



Maryland HCAHPS Collaborative & Dashboard

Maryland Health Care Commission Update
January 15, 2026



Agenda

- ▶ Background
- ▶ Statewide Collaborative
- ▶ Development of Maryland HCAHPS Dashboard
 - ▶ Background
 - ▶ Scope and initial goals
 - ▶ Phases of development process
 - ▶ Data sources and update cadence
- ▶ Demonstration



Background: Hospital Patient Experience

- ▶ Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is the standardized, national survey measuring patients' perspectives of their hospital care
- ▶ Provides comparable data:
 - ▶ Allows consumers to compare hospitals
 - ▶ Encourages quality improvement
 - ▶ Promotes public accountability by reporting on communication, cleanliness, and overall care
- ▶ Survey results are incorporated in both National and Maryland payment programs

Source:

Centers for Medicare & Medicaid Services. (2025, December 2). *October 2025 public report: January 2024–December 2024 discharges* [PDF]. HCAHPS Online. <https://hcahpsonline.org/globalassets/hcahps/summary-analyses/summary-results/october-2025-public-report-january-2024---december-2024-discharges.pdf>



Background: Maryland Performance

- ▶ Maryland has historically lagged with HCAHPS scores
- ▶ As of 2024 CMS data:
 - ▶ Maryland ranks 48th in the nation
 - ▶ ~7 points below the national average on global measures of Hospital Rating and Recommendation
 - ▶ Other Mid-Atlantic states are also towards the bottom, with NY, DE, NJ, and DC amongst the lowest scoring

Source:

Centers for Medicare & Medicaid Services. (2025, December 2). *October 2025 public report: January 2024–December 2024 discharges* [PDF]. HCAHPS Online. <https://hcahpsonline.org/globalassets/hcahps/summary-analyses/summary-results/october-2025-public-report-january-2024---december-2024-discharges.pdf>



HCAHPS Collaborative

- ▶ Jointly with the Maryland Hospital Association (MHA) and the Health Services Cost Review Commission (HSCRC), MHCC helped facilitate an HCAHPS Collaborative
- ▶ Goals:
 - ▶ Encourage collaboration amongst hospitals and the state
 - ▶ Share best practices and lessons learned
 - ▶ Produce deliverables for future improvement
 - ▶ HSCRC Report
 - ▶ Maryland HCAHPS Dashboard
- ▶ Met monthly December 2024 – December 2025; Continuing to meet quarterly in 2026



Development of HCAHPS Dashboard

- ▶ MHCC publishes HCAHPS data by hospital on the [consumer website](#) in alignment with CMS methodology
 - ▶ Patient-mix and mode-adjusted results; delayed ~18 months
- ▶ Jointly with HSCRC, MHCC began requiring detailed level HCAHPS data starting January 2022 (Q3 2021 discharges)
 - ▶ Allows for more timely and detailed analysis into race, ethnicity, service line, etc.
 - ▶ Potential for targeted approaches for quality improvement (e.g., patient populations, domains)
 - ▶ Reporting requirements, updates, and results are also available on the [provider side](#) of the website
- ▶ Opportunity for current and interactive data availability to assist **state and hospital efforts**



Scope and Initial Goals

- ▶ Create an interactive Dashboard to:
 - ▶ Summarize unadjusted patient-level HCAHPS top-box data for **both state and hospital** monitoring on a more timely basis by domain or question with the ability to stratify
- ▶ Notes to consider:
 - ▶ HCAHPS Survey and methodology were updated starting in January 2025
 - ▶ To align with HSCRC data suppression guidelines, denominator ranges are provided for context
 - ▶ A **top-box score** is the percentage of respondents who give the most favorable response (e.g., "Always" or "Definitely Yes") to specific survey questions
- ▶ Roles
 - ▶ **Learning Collaborative and Data Subgroup:** Recommend and advise on dashboard development
 - ▶ **MHCC:** State agency collecting and aggregating hospital HCAHPS data for State and public reporting
 - ▶ **HSCRC:** State agency implementing pay-for-performance and hospital monitoring programs using HCAHPS data
 - ▶ **CRISP/hMetrix:** Develop and disseminate hospital quality reporting through the CRISP Reporting Services (CRS) portal



