

# HCAHPS VS. PATIENT SATISFACTION SURVEYS

## DO YOU REALLY NEED TO MEASURE TWICE?



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- HCAHPS** ▶ **Simplify with one tool for your entire organization**
- ▶ **Build accountability**
  - ▶ **Prepare for the future of public reporting**

As more hospitals prepare for the future by implementing HCAHPS, many are now asking “When it comes to HCAHPS and patient satisfaction surveys, do we really need both?” Months of research by the analysts at HealthStream Research tells us that results between **HCAHPS and traditional patient satisfaction research are consistent**. Our **exclusive** Patient Insights HCAHPS-based approach to patient satisfaction not only supports your quality improvement efforts, but helps your organization prepare for future public reporting and pay for performance initiatives.

By using the Patient Insights HCAHPS tool for inpatient, as well as our Patient Insights HCAHPS-based questions for your outpatient and ED, you’ll streamline improvement efforts across your entire organization. When you add our online HCAHPS Preparation and Improvement courseware, you’ll get a program that applies to your entire organization and prepares you to positively impact your publicly reported HCAHPS scores.

To receive a free copy of our discovery paper ***Do You Need Both to Succeed?*** *How the HCAHPS Survey Compares to Satisfaction Surveys*, visit our website at:

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HealthStream Research was formed from the merger of Data Management and Research and The Jackson Organization. HealthStream Research works with 1,100 clients, including 7 of the 10 largest healthcare systems in the United States.