

HCAHPS Composite 1	
Communication with Nurses	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that their nurses "Always" communicated well.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, how often did nurses treat you with courtesy and respect? During this hospital stay, how often did nurses listen carefully to you? During this hospital stay, how often did nurses explain things in a way you could understand?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Composite 2	
Communication with Doctors	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that their doctors "Always" communicated well.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, how often did doctors treat you with courtesy and respect? During this hospital stay, how often did doctors listen carefully to you? During this hospital stay, how often did doctors explain things in a way you could understand?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Composite 3	
Responsiveness of Hospital Staff	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that they "Always" received help as soon as they wanted.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

MBQIP Measures Fact Sheets

HCAHPS Composite 4	
Pain Management	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that their pain was "Always" well controlled.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, how often was your pain well controlled? During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

MBQIP Measures Fact Sheets

HCAHPS Composite 5	
Communication about Medicines	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that staff "Always" explained about medicines before giving them.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Composite 6	
Discharge Information	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that "Yes" they were given information about what to do during their recovery at home.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Composite 7	
Care Transitions	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who "Strongly Agree" they understood their care when they left the hospital.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health. When I left the hospital, I clearly understood the purpose for taking each of my medications.
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Question 8	
Cleanliness of Hospital Environment	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that their room and bathroom were "Always" clean.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: During this hospital stay, how often were your room and bathroom kept clean?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Question 9	
Quietness of Hospital Environment	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported that the area around their room was "Always" quiet at night.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: During this hospital stay, how often was the area around your room quiet at night?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Question 21	
Overall Rating of Hospital	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
Other Notes	--

HCAHPS Question 22	
Willingness to Recommend	
MBQIP Domain	Patient Engagement
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who reported "Yes" they would definitely recommend the hospital.
Importance/Significance	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use, and quality and safety of care.
Improvement Noted As	Increase in percent always
Data Reported To	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
Measure Population	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: Would you recommend this hospital to your friends and family?
Encounter Period – Submission Deadline	Q3 2015 (Jul 1 - Sep 30) – January 6, 2016 Q4 2015 (Oct 1 - Dec 31) – April 6, 2016 Q1 2016 (Jan 1 - Mar 31) – July 6, 2016 Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) - TBD
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