Development Overview

Phase 1

Develop visualizations on unadjusted HCAHPS top-box scores starting with January to June 2025 patient-level data with high priority filters for stratification and comparisons to State benchmarks

Phase 1 released December 2025

Phase 2

Integrate historic (pre-2025) vs new data (post-2025)

Review presentation options for spanning the data series break to ensure accurate interpretation

Provide reference resources including hospital contacts, FAQs and methodology

Phase 3

Add CMS comparison and Patient-Mix and Mode Adjustment estimation

Phase 4

Link HCAHPS data with other hospital level quality or utilization outcomes

Phase 5

Review other scoring methodologies besides top-box, provide to best practice resources

Future goals and phases could be done in a different order or removed based on changing needs/priorities



Update Cadence and Next Steps

- ▶ Survey results are submitted quarterly by hospitals and vendors to MHCC
 - ▶ Upcoming 2025 updates:
 - ▶ Q3 Discharges: January 21, 2026
 - ▶ Q4 Discharges: April 15, 2026
 - ▶ Dashboard updated shortly after submission and review
- ▶ Next Steps
 - ▶ Begin Phase 2 development
 - ▶ Focusing on the integration of historical surveys (July 2021 – December 2024) for longitudinal comparison
 - ▶ Review and prioritize other requested feedback
 - ▶ Explore opportunities for future public use



Dashboard Demonstration

Intended users:

- Hospital leadership and patient experience staff
- State agencies



Questions?

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Screenshots & Appendix



Overview Facility Patient Demographics Patient Demographic Line Graph

Maryland HCAHPS Dashboard

Hospitals: (All) Region: (All) Bed Size: (All)

Discharge Time Period: Jan, 2025 - Jun, 2025 Mode: (All) Service Line: (All)

Overview

Please click on the measures to see the key findings

Key Findings for the Selected Domain and Filters:

1. Discharge Information has the highest Top-Box score for the selected filters.
2. This Top-Box score is at the statewide average for the selected filters.
3. This Top-Box score is lower than the highest Top-Box score for the selected filters.

Quality Measure (sorted by Top-Box Score)	Top-Box Score (Unadjusted Score)	Highest State Top-Box Score
Discharge Information	78.92%	87.55%
Communication with Doctors	78.49%	86.27%
Communication with Nurses	77.33%	84.21%
Care Coordination	69.70%	82.79%
Willingness to Recommend the Hospital	68.31%	83.67%
Cleanliness of Hospital Environment	68.12%	90.85%
Overall Hospital Rating	66.32%	80.92%
Information about Symptoms	64.38%	77.06%
Quietness of Hospital Environment	54.47%	73.84%
Restfulness of Hospital Environment	52.87%	64.91%
Communication about Medicines	39.91%	51.63%
Responsiveness of Hospital Staff	38.29%	52.61%



Color scale represents the percent difference of the selected Top-Box score and the statewide average.

Green: The score is above the statewide average.
 White: The score is equal to the statewide average.
 Red: The score is below the statewide average.

Top-Box Score (Unadjusted Score): The percentage of completed surveys that selected the most positive response (e.g., 4 out of 4), excluding surveys with Missing/Unknown/Null values. These results are not adjusted for Patient-Mix Adjustment (PMA) and survey mode.

Highest State Top-Box Score: The maximum Top-Box score achieved by any individual hospital for the selected domain, service line, and mode.

Statewide Average: The statewide average Top-Box score for the selected group.

Current Filter Selection:

Hospital: All Discharge Time Period: Jan, 2025 to Jun, 2025
 Region: All Mode: All
 Bed Size: All



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Maryland HCAHPS Dashboard

Hospitals: (Multiple values) Region: (All) Bed Size: (All)

Discharge Time Period: Jan, 2025 to Jun, 2025 Mode: (All) Service Line: (All)

Overview

Please click on the measures to see the key findings

Key Findings for the Selected Domain and Filters:

1. Discharge Information has the highest Top-Box score for the selected filters.
2. This Top-Box score is below the statewide average for the selected filters.
3. This Top-Box score is lower than the highest Top-Box score for the selected filters.

