



CAHPS® HOSPITAL SURVEY (HCAHPS)

(Hospital Consumer Assessment of Healthcare Providers and Systems)

The Centers for Medicare & Medicaid Services (CMS) has partnered with the Agency for Healthcare Research and Quality (AHRQ), another agency in the Department of Health and Human Services, to develop HCAHPS—the Hospital Consumer Assessment of Healthcare Providers and Systems Survey.

Background

The HCAHPS initiative is intended to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care.

While many hospitals collect information on patient satisfaction, there is no national standard for collecting or publicly reporting this information that would enable valid comparisons to be made across all hospitals.

What it is

HCAHPS can be viewed as a core set of questions that can be combined with a customized set of hospital-specific items. HCAHPS is meant to complement the data hospitals currently collect to support improvements in internal customer services and quality related activities.

Implementation

Hospitals will voluntarily implement HCAHPS under the auspices of the Hospital Quality Alliance, a private/public partnership that includes the major hospital associations, government, consumer groups, measurement and accrediting bodies, and other stakeholders who share a common interest in improving hospital quality.

The hospital, or a vendor representing the hospital, will conduct the HCAHPS survey via paper, telephone or Interactive Voice Response (IVR). The survey data must be submitted via QualityNet in the specified XML file format by a registered QualityNet user. Users will also have the option of submitting survey data using an online data entry form available on My QualityNet.

Survey data files will be uploaded to an HCAHPS data warehouse. Health Services Advisory Group (HSAG), the Arizona Quality Improvement Organization, will then calculate measures and case mix data.

More information

For more information about the HCAHPS initiative, including the XML file layout and the data upload specifications, see HCAHPSOnline.org.

HCAHPS Survey

SURVEY INSTRUCTIONS

- ◆ You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient.
- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes
 - No → *If No, Go to Question 1*

You may notice a number on the survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.
Please note: Questions 1-22 in this survey are part of a national initiative to measure the quality of care in hospitals. OMB #0938-0981

Please answer the questions in this survey about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
 - ¹ Never
 - ² Sometimes
 - ³ Usually
 - ⁴ Always
2. During this hospital stay, how often did nurses listen carefully to you?
 - ¹ Never
 - ² Sometimes
 - ³ Usually
 - ⁴ Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁹ I never pressed the call button

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
6. During this hospital stay, how often did doctors listen carefully to you?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
9. During this hospital stay, how often was the area around your room quiet at night?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- ¹ Yes
² No → If No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
12. During this hospital stay, did you need medicine for pain?
- ¹ Yes
² No → If No, Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

15. During this hospital stay, were you given any medicine that you had not taken before?

¹ Yes

² No → If No, Go to Question 18

16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

¹ Never

² Sometimes

³ Usually

⁴ Always

17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

¹ Never

² Sometimes

³ Usually

⁴ Always

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

¹ Own home

² Someone else's home

³ Another health facility → If Another, Go to Question 21

19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

¹ Yes

² No

20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

¹ Yes

² No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

⁰ 0 Worst hospital possible

¹ 1

² 2

³ 3

⁴ 4

⁵ 5

⁶ 6

⁷ 7

⁸ 8

⁹ 9

¹⁰ 10 Best hospital possible

22. **Would you recommend this hospital to your friends and family?**

- ¹ Definitely no
² Probably no
³ Probably yes
⁴ Definitely yes

ABOUT YOU

There are only a few remaining items left.

23. **In general, how would you rate your overall health?**

- ¹ Excellent
² Very good
³ Good
⁴ Fair
⁵ Poor

24. **What is the highest grade or level of school that you have completed?**

- ¹ 8th grade or less
² Some high school, but did not graduate
³ High school graduate or GED
⁴ Some college or 2-year degree
⁵ 4-year college graduate
⁶ More than 4-year college degree

25. **Are you of Spanish, Hispanic or Latino origin or descent?**

- ¹ No, not Spanish/Hispanic/Latino
² Yes, Puerto Rican
³ Yes, Mexican, Mexican American, Chicano
⁴ Yes, Cuban
⁵ Yes, other Spanish/Hispanic/Latino

26. **What is your race? Please choose one or more.**

- ¹ White
² Black or African American
³ Asian
⁴ Native Hawaiian or other Pacific Islander
⁵ American Indian or Alaska Native

27. **What language do you mainly speak at home?**

- ¹ English
² Spanish
³ Chinese
⁴ Russian
⁵ Vietnamese
⁶ Some other language (please print): _____

THANK YOU

Please return the completed survey in the postage-paid envelope.

[NAME OF SURVEY VENDOR OR SELF-ADMINISTERING HOSPITAL]

[RETURN ADDRESS OF SURVEY VENDOR OR SELF-ADMINISTERING HOSPITAL]

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2. During this hospital stay, how often did nurses listen carefully to you?
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 - Usually
 - Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?
 - Never
 - Sometimes
 - Usually
 - Always
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
 - Never
 - Sometimes
 - Usually
 - Always
 - I never pressed the call button

YOUR CARE FROM DOCTORS

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- 2 No → If No, Go to Question 12

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- 3 Another health facility → If Another, Go to Question 21

19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

- 1 Yes
- 2 No

20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

- 1 Yes
- 2 No

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- 0 0 Worst hospital possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best hospital possible

22. Would you recommend this hospital to your friends and family?

- ¹0 Definitely no
- ²0 Probably no
- ³0 Probably yes
- ⁴0 Definitely yes

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24. What is the highest grade or level of school that you have completed?

