

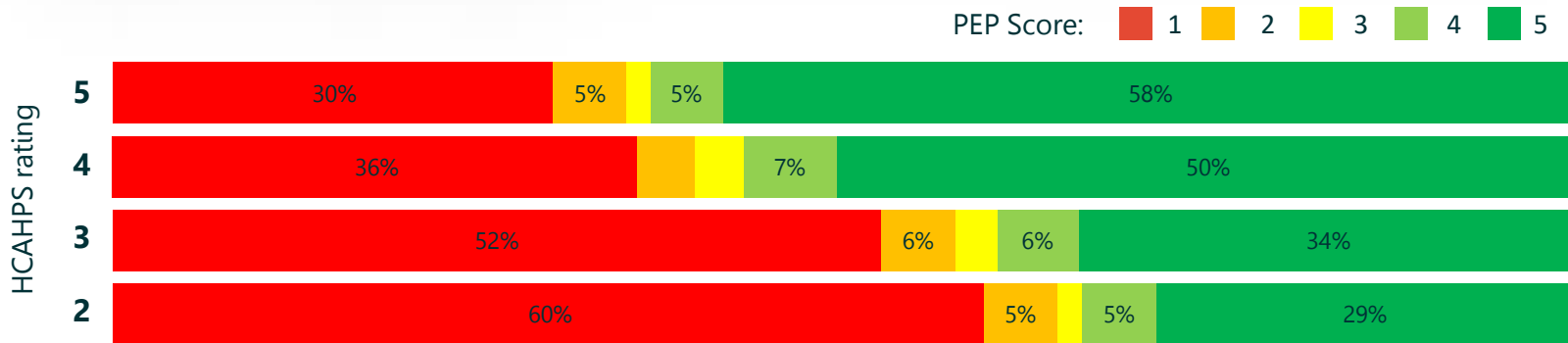
Validating PEP Scores as a Leading Indicator of Hospital Performance

HCAHPS scores are critical benchmarks for hospitals, influencing their reputation, patient satisfaction, and reimbursement. However, they face key challenges:

- **Limited actionability:** HCAHPS data lacks the transparency and granularity needed for effective quality improvements.
- **Lag time:** By the time hospitals can act on HCAHPS data, the opportunity to improve patient experience and boost ratings has passed.

SOLUTION

To address these challenges, PEP Health developed PEP Scores, offering actionable real-time insights into online patient feedback. To establish PEP Scores as a trusted measure of hospital performance, a rigorous validation study was carried out, comparing PEP Scores with HCAHPS ratings across multiple hospitals.



Distribution of PEP Scores across HCAHPS-rated hospitals

PEP IMPACT

The study validated PEP Scores as a trusted and leading indicator of hospital performance, demonstrating that PEP Scores:

- Predict HCAHPS outcomes up to 9 months before official HCAHPS data is released.
- Align closely on key HCAHPS experience measures, such as communication and cleanliness.
- Correlate strongly with HCAHPS ratings, meaning that hospitals with high PEP Scores typically achieve high HCAHPS ratings.
- Enable hospitals to make targeted improvements that directly enhance their patient satisfaction and future HCAHPS ratings.

“We see PEP data as a valuable approach to PX metrics within value-based agreements because of the alignment to HCAHPS survey themes, domains, and questions. PEP Score removes over-survey risk in the market and among our patients, and the insights generally align to what we believe to be true at [our health system] through our internal PX metrics.”

- Feedback from a major health plan and large care system