If you review the correlation between HCAHPS performance and post-visit phone calls, it’s clear that patient perception of care is a byproduct of high quality. Patients who receive calls rate organizations significantly higher on a number of HCAHPS measures, including explanation of new medication, medication side effects, help after discharge, instructions to care for yourself at home, and overall hospital rating.

**Figure 4.4**

At Roper St. Francis Hospital in Charleston, SC, inpatients who received a post-visit phone call ranked in the 99th percentile compared to all hospitals in the database on the HCAHPS question “Always explained possible medication side effects in a way I could understand,” while patients who did not receive a post-visit phone call ranked in just the 40th percentile.