
What adjustments does CMS apply to our HCAHPS data?

One of the goals of HCAHPS is to produce fair comparisons of hospitals; to that end, there are two adjustments that CMS applies to your data before scores are publicly reported on Hospital Compare: a patient mix adjustment (PMA) and a mode adjustment.

PMA

The PMA analyzes patient characteristics that are *not under control of the hospital* that may affect patient perceptions. The goal of adjusting for patient-mix is to estimate how different hospitals would be rated if they all provided care to comparable groups of patients. PMA currently includes eight variables:

1. Self-reported health status
2. Education
3. Service line (medical, surgical, or maternity care)
4. Categorical age
5. Percentile response order
6. Age by service line interactions
7. Gender by service line interactions
8. Language other than English spoken at home

Mode Adjustment

HCAHPS data may be collected through four modes:

1. Mail only
2. Telephone only
3. Mixed mode (mail and telephone)
4. Active IVR (Interactive Voice Response)

Because HCAHPS data may be collected through this variety of methodologies, CMS makes adjustments for a more fair comparison. The Mode Adjustment is applied to account for the mail survey generally garnering lower scores than the telephone survey.

For more information on how PMA values and mode adjustments were determined, go to: <http://www.hcahpsonline.org/modeadjustment.aspx>

