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Title: Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Introduced by: Herbert C. Smitherman, Jr., MD, for the Wayne County Delegation

Original Author: Herbert C. Smitherman, Jr., MD

Referred to: Reference Committee A

House Action: **AMEND**

Whereas, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores are designed and intended for use at the hospital level; that is, the comparison of hospitals to each other (designated by their Centers for Medicare and Medicaid Services (CMS) Certification Number), and

Whereas, CMS neither reviews nor endorses the use of HCAHPS scores for comparisons within hospitals, such as comparison of HCAHPS scores among wards, floors or individual staff members since such comparisons are unreliable unless large sample sizes are collected at the ward, floor or individual staff member level, and

Whereas, its use by the government and the insurance industry does not reflect true improvement in quality, and

Whereas, it is being used to rate the admitting physician during a hospital visit and does not distinguish between other staff such as other physicians and nurses that come in contact with the patient while hospitalized; therefore be it

RESOLVED: That MSMS work with and utilize any resources necessary from the American Medical Association to help reinforce that the utilization of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey by Michigan health systems and hospitals be consistent with guidance issued by the Centers for Medicare and Medicaid Services.

WAYS AND MEANS COMMITTEE FISCAL NOTE: NONE