Quality Measure (sorted by Top-Box Score)	Top-Box Score (Unadjusted Score)	Highest State Top-Box Score
Discharge Information	78.15%	87.55%
Communication with Doctors	74.82%	86.27%
Communication with Nurses	73.87%	84.21%
Cleanliness of Hospital Environment	68.72%	90.85%
Care Coordination	67.21%	82.79%
Willingness to Recommend the Hospital	65.31%	83.67%
Overall Hospital Rating	63.85%	80.92%
Information about Symptoms	59.87%	77.06%
Quietness of Hospital Environment	51.91%	73.84%
Restfulness of Hospital Environment	50.39%	64.91%
Communication about Medicines	41.10%	51.63%
Responsiveness of Hospital Staff	36.27%	52.61%



Color scale represents the percent difference of the selected Top-Box score and the statewide average.

Green: The score is above the statewide average.

White: The score is equal to the statewide average.

Red: The score is below the statewide average.

Top-Box Score (Unadjusted Score): The percentage of completed surveys that selected the most positive response (e.g., 4 out of 4), excluding surveys with Missing/Unknown/Null values. These results are not adjusted for Patient-Mix Adjustment (PMA) and survey mode.

Highest State Top-Box Score: The maximum Top-Box score achieved by any individual hospital for the selected domain, service line, and mode.

Statewide Average: The statewide average Top-Box score for the selected group.

Current Filter Selection:

Hospital: Luminis Health Anne Arundel Medical Center & Luminis Health Doctors Community Medical Center
 Discharge Time Period: Jan, 2025 to Jun, 2025
 Region: All
 Mode: All
 Service Line: All



Maryland HCAHPS Dashboard

Hospitals (Multiple values)	Region (All)	Bed Size (All)
Discharge Time Period Jan, 2025 — Jun, 2025	Mode (All)	Service Line (All)

Overview

Please click on the measures to see the key findings

Key Findings for the Selected Domain and Filters:

1. Discharge Information has the highest Top-Box score for the selected filters.
2. This Top-Box score is above the statewide average for the selected filters.
3. This Top-Box score is lower than the highest Top-Box score for the selected filters.

Quality Measure (sorted by Top-Box Score)	Top-Box Score (Unadjusted Score)	Highest State Top-Box Score
Discharge Information	86.35%	87.55%
Communication with Doctors	83.98%	86.27%
Willingness to Recommend the Hospital	82.84%	83.67%
Communication with Nurses	82.56%	84.21%
Overall Hospital Rating	78.79%	80.92%
Care Coordination	75.49%	82.79%
Information about Symptoms	75.13%	77.06%
Cleanliness of Hospital Environment	69.87%	90.85%
Quietness of Hospital Environment	57.83%	73.84%
Restfulness of Hospital Environment	54.40%	64.91%
Communication about Medicines	47.54%	51.63%
Responsiveness of Hospital Staff	34.54%	52.61%



Color scale represents the percent difference of the selected Top-Box score and the statewide average.
 Green: The score is above the statewide average.



