

# HCAHPS – Patients’ experience of care information added to mySCHospital.org

## Talking Points

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- South Carolina hospitals are being transparent about the quality of care they provide to their patients. Hospitals are now sharing with the public information about patients’ experience of care. It’s called HCAHPS – and the information is about hospitals and provided by hospitals, for the consumer.
  - HCAHPS information was made available at the public Hospital Quality Alliance Web site, [www.HospitalCompare.hhs.gov](http://www.HospitalCompare.hhs.gov) on March 28, 2008 and on the mySCHospital.org website, [www.mySCHospital.org](http://www.mySCHospital.org) starting January 26, 2009.
  - South Carolina hospitals have been voluntarily reporting to the mySCHospital.org site since 2008.
  - Hospitals have been voluntarily sharing information about clinical care with consumers since *Hospital Compare* went live in 2005.
  - By providing information about patient experience of care, hospitals are continuing their efforts to be even more transparent about the many aspects of care they provide.
  
- Combining the insights from HCAHPS patient experience of care survey with the clinical care information already available on the mySCHospital site will give consumers a broader look at the care each hospital provides. HCAHPS provides another dimension of quality about hospitals, but it should be considered along with other important factors about the quality and scope of services that a hospital delivers.
  - HCAHPS provides insight into a patient’s experience in a hospital –from communication with nurses and physicians to the cleanliness of its rooms.
  
- Hospitals will be able to use HCAHPS information in their efforts to improve care. Improving care is an ongoing process in health care and what a patient experiences is an important part of that process.
  - Studies show that hospitals are improving on the clinical steps that are already part of *Hospital Compare*.
  - The HCAHPS data provides a guide of how hospitals are doing in handling patients’ basic needs as well as their need for information.
  
- *MySCHospital* and *Hospital Compare* are both good sources of information that can help consumers make decisions about their care; however, they are not the only sources. We encourage patients to talk with their physicians about the variety of factors that can have an impact on where a patient should go for care.