

HCAHPS Composite 5: Communication About Medicines

NQF#: 0166

Developer: Agency for Healthcare Research and Quality (AHRQ)

Data Source: CMS

Description: The HCAHPS survey is a measure of patient experience in the hospital. The Communication about Medicines measure reflects patients' feedback on how often hospital staff explained the purpose of any new medicine and what side effects that medicine might have. Effective communication about medicine prevents misunderstandings that could lead to serious problems for a patient.

Rationale: The HCAHPS survey has led to insights such as hospitals that provide better patient experience of care have higher adherence rates to clinical guidelines, lower risk-adjusted mortality rates, and lower readmission rates. When used correctly, HCAHPS linear mean scores provide valid and reliable measures of hospital quality that can compel hospitals to assess and improve patient experience. For example, hospitals with better communication about medicine ratings have been shown to also have lower rates of mortality, sepsis, and pulmonary embolism or deep venous thrombosis.

Evidence for Rationale:

- Isaac T, Zaslavsky A, Cleary P, Landon B. The relationship between patients' perception of care and measures of hospital quality and safety. *HSR*. 2010;45(4):1024-1040.
- Kennedy G, Tevis S, Kent K. Is there a relationship between patient satisfaction and favorable outcomes? *Ann Surg*. 2014;260(4):592-600.

Impact:

- Large number of patients affected.

Opportunity:

- Opportunity for improvement exists, as demonstrated by the coefficient of variation for the measure.

Evidence:

- Supported by suggestive clinical evidence and theoretical rationale.

Citations for Evidence:

- Giordano L, et al., Development, implementation, and public reporting of the HCAHPS survey. *Medical Care Research and Review*. 2010; 67(1):27-37.
- Isaac T, Zaslavsky A, Cleary P, Landon B. The relationship between patients' perception of care and measures of hospital quality and safety. *HSR*. 2010;45(4):1024-1040.