Overview Facility Patient Demographics Patient Demographic Line Graph

Maryland HCAHPS Dashboard

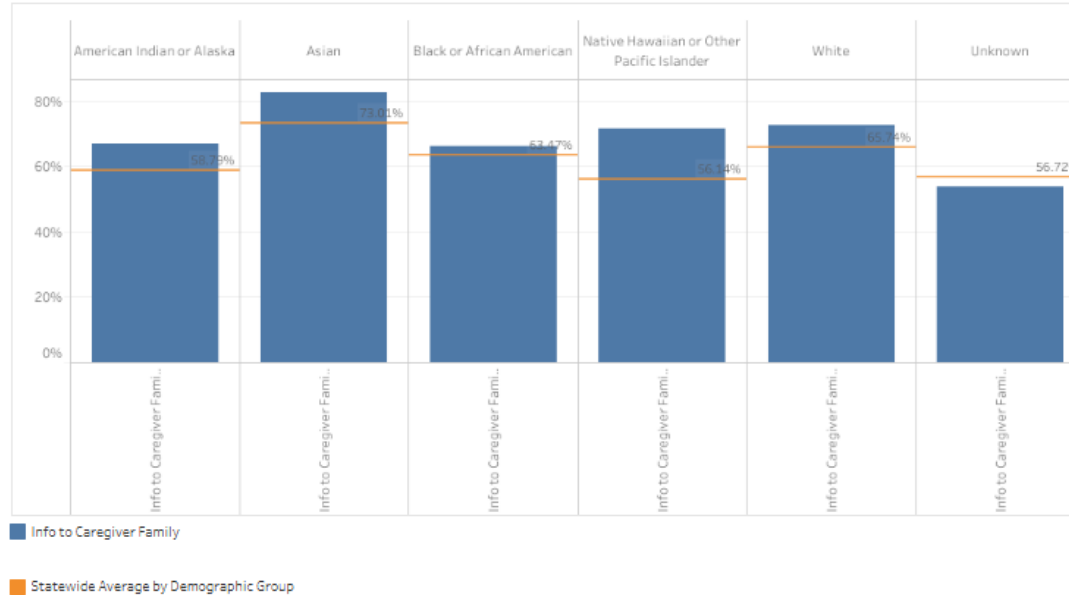
Hospitals: (All) | Region: Baltimore City | Bed Size: (All)

Discharge Time Period: Jan, 2025 - Jun, 2025 | Mode: (All) | Service Line: (All) | Domain: Information about Sympto... | Demographic: Race

Top-Box Performance Score for Information about Symptoms by Race

Key Findings for the Selected Domain and Filters:

1. Top-Box score given by Race Asian patients are 82.42%, which is higher than other groups.
2. The question "Info to Caregiver Family" has the highest Top-Box score among Asian patients of 82.42%



Top-Box Score (Unadjusted Score): The percentage of completed surveys that selected the most positive response (e.g., 4 out of 4), excluding surveys with Missing/Unknown/Null values. These results are not adjusted for Patient-Mix Adjustment (PMA) and survey mode.

Statewide Average by Demographic Group: The statewide average Top-Box score across all questions within the selected Domain for a specific Demographic group (indicated by the orange line).



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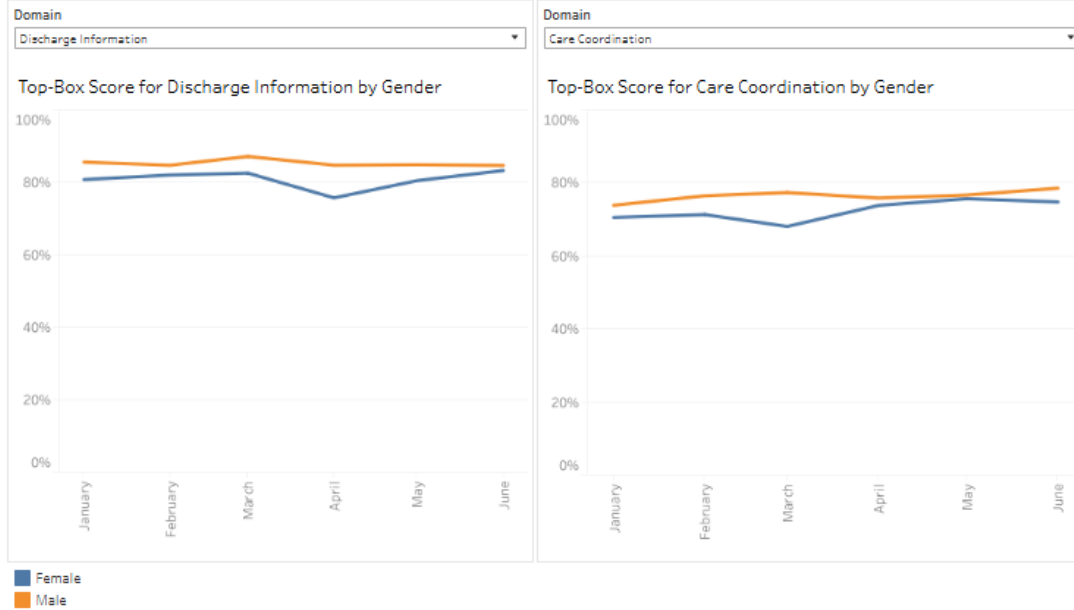
Hospitals: (All) Region: (All) Bed Size: (All)

