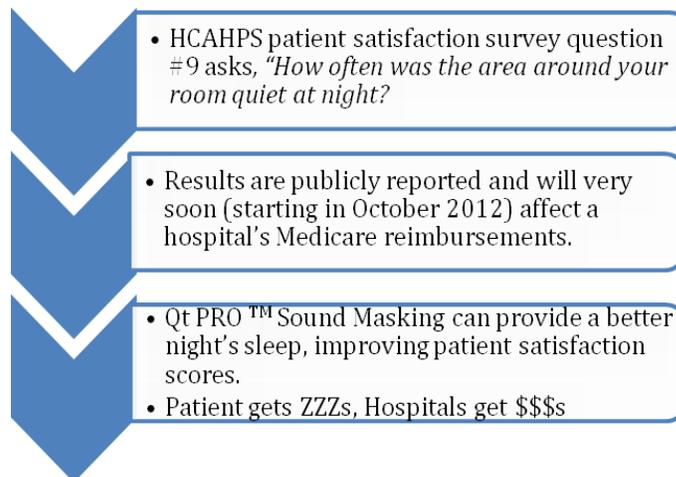


## Hospital Noise Affects Patient Satisfaction. Patient Satisfaction Impacts Medicare Funding.

In today's noisy healthcare facilities it is becoming increasingly challenging to provide patients with a quiet night's sleep. Sleep is an important part of the healing process in the hospital environment, but noise prevents patients from getting the rest they need. When surveyed at discharge, many patients report dissatisfaction with the noise near their rooms at night.

The HCAHPS survey is a standardized publicly reported patient survey regarding hospital care that is now required for hospitals to receive full Medicare funding. Because the survey results will be one of the several weighted factors that affect a hospital's Medicare reimbursements, billions of dollars are at stake.

Qt PRO™ Sound Masking from CSM is helping hospitals reduce startle from noise, thus lowering perceived noise levels. The lower perceived noise levels contribute to increased patient satisfaction that is often reported by discharge patients in their HCHAPS survey. With high patient satisfaction scores now an essential part of performance reimbursement for hospitals, Qt PRO Sound Masking is clearly the noise solution for many healthcare environments.



### HCAHPS SURVEY AND NEW 2012 REGULATIONS

#### *What is the HCAHPS ("H-Caps") survey?*

- The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is the first national, standardized, publicly reported patient survey regarding hospital care.
- The 27-question survey is currently required for acute care hospitals to receive full Inpatient Prospective Payment System (IPPS) funding.
- **Starting in October 2012, HCAHPS results - not just the reporting itself - will affect a hospital's Medicare funding.**

## What's the big deal?

- Results of HCAHPS surveys will directly influence a hospital's Medicare reimbursements, effective October 2012.
- Patient satisfaction results are publicly reported online, allowing users to compare facility ratings side-by-side.

## A Sample Report

	HOSPITAL 1	HOSPITAL 2	HOSPITAL 3
<b>Survey of Patients' Hospital Experiences</b>			
Patients who reported that their nurses "Always" communicated well.	79%	79%	78%
<b>Medicare Payment and Volume</b>			
Patients who reported that their doctors "Always" communicated well.	79%	80%	82%
Patients who reported that they "Always" received help as soon as they wanted.	66%	68%	64%
Patients who reported that their pain was "Always" well controlled.	74%	73%	69%
Patients who reported that staff "Always" explained about medicines before giving it to them.	64%	64%	64%
Patients who reported that their room and bathroom were "Always" clean.	69%	71%	73%
Patients who reported that the area around their room was "Always" quiet at night.	53%	51%	49%
Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	87%	85%	83%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	81%	71%	68%
Patients who reported YES, they would definitely recommend the hospital.	88%	77%	74%

	HOSPITAL 1	HOSPITAL 2	HOSPITAL 3
Patients who reported that the area around their room was "Always" quiet at night.	53%	51%	49%



**"Always" quiet at night is the *only* answer that counts!**

Survey results are publicly available at: [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

## New Regulations in 2012

- Centers for Medicare and Medicaid Services (CMS) will transition from a pay-for-reporting to a pay-for-performance system of reimbursements.
- More than 3,500 U.S. hospitals will be affected by these changes.
- Beginning with October 2012 patient discharges, HCAHPS survey results will be one of several weighted factors to affect a hospital's Medicare reimbursements.
- The new regulations are part of a Value-Based Purchasing Program (VBP) mandated by the Patient Protection and Affordable Care Act of 2010.
- **This will dramatically change how Medicare pays hospitals.**

## MEDICARE FUNDING IS ON THE LINE

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### Billions of Dollars at Stake

- Medicare payments will reflect a hospital's achievement, improvement and consistency. A facility's weighted score will be based on both patient survey results (30%) and other clinical measures (70%).
- Performance reimbursements in 2013 will total 1% of Medicare funding, and increase to 2% by 2017.
- Patient satisfaction scores must exceed the 50<sup>th</sup> percentile for a hospital to receive achievement points, and therefore a full share of funding.
- Funds that a low-scoring hospital does not receive will go toward other, higher-ranking hospitals – potentially, competitors.

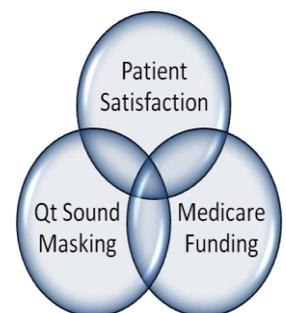
## HCAHPS RATINGS AND Qt™ SOUND MASKING

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### How you can explain the benefits of sound masking to hospital decision makers:

#### 1. Quiet Nights = Higher Ratings

- The HCAHPS survey asks *specifically* about nighttime noise levels in areas around patient rooms.
- Hospitals can improve the overall quality of care by improving a patient's ability to sleep.
- Most people do not notice sound masking in a space until it is turned off (and all of a sudden others' conversations are noticeable).
- Qt PRO sound masking is a simple, cost-effective way to reduce the distractions of hallway conversations and other hospital sounds.
- When installed in hospital patient rooms, sound masking makes conversations in hallways and at nurses' stations less noticeable, less startling and less distracting.



## **2. Qt™ Sound Masking Is Unobtrusive, Easy to Install, and Simple to Manage**

- Sound masking is projected into a patient room via miniature speakers that are installed in the ceiling and easily retrofitted into existing facilities.
- Speakers are powered by a central, low-voltage control unit and may be monitored and adjusted at the nurses' station.

### ***Here is how to write or add a sound masking system to your hospital proposal:***

- 1. Review hospital performance for your clients via HCAHPS survey results and hospital comparisons.** See: [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)
- 2. Use these data to motivate your client to install a pilot sound masking system to assess performance.**
- 3. Ask for hardware support.** One component of CSM's health care initiative is to provide very low cost demo hardware for pilot installations.
- 4. CSM can help you with sound masking proposals.**

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