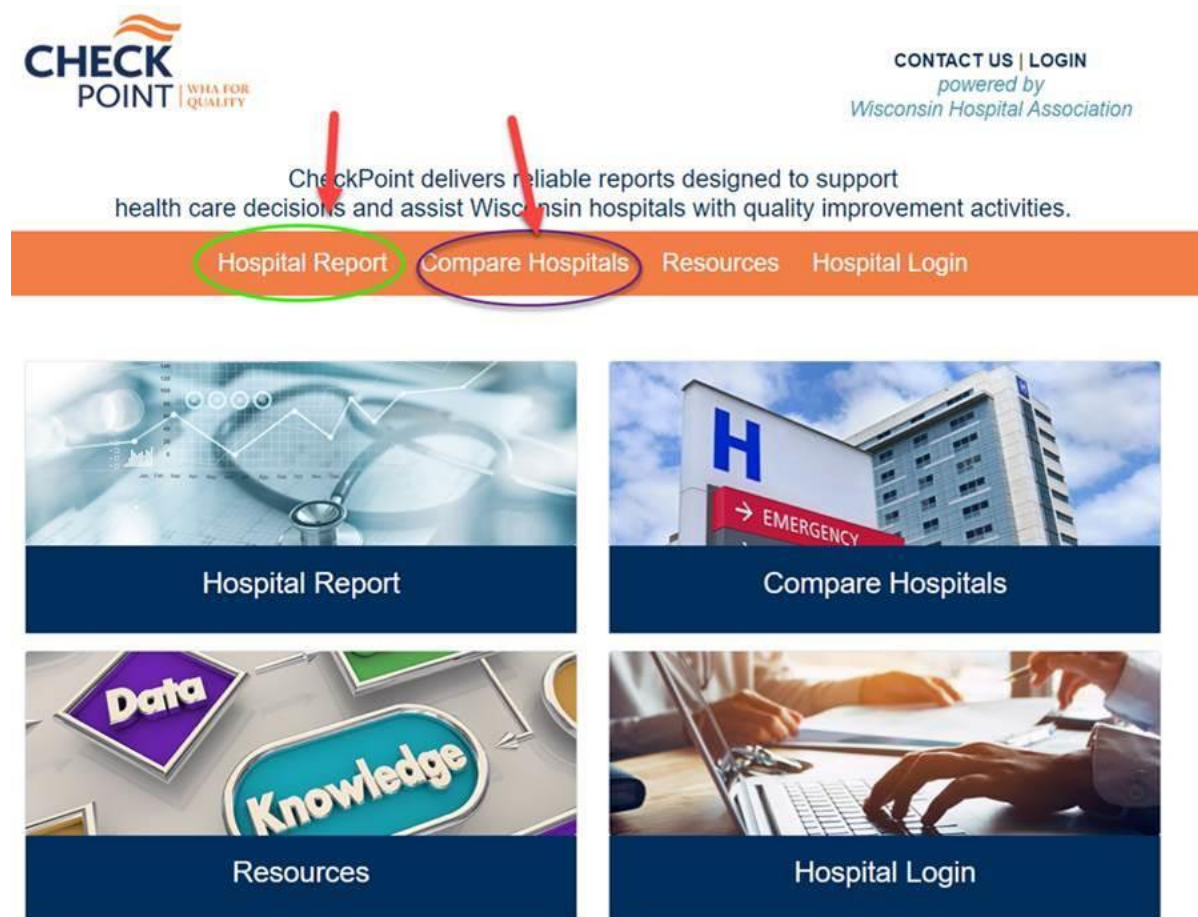


From: Carr, Alistair <acarr@wha.org>
Sent: Thursday, February 10, 2022, 9:49 AM
To: Carr, Alistair <acarr@wha.org>
Subject: CheckPoint Alert: HCAHPS Data Refreshed Through 2021Q1

The Patient Experience (HCAHPS survey) measure family data have been refreshed on CheckPoint to show results for the period 7/1/2020 – 3/31/2021. **Please note that this is an irregular, nine-month period**, instead of the usual twelve months. CMS has withheld data from the first two quarters of 2020 due to the COVID pandemic.

Results can be found on the **Compare Hospitals** option by selecting the *Patient Experience* measure family, or in the **Hospital Report**. The Compare Hospital report will display star ratings by default, but users can view the actual rates by clicking on <Show Rates> at the top of the report. Hospitals' historic results can be viewed by clicking on any blue number in the Show Rates view.



There is a "Preview Report" for Patient Experience behind the login, which provides the Lower and Upper Confidence Limits (LCL and UCL) used to determine the star rating. Hospitals having fewer than 50 responses will have only a "+" symbol reported to indicate their small sample, and no numerator, denominator, rate or confidence limits. The rating scheme is described under **Resources** (on the home page) > **For Hospitals** > **CheckPoint Star Rating**.

Please let me know if you have any questions or concerns about the data.

Alistair

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