

**Proposed Value Based Purchasing
Patients' Experience of Care Domain (HCAHPS)**

Question from Monthly Survey		Performance Period - VBP Model	Performance Period - VBP FFY 12		
			6 Mo Avg (Jan-Jun 11)	Jul-11	Aug-11
		7/1/09 - 6/30/10			
M	Nurses always communicated well	79%	87%	81%	95% Wonderful!
Q	Doctors always communicated well	87%	87%	81%	95% Wonderful!
N	Patients always received help quickly from hospital staff	66%	75%	79%	75%
W	Patients' pain was always well controlled	72%	74%	67%	63%
Z	Staff always explained about medicines before giving them to patients	57%	90%	86%	89%
R	<i>Patients' rooms and bathrooms were always kept clean and quiet</i>	67%	80%	75%	76%
S	<i>Patients' rooms and bathrooms were always kept clean and quiet</i>		82%	94%	71%
AD	Patients were definitely given information about what to do during their recovery at home	82%	87%	93%	94% Wonderful!
AE	Patients who gave their hospital a rating of 9 or higher on a scale of 0 to 10	68%	76%	53%	72%
	Overall Domain Score - Patient Experience	43%			