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- ⁵0 4-year college graduate
- ⁶0 More than 4-year college degree

25. Are you of Spanish, Hispanic or Latino origin or descent?

- ¹0 No, not Spanish/Hispanic/Latino
- ²0 Yes, Puerto Rican
- ³0 Yes, Mexican, Mexican American, Chicano
- ⁴0 Yes, Cuban
- ⁵0 Yes, other Spanish/Hispanic/Latino

26. What is your race? Please choose one or more.

- ¹0 White
- ²0 Black or African American
- ³0 Asian
- ⁴0 Native Hawaiian or other Pacific Islander
- ⁵0 American Indian or Alaska Native

27. What language do you mainly speak at home?

- ¹0 English
- ²0 Spanish
- ³0 Chinese
- ⁴0 Russian
- ⁵0 Vietnamese
- ⁶0 Some other language (please print):

THANK YOU

Please return the completed survey in the postage-paid envelope.

[NAME OF SURVEY VENDOR OR SELF-ADMINISTERING HOSPITAL]

[RETURN ADDRESS OF SURVEY VENDOR OR SELF-ADMINISTERING HOSPITAL]

Sample Initial Cover Letter for the HCAHPS Survey

[HOSPITAL LETTERHEAD]

[SAMPLED PATIENT NAME]

[ADDRESS]

[CITY, STATE ZIP]

Dear [SAMPLED PATIENT NAME]:

Our records show that you were recently a patient at [NAME OF HOSPITAL] and discharged on [DISCHARGE DATE]. Because you had a recent hospital stay, we are asking for your help. This survey is part of an ongoing national effort to understand how patients view their hospital experience. Hospital results will be publicly reported and made available on the Internet at www.hospitalcompare.hhs.gov. These results will help consumers make important choices about their hospital care, and will help hospitals improve the care they provide.

Questions 1-22 in the enclosed survey are part of a national initiative sponsored by the United States Department of Health and Human Services to measure the quality of care in hospitals. Your participation is voluntary and will not affect your health benefits.

We hope that you will take the time to complete the survey. Your participation is greatly appreciated. After you have completed the survey, please return it in the pre-paid envelope. Your answers may be shared with the hospital for purposes of quality improvement. [OPTIONAL: You may notice a number on the survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.]

If you have any questions about the enclosed survey, please call the toll-free number 1-800-xxx-xxxx. Thank you for helping to improve health care for all consumers.

Sincerely,

[HOSPITAL ADMINISTRATOR]

[HOSPITAL NAME]

Note: The OMB Paperwork Reduction Act language must be included in the mailing. This language can be either in the cover letter or on the front or back of the questionnaire. The exact OMB Paperwork Reduction Act language is included in this appendix. Please refer to the Mail Only, and Mixed Mode sections, for specific letter guidelines.

Sample Follow-up Cover Letter for the HCAHPS Survey

[HOSPITAL LETTERHEAD]

[SAMPLED PATIENT NAME]

[ADDRESS]

[CITY, STATE ZIP]

Dear [SAMPLED PATIENT NAME]:

Our records show that you were recently a patient at [NAME OF HOSPITAL] and discharged on [DATE OF DISCHARGE]. Approximately three weeks ago we sent you a survey regarding your hospitalization. If you have already returned the survey to us, please accept our thanks and disregard this letter. However, if you have not yet completed the survey, please take a few minutes and complete it now.

Because you had a recent hospital stay, we are asking for your help. This survey is part of an ongoing national effort to understand how patients view their hospital experience. Hospital results will be publicly reported and made available on the Internet at www.hospitalcompare.hhs.gov. These results will help consumers make important choices about their hospital care, and will help hospitals improve the care they provide.

Questions 1-22 in the enclosed survey are part of a national initiative sponsored by the United States Department of Health and Human Services to measure the quality of care in hospitals. Your participation is voluntary and will not affect your health benefits. Please take a few minutes and complete the enclosed survey. After you have completed the survey, please return it in the pre-paid envelope. Your answers may be shared with the hospital for purposes of quality improvement. [*OPTIONAL*: You may notice a number on the survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.]

If you have any questions about the enclosed survey, please call the toll-free number 1-800-xxx-xxxx. Thank you again for helping to improve health care for all consumers.

Sincerely,

[HOSPITAL ADMINISTRATOR]

[HOSPITAL NAME]

Note: The OMB Paperwork Reduction Act language must be included in the mailing. This language can be either in the cover letter or on the front or back of the questionnaire. The exact OMB Paperwork Reduction Act language is included in this appendix. Please refer to the Mail Only, and Mixed Mode sections, for specific letter guidelines.

OMB Paperwork Reduction Act Language

The OMB Paperwork Reduction Act language must be included in the survey mailing. This language can be either in the cover letter or on the front or back of the questionnaire. The following is the language that must be used:

English Version

“According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0981. The time required to complete this information collected is estimated to average 7 minutes per response for questions 1-22 on the survey, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: Centers for Medicare & Medicaid Services, 7500 Security Boulevard, C1-25-05, Baltimore, MD 21244-1850.”

