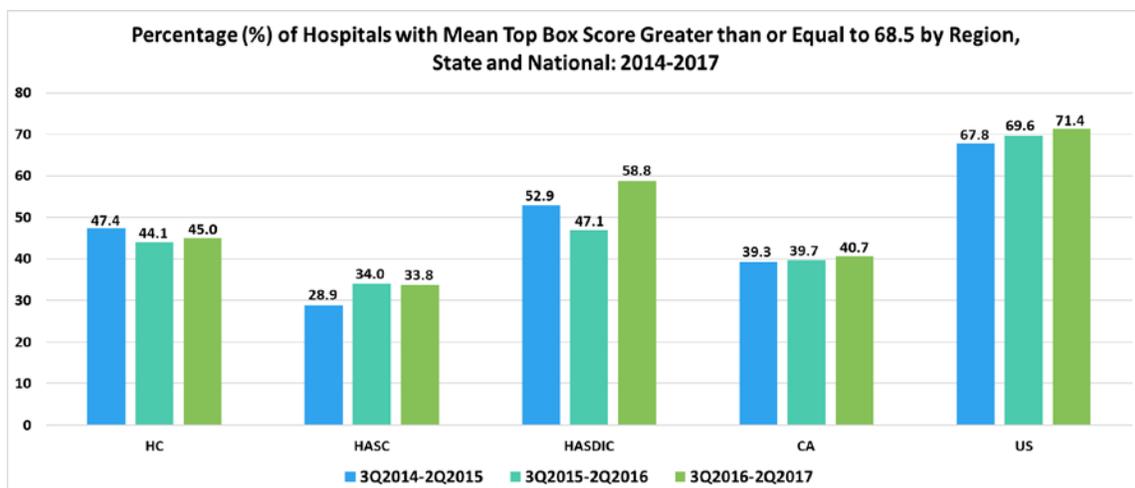


- The figure below summarizes the current state of Overall Hospital 9/10 Ratings among California hospitals. Namely, 54% of California hospitals meet the 68.1 target versus about 71% nationwide, with a range of 47% (HASC) to 65% (HASDIC) across regions.

