

Patient Experience of Hospital Care To Be Available Online

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Attributable to the following members of the Hospital Quality Alliance:

AFL-CIO
American Hospital Association
American Nurses Association
Association of American Medical Colleges
Consumer-Purchaser Disclosure Project
Federation of American Hospitals
Joint Commission on Accreditation of Healthcare Organizations

As partners in the Hospital Quality Alliance, we applaud the federal government's approval of a survey that will give consumers insight into what patients think about their hospital care. This is an important step forward in sharing information with the public about their hospitals.

The information collected through the patient survey, HCAHPS, covers a range of patient concerns from communication with doctors and nurses and responsiveness of hospital staff to pain control and physical environment.

The Hospital Quality Alliance partners have approved the HCAHPS survey, a voluntary consensus standard, to collect and share data with the public on our Web site, HospitalCompare.hhs.gov, where many of the nation's hospitals currently report their performance on clinical measures for surgical site infections, heart attack, pneumonia and heart failure. An initial HCAHPS trial period will ensure any problems with data collection and submission are addressed prior to public reporting.

Hospitals are committed to sharing more information with their communities about the care practiced in their facilities and we believe this addition is an important aspect of care that helps everyone – physicians, nurses and consumers – better understand and improve patients' experiences.

About Hospital Compare

Hospital Compare is the result of the cooperation of the Hospital Quality Alliance, a landmark public-private partnership of hospitals, government agencies, quality experts, purchasers, consumer groups and other health care organizations. These organizations have joined together to develop a shared national strategy for hospital quality measurement and are committed to advancing quality of care. The site – www.HospitalCompare.hhs.gov – has been created by the Hospital Quality Alliance to provide quality of care information to the public in a consistent, unified way.

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