

Patient Experience



Child HCAHPS

Questions and Answers

The Child Hospital Consumer Assessment of Healthcare Providers and Systems (Child HCAHPS®) is designed to measure the experiences of pediatric inpatients and their families so that healthcare organizations can use the insights and information gathered in the survey to enrich and improve their delivery of care. When hospitals choose to partner with Professional Research Consultants, Inc., (PRC) for their Child HCAHPS research, they are choosing to pursue excellence and drive performance improvements.

Who is eligible for the Child HCAHPS survey?

The Child HCAHPS survey is fielded to parents/guardians of inpatient children under the age of 18.

Hospitals can elect to use this tool to measure the perceptions of their pediatric inpatient units.

Patients recommended for the survey MUST:

- Be age 17 or younger at the time of discharge
- Have a parent or legal guardian on record
- Be treated as an inpatient with at least one overnight stay in the hospital
- Have a non-psychiatric principal diagnosis at discharge
- NOT be discharged to a court or law enforcement official, hospice, or a foreign home address

Is PRC a CMS-approved Child HCAHPS survey vendor?

Because the Centers for Medicare & Medicaid Services (CMS) do not yet require or regulate this program, no formal list of approved vendors exists. However, PRC was proud to facilitate data collection for the field test in 2013 for several selected hospitals. Additionally, PRC is currently administering the survey for hospitals that use this instrument to increase the effectiveness of their own internal process improvement efforts.

PRC will apply for approved vendor status for all upcoming CAHPS programs, with the expectation that all applications will be approved.

How is the Child HCAHPS survey administered?



1. Every week, clients send files to PRC that contain the records of patients who were discharged during a specific seven-day range.
2. Then, PRC's sample managers filter out ineligible patients and select a random sample of patient records to be prepared for the interviewing department.
3. Specific patient information is automatically inserted into interviewers' scripts when they dial the telephone numbers of patients selected for the study.
 - Selected patients/families will be called up to five times over a six-week window.
 - Call attempts occur on different days of the week, at different times of day.
4. With its flexible, client-friendly approach, PRC efficiently and effectively captures timely, reliable data using methodologies that minimize bias and maximize accuracy. PRC works with survey partners to determine which method will generate data that clients can use to improve performance. For more than 35 years, PRC has been widely regarded as the industry leader in telephone interviews. Response rates consistently exceed national averages, helping ensure that survey data are truly representative. PRC research shows that higher responses rates are also associated with better HCAHPS scores, which can lead to greater levels of reimbursement from CMS. Although CMS does not require hospitals to administer the Child HCAHPS survey at this time, improving response rates improves the overall quality of data generated.

How will we receive the survey results?

Client organizations can view survey results as soon as they are added to PRC's database. PRC clients enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

What does the Child HCAHPS survey measure?

The Child HCAHPS Survey focuses on the aspects of care that pediatric inpatients and their parents say are most important to them. Because the inpatient experience is most clearly observed and felt through their eyes and their perceptions, they are the best source for this vital information.

The Child HCAHPS survey consists of 62 core questions that provide information about the selected patients' care and the staff's interactions with parents throughout the experience. The questions and responses are categorized in the following measures:

Child HCAHPS Measures		
Communication with Parent	Communication between you and your child's nurses	3 questions
	Communication between you and your child's doctors	3 questions
	Communication about your child's medicines	4 questions
	Keeping you informed about your child's care	2 questions
	Privacy when talking with doctors, nurses, and other providers	1 question
	Preparing you and your child to leave the hospital	5 questions
	Keeping you informed about your child's care in the Emergency Room	1 question
Communication with Child	How well nurses communicate with your child	3 questions
	How well doctors communicate with your child	3 questions
	Involving teens in their care	3 questions
Attention to Safety and Comfort	Preventing mistakes and helping you report concerns	2 questions
	Helping your child feel comfortable	3 questions
	Responsiveness to the call button	1 question
	Paying attention to your child's pain	1 question
Hospital Environment	Cleanliness of hospital room	1 question
	Quietness of hospital room	1 question
Global Ratings	Overall rating	1 question
	Recommend hospital	1 question



Can we customize the standard survey tool to encourage excellence?

Given the length of the questionnaire, facilities and vendors have to consider the addition of any supplemental questions thoughtfully. However, supplemental questions measuring performance on a five-point scale topped by "Excellent" can prove extremely valuable in predicting patient loyalty and allocating limited resources where they will have the greatest impact. Excellence also differentiates high-performing providers in the marketplace. PRC is the only research firm measuring excellence and the only survey partner offering a loyalty benchmarking database. Because the survey is not currently being submitted to any national agencies, some questions could be strategically removed to accommodate the addition of others measuring performance on a five-point scale that can help define what distinguishes Excellent performance from Very Good performance.

What are your goals?

To learn what PRC's custom data can do for you, contact us at 800-428-7455 or visit PRCCustomResearch.com

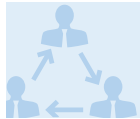
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Will the results be publicly reported?

Because the results of Child HCAHPS surveys cannot be submitted to any national organization, there is no groundwork for public reporting at this time. CMS has communicated over the years that its goal in new survey implementation is to produce standardized information about consumers' perceptions of care that consumers can use to make objective and meaningful comparisons of healthcare providers and systems. CMS believes that the results of these comparisons will motivate healthcare organizations to provide a higher caliber of care. PRC expects CMS to establish a site for public reporting eventually. In the meantime, PRC is growing its benchmarking database.

Why choose PRC?

Professional Research Consultants, Inc., empowers healthcare organizations to become the best possible places for physicians to practice medicine, patients to be treated, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research solutions that help them achieve excellence and drive growth.

Make the only choice that leads to excellence - PRC.



Professional Research Consultants, Inc.®

11326 P Street
1-800-428-7455

Omaha, Nebraska 68137-2316
www.PRCCustomResearch.com

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