



## RESEARCH SUMMARY

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# Using Patient Experience Information in Hospitals: A Survey of Hospital Quality Leaders

### The Aim

The CAHPS® Hospital Survey (HCAHPS) has been used nationwide since 2006 to gather standardized information on patients' experiences with inpatient care. In this project, the CAHPS team will conduct a survey of hospital quality leaders, with the purpose of—

- Identifying ways in which hospitals collect HCAHPS and other patient experience data,
- Understanding the role of HCAHPS in hospitals' efforts to improve patient experiences,
- Identifying the types of quality improvement activities hospitals implement to improve their HCAHPS scores, and
- Determining the ways in which HCAHPS is viewed as providing value to hospitals.

### Anticipated Benefits

The information gained from the survey of hospital quality leaders will describe how hospitals use HCAHPS data and will provide insight into the activities hospitals conduct to improve patient experience scores. This information may be useful to hospitals that lag behind their peers by enabling them to learn from hospitals with outstanding records of patient experience.

### Our Approach

To identify potential survey topics, the team conducted semistructured interviews with hospital quality leaders (n=8), hospital managerial staff (n=8), hospital quality consultants (n=8), and HCAHPS vendors (n=8). Informed by these findings, the team then drafted questions and conducted two rounds of cognitive interviews with hospital quality leaders (n=7 for each round). The purpose of the cognitive interviews was to ensure that the questions were comprehensible and consistently interpreted, as well as to confirm that the survey content covered the most important topics related to the use of HCAHPS data and patient experience information more broadly.

The revised survey instrument collects background information about the respondent and the hospital and asks about the following topics:

- Collection of HCAHPS and supplemental data for assessing patient experience
- Activities to improve patient experience
- Reporting of HCAHPS and other patient experience data
- Perspectives on HCAHPS
- Institutional priority given to patient experience
- Incentives, accountability, and compensation for patient experience scores



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The CAHPS team will administer the survey to 500 hospitals that publicly report HCAHPS scores and participated in the most recent American Hospital Association Annual Survey. The sample will include hospitals of varying sizes, hospitals with different levels of performance on the HCAHPS Survey, and hospitals from all geographic regions of the country.



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