

Protocol Update
New HCAHPS Exclusion Category
Patients Discharged to Nursing Homes and Skilled Nursing Facilities
August 19, 2011

During the March 2011 HCAHPS Training session, the HCAHPS Project Team announced that *patients discharged to nursing homes and skilled nursing facilities* were to be excluded from HCAHPS. This new exclusion category was also added to the *HCAHPS Quality Assurance Guidelines V6.0, Sampling Protocol* chapter.

Upon further review, CMS is now **updating** this new exclusion category to **add** the discharge status code of **“61 – SNF Swing bed within hospital.”**

Thus, effective with July 1, 2011 discharges, patients with discharge status codes of

- “3 – Skilled nursing facility”
- “64 – Certified Medicaid nursing facility”

AND

- “61 – SNF Swing bed within hospital”

will be excluded from the HCAHPS survey administration protocols.

Please Note:

- Only patients who were discharged from their inpatient stay with discharge status code 3, 64 or 61 are to be excluded
- If a patient was not discharged with discharge status code 3, 64 or 61 and the patient is drawn into the HCAHPS sample, then the hospital/survey vendor must attempt to contact that patient
 - Only patients who are positively confirmed by the hospital/survey vendor to be residing in a Skilled nursing facility (discharge code 3), Certified Medicaid nursing facility (64), or SNF Swing bed within hospital (61) based upon a minimum of one contact attempt to the facility should be coded with the HCAHPS Final Survey Status/Disposition code of “3 – Ineligible: Not in Eligible Population”
- Patients who were discharged from their inpatient stay with discharge status code “4 – Intermediate care facility” must be included in the HCAHPS sample
- If the hospital/survey vendor discovers that a sampled patient is residing in a “4 – Intermediate care facility,” then the patient must be included in the full survey administration and all protocols must be carried out