

HCAHPS Survey Questions

The information below is available on the *Hospital Compare* website. For more information, go to www.hospitalcompare.hhs.gov and click on “Data Details.”

The HCAHPS survey asks patients to give feedback about topics for which they are the best source of information. The survey asks patients to answer questions about their experiences in the hospital. To make sure the **HCAHPS survey data is meaningful**; patients only answer questions about topics with which they have experience.

The HCAHPS survey asks patients to answer **questions related to ten topics**. The topics and questions are listed in the table below.

How often did nurses communicate well with patients?

During this hospital stay...

- how often did nurses treat you with courtesy and respect? (Q1)
- how often did nurses listen carefully to you? (Q2)
- how often did nurses explain things in a way you could understand? (Q3)

How often did doctors communicate well with patients?

During this hospital stay...

- how often did doctors treat you with courtesy and respect? (Q5)
- how often did doctors listen carefully to you? (Q6)
- how often did doctors explain things in a way you could understand? (Q7)

How often did patients receive help quickly from hospital staff?

- During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (Q4)
- How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (Q11)

How often was patients' pain well controlled?

During this hospital stay...

- how often was your pain well controlled? (Q13)
- how often did the hospital staff do everything they could to help you with your pain? (Q14)

How often did staff explain about medicines before giving them to patients?

Before giving you any new medicine...

- how often did hospital staff tell you what the medicine was for? (Q16)
- how often did hospital staff describe possible side effects in a way you could understand? (Q17)

How often were patients' rooms and bathrooms kept clean?

During this hospital stay...

- how often were your room and bathroom kept clean? (Q8)

How often was the area around patients' rooms quiet at night?

During this hospital stay...

- how often was the area around your room quiet at night? (Q9)

Were patients given information about what to do during their recovery at home?

During this hospital stay...

- did hospital staff talk with you about whether you would have the help you needed when you left the hospital? (Q19)
- did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (Q20)

How do patients rate the hospital?

- 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? (Q21)

Would patients recommend the hospital to friends and family?

- Would you recommend this hospital to your friends and family? (Q22)