

Relationship Between HCAHPS Scores (Patient Experience) and Watson's Theory of Caring

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Background



The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey measures patient experience. It is an important survey because some of the hospitals' payment is dependent on the scores. It was desired

to know if use of caring theories could increase HCAHPS scores. No study was found that examined the relationship between HCAHPS and the construct of caring as proposed by Watson.

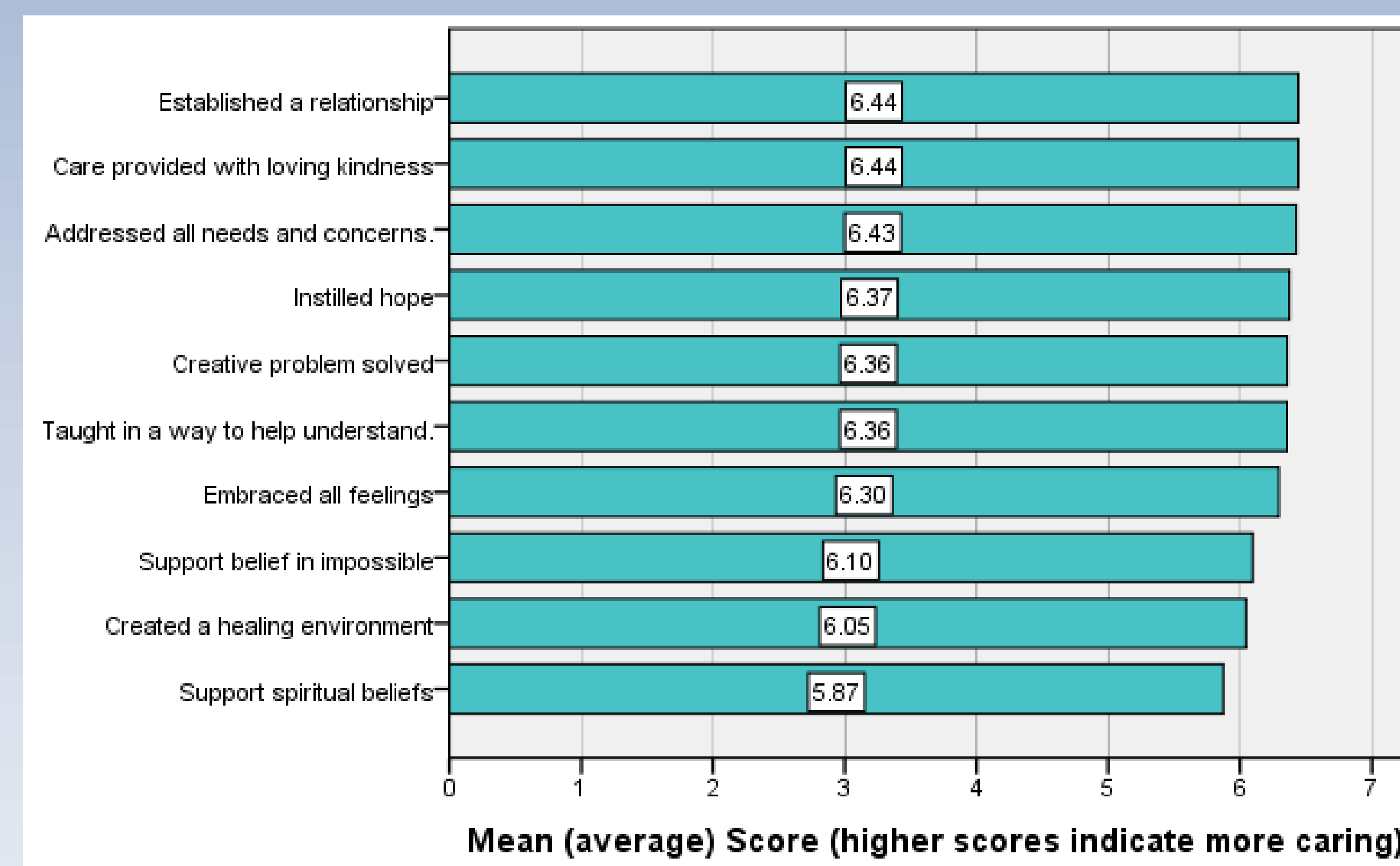
Methods

This descriptive study examined the relationship between five items from the HCAHPS survey and the 10-item Caring Factor Survey (CFS) that assessed the patient's perception of caring as proposed by Watson (DiNapoli, Turkel, Nelson & Watson, 2010). After ethics board approval and permission for use of the HCAHPS survey was given by the Center for Medicare and Medicaid Services (CMS), a convenience sample of 233 patients were surveyed on 15 in-patient care units at an urban tertiary care hospital.

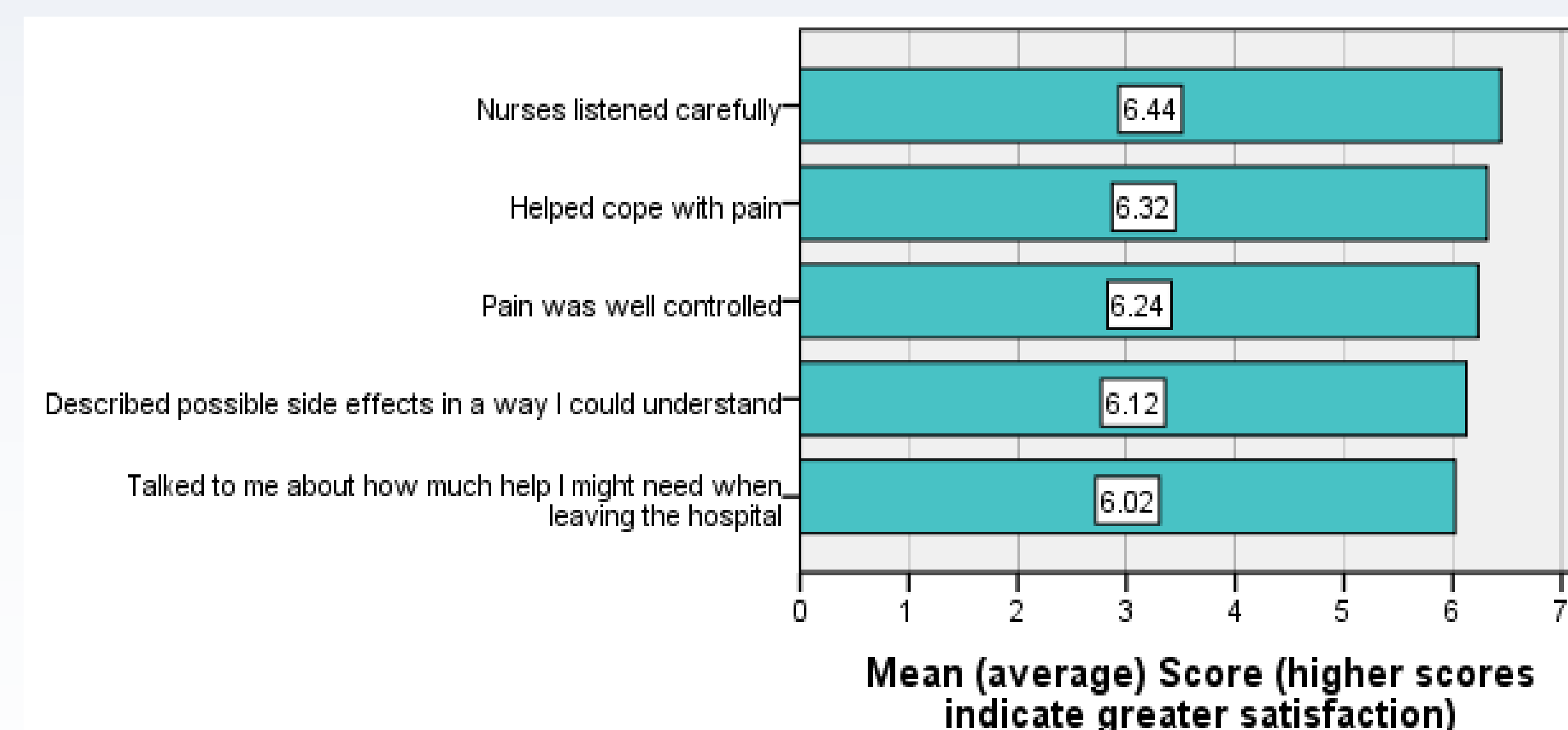
Results

Descriptive statistics revealed high mean scores for both CFS and HCAHPS, indicating presence of caring ($x = 6.26$, $sd = 1.01$, range 1-7; Figure 1) and positive hospital experience ($x = 6.22$, $sd = 1.10$, range 1-7; Figure 2).

Figure 1, Caring Mean Scores



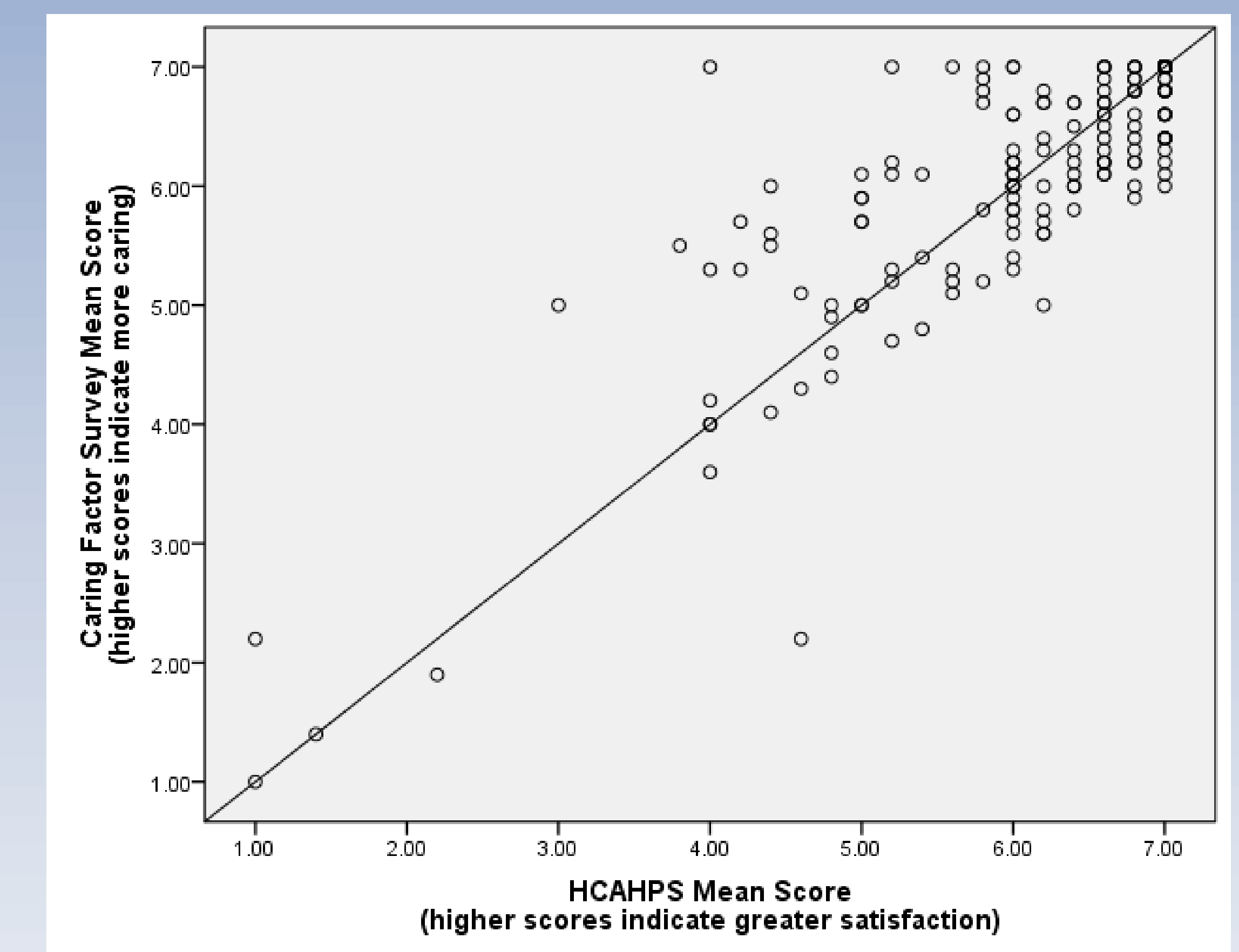
Figures 2, HCAHPS Mean Scores



Results (continued)

Pearson's correlation revealed a statistically significant relationship between caring and HCAHPS ($r = .86$, $p < .001$; See Figure 3).

Figure 3, Scatter Plot Caring & HCAHPS



Discussion

This study suggests implementation of caring science will impact HCAHPS scores and associated reimbursement. Further studies are warranted.

References

DiNapoli, P., Turkel, M., Nelson, J., & Watson, J. (2010). Measuring the Caritas processes: Caring Factor Survey. *International Journal of Caring*, 14(3).

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