

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 <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.
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	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
Other Notes	--