



Overview

Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)

The Flex Program's Medicare Beneficiary Quality Improvement Project (MBQIP) has introduced a three phase initiative to improve quality of health care in critical access hospitals. Within this three phase initiative is the goal to have all CAHs using, and reporting results of, HCAHPS starting in 2012/2013. To support this effort, listed below is information regarding HCAHPS vendors, and those already reporting in North Dakota.

Current Vendors:

- There are 41 approved vendors nationwide
- No vendors in North Dakota
- Two vendors in Minnesota
- 88 hospitals (not CAHs) nationwide self-administer the HCAHPS survey

CAHs Currently Employing HCAHPS Surveys (not necessarily reporting publically)

- Jamestown Regional Medical Center, Jamestown
- Heart of America Medical Center, Rugby
- Mercy Medical Center, Williston
- Mercy Hospital of Valley City, Valley City
- Mercy Hospital, Devils Lake
- Lisbon Area Health Services, Lisbon
- Carrington Health Center, Carrington
- Oakes Community Hospital and Clinic, Oakes
- St. Joseph's, Dickinson

Vendors Used by North Dakota CAHs

- Press Ganey Associates (Indiana)
- HealthStream Research (Tennessee)
- NRC+Picker (Nebraska)

To learn more, contact Shawnda Schroeder, CAH Quality Network Coordinator at shawnda.schroeder@med.und.edu or 701.777.0787.



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HCAHPS Vendors Available in the Midwest

Vendor	State	Expense	Notes
Gallup 402.938.6243	Nebraska	Unknown	Unable to make contact
NRC+Picker 800.428.7455	Nebraska	\$5,500/year	Potentially Negotiable
Professional Research Consultants, Inc. 800.426.7455	Nebraska	\$3,100/year	Telephone Interviews only
Rural Comprehensive Care Network 888.917.3772	Nebraska	\$1,500 - \$3,400/year	Good reviews from CAHs in Michigan
Data Recognition Cooperation 800.826.2368	Minnesota	Unknown	Unable to make contact
Minnesota Rural Health Cooperative 507.423.5300	Minnesota	\$2,500 -\$4,500/year	Mail surveys
Alexandria Marketing Research Group, Inc. 888.420.8884	Missouri	\$4,500 -\$7,900/year	Mail surveys only – price dependent on sample size
Communications for Research, Inc. 573.775.4550	Missouri	\$2,700 -\$3,900/year	Telephone survey only
Health Management and Information Group 573.884.0473	Missouri	Unknown	Unable to make contact
Rural Wisconsin Health Cooperative 800.225.2531	Wisconsin	\$3,564-\$6,200/year	Focus on smaller hospitals
The Dieringer Research Group, Inc. 888.432.5220	Wisconsin	\$3,500 -\$10,700/year	Mail only; gave a quote for total expense for all 29 CAHs as a network – upward expense based on 300 complete surveys for one CAH
Beacon Technologies, Ltd. 877.909.1480	Illinois	\$2,280 – \$4,400/year	Interactive technology, experience with CAHs, no upcharges
TNS 847. 736.4040	Illinois	Unknown	Unable to make contact
Press Ganey Associates 800.232.8032	Indiana	\$4,000 – \$8,000/year	Mail or phone; fee structure specific to CAHs – no up-charges
Regenstrief Institute, Inc. 317.630.2642	Indiana	Unknown	Unable to make contact
Arbor Associates, Inc. 231.347.7775	Michigan	\$515-\$2,400/year	Telephone surveys; willing to work with the Network; provide opportunity for CAHs to share with each other
J.D. Power and Associates 248.267.6800	Michigan	Unknown	Unable to make contact
Fields Research, Inc. 513.821.6266	Ohio	\$3,800/year	New to Hospital CAHPS; No annual contract required
Quality Data Management, Inc. 440.526.8633	Ohio	\$3,377-\$4,500/year	Telephone surveys; pricing is for minimum of 300 completed surveys/year and implementation fee
HealthStream Research 615.224.1550	Tennessee	\$3,000 - \$5,000/year	Working with many facilities in ND & SD – several CAHs; visits ND frequently; working with ND tertiary as well