

HCAHPS Survey Individual Question Top-Box Scores July 2020 through December 2020 Discharges[†]

	Top-Box Score(%)
Communication with Nurses	
Nurse Courtesy & Respect (Q1)	86
Nurse Listen (Q2)	77
Nurse Explain (Q3)	76
Communication with Doctors	
Doctor Courtesy & Respect (Q5)	87
Doctor Listen (Q6)	79
Doctor Explain (Q7)	76
Responsiveness of Hospital Staff	
Call Button (Q4)	66
Bathroom Help (Q11)	68
Communication About Medicines	
Medicine Explain (Q16)	76
Side Effects (Q17)	50
Discharge Information	
Help After Discharge (Q19)	84
Symptoms (Q20)	88
Care Transition	
Preferences (Q23)	45
Understanding (Q24)	52
Medicine Purpose (Q25)	59

The HCAHPS Survey Individual Question Top-Box Scores Table contains the national average “top-box” score for each of the 15 individual survey questions that are used to form the six HCAHPS composite measures.

Please note: Individual question scores are presented for informational purposes only; they are not official HCAHPS measures. The simple average of the individual questions that comprise a composite measure may not always match the published national average for that composite.

These results encompass all hospitals that participated in the HCAHPS October_2021 Public Report.

† Please note: The October 2021 HCAHPS Survey Individual Question Top-Box Scores are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

Internet Citation

<https://www.hcahponline.org>. Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed.