

# Healthgrades Outstanding Patient Experience Awards

Healthgrades publishes patient experience ratings and patient experience awards yearly

## Patient Experience Ratings Methodology

- 1 Heathgrades classifies all hospitals into four categories based on their number of beds and cohort size (the number of conditions and procedures evaluated by Healthgrades).
- 2 Using HCAHPS survey data, Healthgrades rolls up the results from 21 patient experience questions into 10 patient experience measures (see chart below).
- 3 Healthgrades compares how each hospital compares to all other hospitals in their group for each of the 10 patient experience measures. This is measured as a z-score.
- 4 Finally, Healthgrades creates a weighted average of each hospital's HCAHPS z-scores. Two measures — surveying the patient's overall experience and if they would recommend the hospital to friends or family — are weighted greater than the other measures.

### Data Source

- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey data
  - The survey is administered to a random sample of adult patients across all types of medical conditions between 48 hours and 6 weeks post-discharge. Surveys are not restricted to Medicare beneficiaries.
  - CMS performs adjustments on survey data to account for survey method (via phone or mail) and the characteristics of patients.
- Data for the 2018 Healthgrades ratings was based on HCAHPS survey data released in December 2017 (covering patients discharged between April 2016 and March 2016).

## Outstanding Patient Experience Awards Designation Criteria

To be eligible for Healthgrades' Patient Experience Excellence Award, a hospital must have data for at least 100 HCAHPS surveys. In addition, the hospital must be in the top 80% for clinical quality as measured by a volume-weighted z-score across all conditions and procedures that Healthgrades measures using Medicare data (in a separate quality evaluation). Hospitals with HCAHPS scores, but no Healthgrades quality ratings, are eligible, but grouped together along with other hospitals with no analyzed cohorts.

To designate award recipients, Healthgrades list hospitals in each of the four hospital categories by their overall patient experience score. Hospitals in the top 15% of their respective categories are labeled Outstanding Patient Experience Award recipients.

In 2018, Healthgrades awarded 439 hospitals its Outstanding Patient Experience Award.

## Patient Experience Measures Included and Weight

Measure Included	Measure Summary	Weight
Overall Rating	How do patients rate the hospital overall?	25%
Recommendation to Family/Friends	Would patients recommend the hospital to friends and family?	25%

1) Centers for Medicare and Medicaid.

Sources: Sources: [Outstanding Patient Experience Award™ 2018 Methodology](#), healthgrades.com. Web. 15 May 2018.

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## Patient Experience Measures Included and Weight, cont.

Measure Included	Measure Summary	Weight
Communication With Doctors	How often did doctors communicate well with patients?	7.15%
Communication With Nurses	How often did nurses communicate well with patients?	7.15%
Pain Management	How often was patients' pain well controlled?	7.15%
Communication About Medicines	How often did staff explain medicines before giving them to patients?	7.15%
Cleanliness	How often were the patients' rooms and bathrooms kept clean?	7.15%
Quietness	How often was the area around patients' rooms kept quiet at night?	7.15%
Discharge Information	Were patients given information about what to do during their recovery at home?	7.15%