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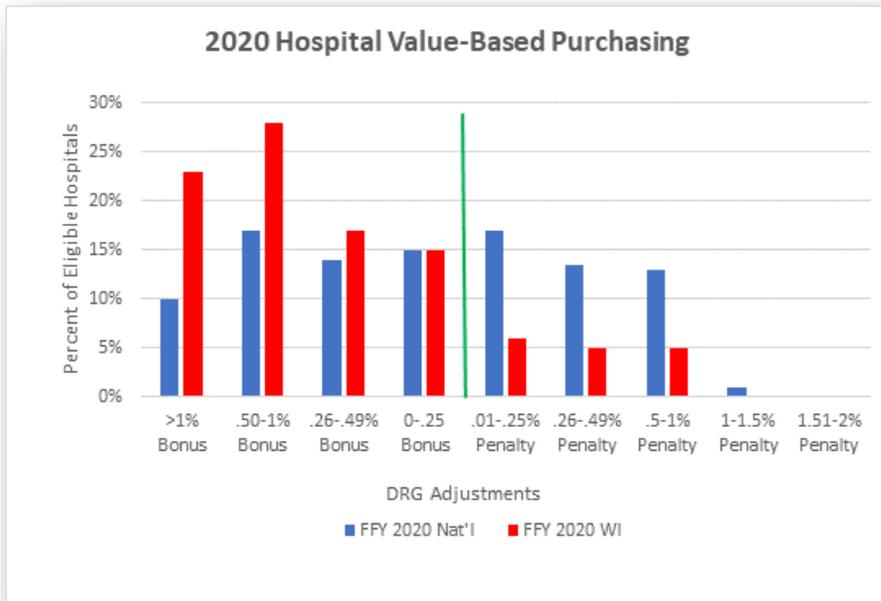
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CMS Quality Figures Reveal WI Hospital & Health System Sustained Excellence
Latest numbers confirm value, performance, patient satisfaction

Recently released data from the federal Centers for Medicare & Medicaid Services (CMS) show that Wisconsin hospitals are again among the nation’s leaders among several quality of care metrics. Wisconsin hospitals continue to score among the best in the country in the CMS Valued-Based Purchasing Program, patient-reported satisfaction scores, and readmissions penalties.

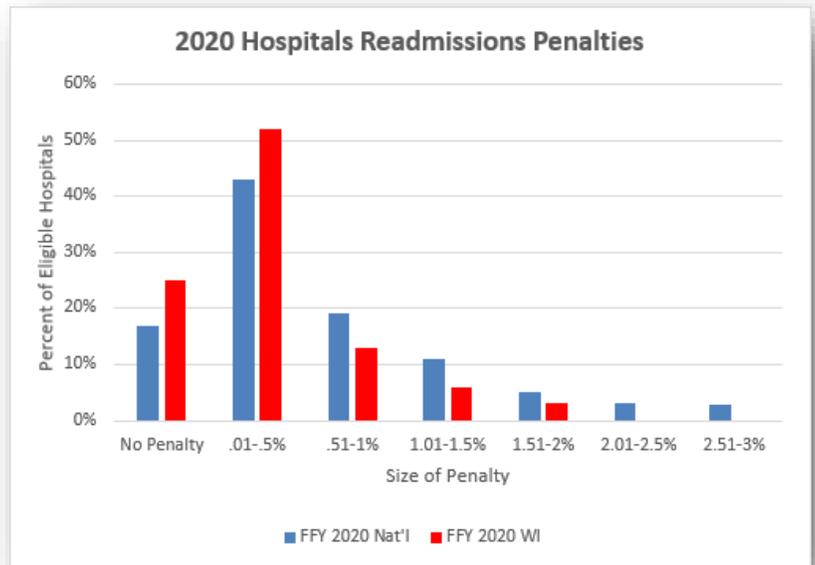
CMS’ **Valued-Based Purchasing Program** gathers results from four categories of quality care and applies monetary incentives and penalties to hospitals, based on their performance. Measures from these categories include patient satisfaction results, patient safety events, mortality and procedure complications, and efficient resource use. Hospitals that perform well receive increases in their rates and hospitals that do not perform as well receive rate cuts. The program is funded by hospitals themselves.

In FY 2020, nearly all Wisconsin hospitals in the VBP program received a bonus with only 10 hospitals in Wisconsin receiving a penalty. Nationally, nearly 1,200 hospitals – roughly 44 percent of all hospitals in the VPB – received a penalty. Not only does this mean that patients are receiving higher quality care in Wisconsin, it means that care is being delivered more cost-effectively.



Another recent CMS data release concerns **Readmissions Penalties**. Unlike the VBP incentive program, CMS only penalizes hospitals for exceeding expected rates of unplanned hospital readmissions.

Wisconsin hospitals fared very well in this area again this year. Unplanned readmissions are disruptive to patients and families, and are a resource burden to the health care system. Hospitals are dedicating human and financial resources to ensure that high quality outcomes achieved in the hospitals are sustained by safe transitions of care to home or the next health care setting. The data show the results of this commitment.



The readmissions data also correlate well to what our patients tell us about the experience they have in Wisconsin hospitals. Across the country, Medicare assesses patient satisfaction with care using a tool called **HCAHPS** (Hospital Consumer Assessment of Healthcare Providers and Systems; pronounced “H-caps”). The tool examines several components of care provided to patients within the hospital, with the results **reported directly by the patient**. One of the core areas studied through this survey is the preparedness of care transitions and a patient’s comprehension of discharge instructions.

No state’s hospitals do better than Wisconsin’s:

Patient Satisfaction – Surveyed 4/2018 - 3/2019		
Question/Domain	WI Score (in %)	National Rank
Patients who reported that YES, they did discuss whether they would need help after discharge	89	Tied for 1st with VT
Patients who reported that YES, they were given information about what to do during their recovery at home	90	Tied for 1st with VT
Patients who reported that YES, they did receive written information about possible symptoms to look out for after discharge	91	1st
Care Transitions Aggregate Score (above 3 questions)	89	1st

This quality work is made possible by a public policy environment supporting our health care workforce, rather than imposing distracting or confusing regulatory burdens that would interfere with this performance. Wisconsin’s proactive accomplishments improve quality of care for patients and help Wisconsin’s patients benefit from the outcomes reflected in the latest CMS data.

WHA Chief Quality Officer Beth Dibbert is available to provide further perspective and answer any questions.