



## State-Level Patient Experience Core Measures/HCAHPS Report

Current Reporting Period: Q1 2019 - Q4 2019

### Wyoming

The Medicare Beneficiary Quality Improvement Program (MBQIP) focuses on quality improvement efforts in the 45 states that participate in the Medicare Rural Hospital Flexibility (Flex) Program. Through Flex, MBQIP supports more than 1,350 small hospitals certified as rural Critical Access Hospitals (CAHs) in voluntarily reporting quality measures that are aligned with those collected by the Centers for Medicare and Medicaid Services (CMS) and other Federal Programs.

The Federal Office of Rural Health Policy (FORHP) tasked the Flex Monitoring Team with producing a set of hospital-level reports for the core MBQIP measures.

This report contains the following core MBQIP measures:

- HCAHPS Composite 1: Q1 to Q3, Communication with Nurses
- HCAHPS Composite 2: Q5 to Q7, Communication with Doctors
- HCAHPS Composite 3: Q4 & Q11, Responsiveness of Hospital Staff
- HCAHPS Composite 5: Q16 & Q17, Communication about Medicines
- HCAHPS Composite 6: Q19 & Q20, Discharge Information
- HCAHPS Composite 7: Q23 to Q25, Care Transition
- HCAHPS Q-8: Cleanliness of Hospital Environment
- HCAHPS Q-9: Quietness of Hospital Environment
- HCAHPS Q-21: Overall Rating of Hospital
- HCAHPS Q-22: Willingness to Recommend This Hospital

## General Report Information

For the measures in this report, state-level data are included for the current reporting period and previous reporting periods, each consisting of a rolling four quarters. State-level data include:

- The number of completed surveys - the number of participants who returned the survey in the specified timeframe.
- The survey response rate - the percentage of participants sampled who returned the survey.

This report also includes state and national averages for each measure.

The data for state and national values in this report only include CAHs with a signed MBQIP Memorandum of Understanding (MOU). The data used for this report are reported to the Centers for Medicare and Medicaid Services (CMS) and extracted from QualityNet.

Specific information on how data elements were calculated for inclusion in this report is outlined below. Please direct questions regarding your MBQIP data reports to your FORHP Project Officer. You can find contact information for your Project Officer at: <https://www.hrsa.gov/rural-health/rural-hospitals/region-map.html>.

## Measure Adjustment & Aggregation

For each measure (composite or individual question), hospital-level data scores have been adjusted by CMS for the mix of patients and the mode by which the survey was administered. Adjusted scores show the percentage of survey respondents who selected certain responses to the survey questions, and is completed to reduce the bias in comparisons between hospitals. State measures aggregate all CAHs in the state and national measures aggregate all CAHs nationwide (not all hospitals, as was the case in the MBQIP reports previously produced by Telligen). Values for state and national data may not always add to 100% due to rounding.

## Response Categories

Response categories vary by question. For example, some questions use “Yes” or “No” as response options, where others have scales ranging from “Never” to “Always” or “Strongly disagree” to “Strongly agree”. For this report, some responses are combined into one category, for example “Sometimes to Never,” compared to “Usually” or “Always”.

## Data Exceptions & Labels

- “N/A” indicates that no CAH in the state submitted data for this quarter.

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	Your State's CAH Data										National CAH Data				
	Q2 2018 - Q1 2019			Q3 2018 - Q2 2019			Q4 2018 - Q3 2019			Current Reporting Period Q1 2019 - Q4 2019			Current Reporting Period Q1 2019 - Q4 2019		
<b>HCAHPS Composites and Individual Items</b>	<b># Completed Surveys</b>	1,174		<b># Completed Surveys</b>	1,198		<b># Completed Surveys</b>	1,331		<b># Completed Surveys</b>	1,312				
	<b>Response Rate</b>	25%		<b>Response Rate</b>	26%		<b>Response Rate</b>	27%		<b>Response Rate</b>	27%				
<b>HCAHPS Composites</b>	<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>	
Composite 1 (Q1 to Q3) Communication with Nurses	3%	15%	81%	4%	15%	81%	3%	14%	82%	3%	14%	83%	3%	13%	85%
Composite 2 (Q5 to Q7) Communication with Doctors	4%	13%	83%	4%	13%	83%	3%	13%	84%	3%	13%	84%	3%	12%	85%
Composite 3 (Q4 & Q11) Responsiveness of Hospital Staff	6%	17%	78%	5%	17%	78%	5%	16%	79%	4%	17%	79%	5%	18%	77%
Composite 5 (Q16 & Q17) Communication about Medicines	14%	17%	68%	13%	17%	70%	12%	18%	70%	11%	17%	71%	13%	17%	70%
<b>Hospital Environment Items</b>	<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>		<b>Sometimes to Never</b>	<b>Usually Always</b>	
Q8 Cleanliness of Hospital	5%	16%	78%	5%	17%	78%	6%	16%	78%	6%	17%	77%	5%	14%	82%
Q9 Quietness of Hospital	9%	28%	62%	8%	29%	62%	7%	29%	64%	8%	30%	62%	6%	27%	66%
<b>Discharge Information Composite</b>	<b>No</b>	<b>Yes</b>		<b>No</b>	<b>Yes</b>		<b>No</b>	<b>Yes</b>		<b>No</b>	<b>Yes</b>		<b>No</b>	<b>Yes</b>	
Composite 6 (Q19 & Q20) Discharge Information	12%	88%		12%	88%		13%	87%		12%	88%		11%	89%	
<b>Care Transition Composite</b>	<b>Disagree to Strongly Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Disagree to Strongly Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Disagree to Strongly Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Disagree to Strongly Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Disagree to Strongly Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
Composite 7 (Q23 to Q25) Care Transition	5%	40%	55%	4%	42%	53%	4%	41%	55%	3%	41%	55%	4%	30%	57%

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HCAHPS Global Items	Your State's CAH Data												National CAH Data		
	Q2 2018 - Q1 2019			Q3 2018 - Q2 2019			Q4 2018 - Q3 2019			Current Reporting Period Q1 2019 - Q4 2019			Current Reporting Period Q1 2019 - Q4 2019		
	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating
Q21 Overall Rating of Hospital (0 = worst hospital, 10 = best hospital)	7%	21%	72%	7%	21%	72%	6%	21%	73%	6%	20%	74%	5%	17%	78%
	Definitely Not or Probably Not	Probably Definitely		Definitely Not or Probably Not	Probably Definitely		Definitely Not or Probably Not	Probably Definitely		Definitely Not or Probably Not	Probably Definitely		Definitely Not or Probably Not	Probably Definitely	
Q22 Willingness to Recommend This Hospital	3%	23%	74%	3%	24%	73%	3%	24%	73%	3%	23%	74%	3%	21%	76%

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