Discharge Time Period: Jan, 2025 - Jun, 2025 Mode: (All) Service Line: Surgical Demographic Category: Gender Demographic Value: (All)

Top-Box Score Comparison by Domain

Key Findings for the Selected Domain and Filters:

- The overall average Top-Box score for the Discharge Information domain is 85.28%. The Male group has the highest average Top-Box score for this domain.
- The overall average Top-Box score for the Care Coordination domain is 76.47%. The Male group has the highest average Top-Box score for this domain.



Top-Box Score (Unadjusted Score): The percentage of completed surveys that selected the most positive response (e.g., 4 out of 4), excluding surveys with Missing/Unknown/Null values.

Maryland HCAHPS Dashboard

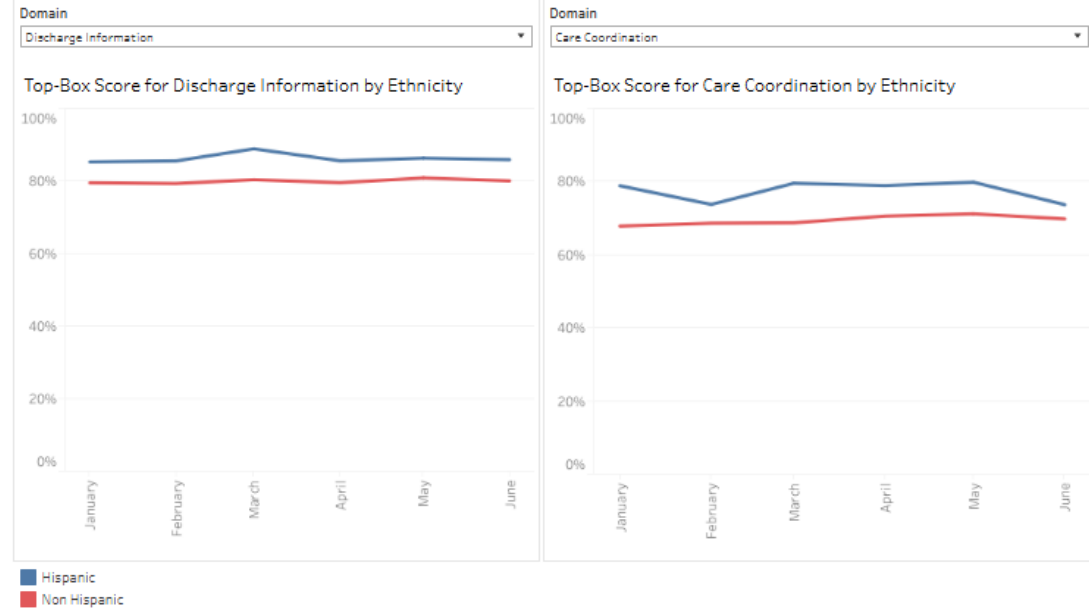
Hospitals: (All) Region: (All) Bed Size: (All)

Discharge Time Period: Jan, 2025 - Jun, 2025 Mode: (All) Service Line: (All) Demographic Category: Ethnicity Demographic Value: (Multiple values)

Top-Box Score Comparison by Domain

Key Findings for the Selected Domain and Filters:

- The overall average Top-Box score for the Discharge Information domain is 86.23%. The Hispanic group has the highest average Top-Box score for this domain.
- The overall average Top-Box score for the Care Coordination domain is 77.56%. The Hispanic group has the highest average Top-Box score for this domain.



Top-Box Score (Unadjusted Score): The percentage of completed surveys that selected the most positive response (e.g., 4 out of 4), excluding surveys with Missing/Unknown/Null values.