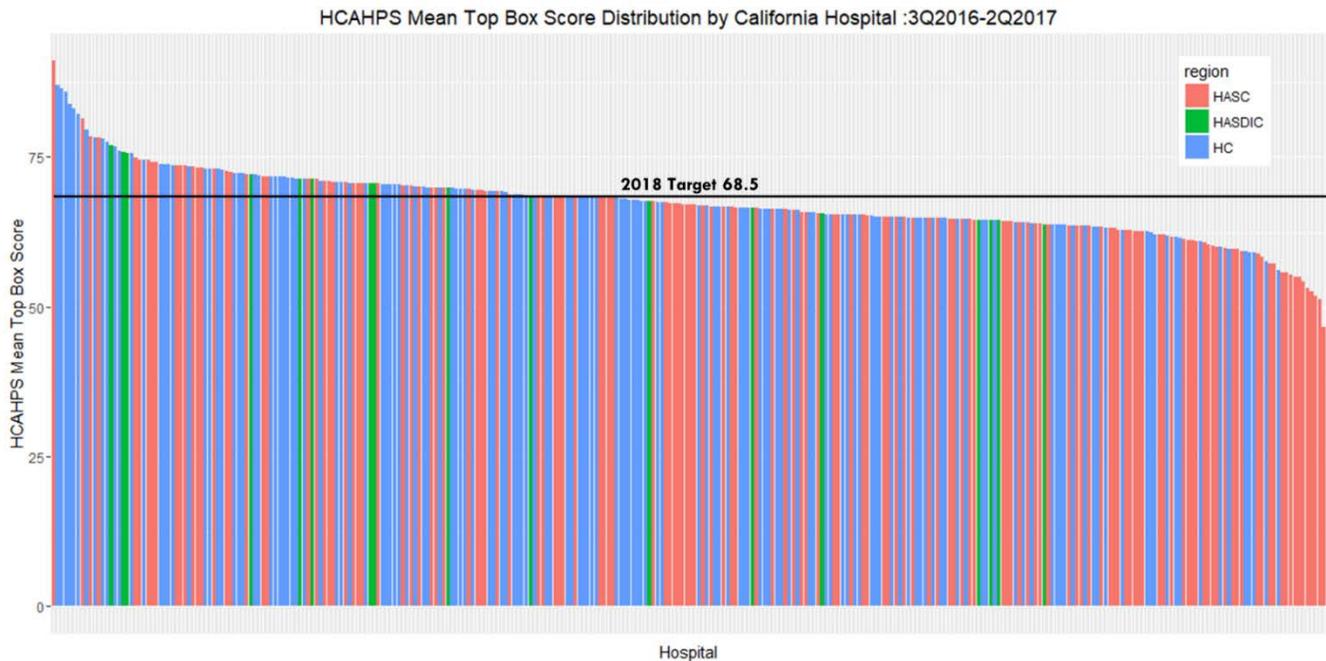


Mean Top-Box Scores

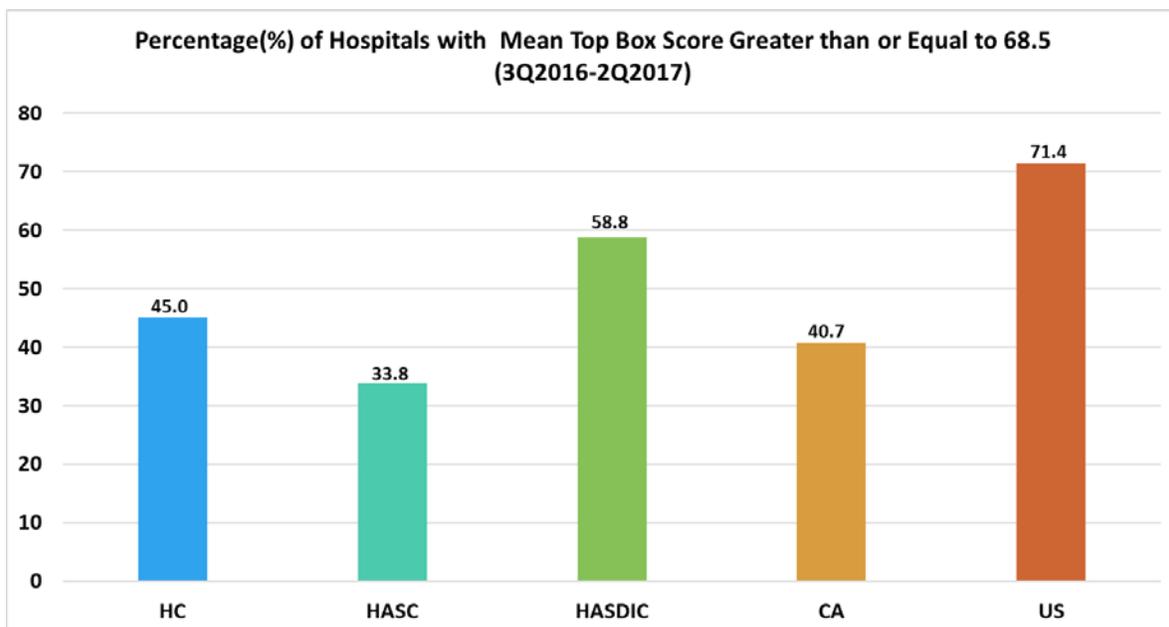
- The figure below shows that the percentage of California hospitals with Mean Top-Box Scores greater than or equal to 68.5 (2018 target) did *not significantly* change from 2014 to 2017 ($p > .05$). The percentage meeting the target also did not significantly change across regions of the state.
- The percentage of hospitals nationwide with a Mean Top-Box Score greater than or equal to 68.5 significantly *increased* during this time period ($p < .05$) from 67.8 to 71.4.
- The percentage of hospitals meeting the 68.5 target in the latest time period is highest in HASDIC (58.8%) and lowest in HASC (33.8%).



- The figure below shows the variation in Mean Top-Box Scores among California hospitals, which range from 47 to 91.



- The figure below summarizes the current state of Mean Top-Box Scores among California hospitals. Namely, 41% of California hospitals meet the 68.5 target versus about 71% nationwide, with a range of 34% (HASC) to 59% (HASDIC) across regions.



Summary

- The percentage of California hospitals with response rate greater than or equal to 28% (2018 target) is 24.2% and appears to be trending in the wrong direction. This downward trend is also seen at the national level.
- The percentage of California hospitals meeting the 2018 target of 68.1 for Overall Hospital 9/10 Rating is 54.2% and appears to be increasing. This upward trend is also seen at the national level.
- The percentage of California hospitals meeting the 2018 target of 68.5 for Mean Top-Box Score is 40.7% and appears to have changed little during the past 3 years, whereas there is an upward trend at the national level.

Future Work

To continue our goal of helping California hospitals improve their HCAHPS performance, HQI will:

- Identify a sample of hospitals that experienced recent Big Shifts in their HCAHPS response rates and top-box scores (≥ 3 percentage points); and
- Survey these hospitals to understand the factors that may have caused these shifts and hopefully develop best practices and “pitfalls to avoid” for statewide use, including covering the following topics:
 1. Administration Methods
 2. Survey Vendor Company
 3. Survey Length
 4. Time to Administer
 5. Patients’ Preferred Language(s) Delivery
 6. Delay Between Patient Discharge and Survey Administration
 7. Contract Requirements
 8. Funding Allocation
 9. Personnel Directly Related to Conducting HCAHPS
 10. Patient Experience Initiatives or Programs
 11. Management Priority/Emphasis Regarding Patient Experience
 12. Other Changes that Likely Affected Patient Experience