



State-Level Patient Experience Core Measures/HCAHPS Report

Current Reporting Period: Q3 2020 - Q4 2020

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: Q13 & Q14, Communication about Medicines
- HCAHPS Composite 6: Q16 & Q17, Discharge Information
- HCAHPS Composite 7: Q20 to Q22, Care Transition
- HCAHPS Q-8: Cleanliness of Hospital Environment
- HCAHPS Q-9: Quietness of Hospital Environment
- HCAHPS Q-18: Overall Rating of Hospital
- HCAHPS Q-19: Willingness to Recommend This Hospital

Note: Some question numbers have changed in the HCAHPS survey, though the measures remain the same.

General Report Information

For the measures in this report, state-level data are included for the current reporting period and previous reporting periods. In this report, previous reporting periods consist of four rolling quarters, while the current reporting period only includes two rolling quarters, Q3 2020 and Q4 2020. 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 reporting period.

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Generated on 08/18/21

	Your State's CAH Data									National CAH Data					
	Q3 2018 - Q2 2019			Q4 2018 - Q3 2019			Q1 2019 - Q4 2019			Current Reporting Period Q3 2020 - Q4 2020			Current Reporting Period Q3 2020 - Q4 2020		
HCAHPS Composites and Individual Items	# Completed Surveys	1,198		# Completed Surveys	1,331		# Completed Surveys	1,312		# Completed Surveys	596		# Completed Surveys	52,101	
	Response Rate	26%		Response Rate	27%		Response Rate	27%		Response Rate	26%		Response Rate	26%	
HCAHPS Composites	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always
Composite 1 (Q1 to Q3) Communication with Nurses	4%	15%	81%	3%	14%	82%	3%	14%	83%	2%	13%	85%	3%	13%	84%
Composite 2 (Q5 to Q7) Communication with Doctors	4%	13%	83%	3%	13%	84%	3%	13%	84%	3%	12%	85%	3%	12%	85%
Composite 3 (Q4 & Q11) Responsiveness of Hospital Staff	5%	17%	78%	5%	16%	79%	4%	17%	79%	4%	19%	77%	6%	19%	75%
Composite 5 (Q13 & Q14) Communication about Medicines	13%	17%	70%	12%	18%	70%	11%	17%	71%	13%	22%	66%	15%	18%	67%
Hospital Environment Items	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always
Q8 Cleanliness of Hospital	5%	17%	78%	6%	16%	78%	6%	17%	77%	6%	16%	78%	6%	15%	79%
Q9 Quietness of Hospital	8%	29%	62%	7%	29%	64%	8%	30%	62%	8%	25%	68%	6%	26%	68%
Discharge Information Composite	No	Yes		No	Yes		No	Yes		No	Yes		No	Yes	
Composite 6 (Q16 & Q17) Discharge Information	12%	88%		13%	87%		12%	88%		10%	90%		11%	89%	
Care Transition Composite	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree
Composite 7 (Q20 to Q22) Care Transition	4%	42%	53%	4%	41%	55%	3%	41%	55%	4%	41%	55%	4%	40%	56%

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HCAHPS Global Items	Your State's CAH Data									National CAH Data					
	Q3 2018 - Q2 2019			Q4 2018 - Q3 2019			Q1 2019 - Q4 2019			Current Reporting Period Q3 2020 - Q4 2020			Current Reporting Period Q3 2020 - Q4 2020		
	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
Q18 Overall Rating of Hospital (0 = worst hospital, 10 = best hospital)	7%	21%	72%	6%	21%	73%	6%	20%	74%	4%	18%	77%	5%	17%	78%
Q19 Willingness to Recommend This Hospital	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
	3%	24%	73%	3%	24%	73%	3%	23%	74%	3%	23%	74%	3%	20%	76%

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