

## HCAHPS Survey Questions

The information below is available on the *Hospital Compare* website. For more information, go to [www.hospitalcompare.hhs.gov](http://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)