HHCAHPS Summary Report Guide

Introduction

Press Ganey’s enhanced CAHPS reports feature performance and priorities by agency and unit and enable you to:

- Monitor, understand and act to improve your HHCAHPS results.
- Track performance and drive HHCAHPS improvement at all levels of your agency.
- Understand subgroup performance relative to your peers.

This summary guide has been developed to help you understand and utilize the enhanced Press Ganey HHCAHPS reports. This guide:

- Outlines delivery details of the reports.
- Provides samples of the two types of enhanced reports – agency-level summary and agency-level priority index.
- Helps you to understand key sections within each of the report types.

HHCAHPS Summary Report Delivery

Timing & Format

- Reports are produced on a monthly basis.
- Reports are sent via e-mail to one individual in the agency.
- Reports are posted in PaGER.
- Reports are produced for agencies who have received at least 30 completed surveys in the current six-month reporting period.
- If there are fewer than three responses in the current period for a specific question, the data will display as “N/A.”

Scoring

- Percentile Ranks in the report are based on comparison to the most current reporting period in the database.
- Top Box scores in the report are mode-adjusted if phone methodology is used.
**Agency-level Summary Page**

The agency-level HHCAHPS summary enables you to understand your agency’s performance relative to your peers.

1. **Surveys Returned Date Range**: This analysis includes surveys processed by Press Ganey during this date range.

2. **Graph**: This graph compares your organization’s average Top Box score with the average Top Box score of each of your Peer Groups for the HHCAHPS global questions and the HHCAHPS domains.

3. **Domains/Questions**: Data are provided for each HHCAHPS question and domain. Domains are left justified and questions are indented. The questions listed below each domain are aggregated to provide domain level data.

4. **Your Top Box Score**: Your Top Box score is the percentage of respondents who gave the highest response possible on the survey scale (Yes, Definitely Yes, Always). For the *Rate the Agency 0-10* question, the Top Box includes the top two responses of “9” and “10.”

5. **Previous Period % {Month – Month}**: Your agency’s Top Box score from the six months prior to the period reported in the following column, Current % Top Box Score.

6. **Current Period % {Month – Month}**: Your organization’s Top Box score for the current six-month reporting period.

7. **Change Column**: A green upward arrow indicates a Top Box score increase from the previous period to the current period. The red downward arrow indicates a Top Box score decrease from the previous period to the current reporting period. A black line indicates no Top Box score change from the previous period to the current period.

8. **All Agency DB**: The All Press Ganey Database is comprised of all agencies measuring HHCAHPS with Press Ganey.

9. **N**: The number of organizations in the Peer Group. “N<7” will appear when there are fewer than 7 agencies in that peer group with data for comparisons.

10. **Percentile Rank**: The Percentile Rank tells you how your agency performs relative to your Peer Groups by letting you know what portion of the Peer Group is scoring higher or lower than your agency. For example, if your agency is at the 75th percentile, it is scoring better than 75% of the agencies in that Peer Group. Conversely, 25% of the agencies in the Peer Group are scoring higher than your agency.
Agency-level Priority Index Page

The agency-level priority index enables you to understand your organizational improvement opportunities.

1. **Surveys Returned Date Range:** This analysis includes surveys processed by Press Ganey during this date range. To provide stability, the Priority Index is based on a rolling 12-month period.

2. **All DB %ile Rank:** Your agency’s current period percentile rank in the All Press Ganey Database. The percentile rank is used to calculate the Priority Index.

3. **Correlation:** The correlation tells you the strength of the relationship between each survey question and the Rate the Agency 0-10 question. The correlation is used to calculate the Priority Index. A strong correlation (higher correlation number in this column) indicates that as the Top Box score of that question increases, it is likely that the Rate the Agency 0-10 score will increase. Conversely, as the Top Box score of a highly correlated question decreases, it is likely that the Rate the Agency 0-10 score will decrease.

**Notes:**

*If your agency uses the Press Ganey integrated survey, the Priority Index will include both Press Ganey and HHCAHPS questions.*

*Overall questions are not eligible for inclusion in the Priority Index because they are not actionable items that can be prioritized for improvement initiatives.*