

## HCAHPS PATIENT-LEVEL CORRELATIONS\*

|                               | Communication with Nurses | Communication with Doctors | Responsiveness of Hosp. Staff | Pain Management | Comm. About Medicines | Cleanliness of Hospital Env. | Quietness of Hospital Env. | Discharge Information | Overall Hospital Rating | Recommend the Hospital |
|-------------------------------|---------------------------|----------------------------|-------------------------------|-----------------|-----------------------|------------------------------|----------------------------|-----------------------|-------------------------|------------------------|
| Communication with Nurses     | 1                         | 0.51                       | 0.57                          | 0.57            | 0.50                  | 0.39                         | 0.32                       | 0.26                  | 0.65                    | 0.58                   |
| Communication with Doctors    |                           | 1                          | 0.36                          | 0.44            | 0.42                  | 0.26                         | 0.25                       | 0.27                  | 0.49                    | 0.45                   |
| Responsiveness of Hosp. Staff |                           |                            | 1                             | 0.49            | 0.41                  | 0.34                         | 0.31                       | 0.20                  | 0.52                    | 0.45                   |
| Pain Management               |                           |                            |                               | 1               | 0.44                  | 0.31                         | 0.30                       | 0.25                  | 0.55                    | 0.48                   |
| Comm. About Medicines         |                           |                            |                               |                 | 1                     | 0.33                         | 0.29                       | 0.36                  | 0.48                    | 0.43                   |
| Cleanliness of Hospital Env.  |                           |                            |                               |                 |                       | 1                            | 0.28                       | 0.18                  | 0.41                    | 0.36                   |
| Quietness of Hospital Env.    |                           |                            |                               |                 |                       |                              | 1                          | 0.13                  | 0.35                    | 0.29                   |
| Discharge Information         |                           |                            |                               |                 |                       |                              |                            | 1                     | 0.29                    | 0.27                   |
| Overall Hospital Rating       |                           |                            |                               |                 |                       |                              |                            |                       | 1                       | 0.75                   |
| Recommend the Hospital        |                           |                            |                               |                 |                       |                              |                            |                       |                         | 1                      |

\*Patient-level Pearson correlations of rescaled linear means of HCAHPS measures, for patients discharged between July 2011 and June 2012 (3.0 million completed surveys).

Note: All correlations are significant at  $p < 0.001$ .