

<b>HCAHPS Composite 1 Communication with Nurses</b>	
<b>MBQIP Domain</b>	Patient Engagement
<b>Measure Set</b>	HCAHPS
<b>Measure Description</b>	Percentage of patients surveyed who reported that their nurses “Always” communicated well.
<b>Importance/Significance</b>	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.
<b>Improvement Noted As</b>	Increase in percent always
<b>Data Reported To</b>	QualityNet via HCAHPS vendor or self-administered if in compliance with program requirements.
<b>Data Available On</b>	Hospital Compare MBQIP Data Reports Flex Monitoring Team Reports
<b>Measure Population</b> <i>Determines the cases to abstract/submit</i>	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.
<b>Sample Size Requirements</b>	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements
<b>Data Collection Approach</b>	Survey (typically conducted by a certified vendor)
<b>Data Elements</b>	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?
<b>Encounter Period - Submission Deadline</b>	Q2 2016 (Apr 1 - Jun 30) – October 5, 2016 Q3 2016 (Jul 1 - Sep 30) – January 4, 2017 Q4 2016 (Oct 1 - Dec 31) –April 5, 2017 Q1 2017 – TBD Q2 2017 – TBD
<b>Other Notes</b>	--