

# Updated HCAHPS Survey Overview

HCAHPS CHANGES COMING IN CALENDAR YEAR 2025

## BACKGROUND

CMS published the Inpatient Prospective Payment System (IPPS) 2024 and 2025 Final Rules, which confirmed changes to the HCAHPS Survey coming in January 2025.

## PARTNERING WITH NRC HEALTH

NRC Health is proud to support the updated HCAHPS Survey and will implement the required changes for discharges beginning January 1, 2025. Many of the changes represent behind the scenes updates NRC Health will make on our partners' behalf, and no action is required. As your trusted partner, NRC Health will administer the updated HCAHPS Survey and ensure compliance throughout data collection and submission of results to CMS.

## UPCOMING CHANGES

- Offering three new modes of survey administration (web-mail, web-phone, and web-mail-phone)
- Allowing a proxy to complete the survey on a patient's behalf
- Extending the data collection period from 42 to 49 days
- Limiting the number of supplemental questions to 12
- Requiring hospitals to collect patients' preferred languages
- Removing the Active Interactive Voice Response (IVR) survey administration mode
- Adding a new Patient-Mix Adjustment for "Planned Stay"
- Changes to the HCAHPS Survey

## UPDATED SURVEY QUESTION CROSSWALK

Current HCAHPS Survey Question	Updated HCAHPS Survey Question
1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?	1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?
2. During this hospital stay, how often did nurses <u>listen carefully to you</u> ?	2. During this hospital stay, how often did nurses <u>listen carefully to you</u> ?
3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?	3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	<i>N/A (removed from Updated HCAHPS Survey)</i>
5. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?	4. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?
6. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?	5. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?
7. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?	6. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?
8. During this hospital stay, how often were your room and bathroom kept clean?	7. During this hospital stay, how often were your room and bathroom kept clean?
9. During this hospital stay, how often was the area around your room quiet at night?	9. During this hospital stay, how often was the area around your room quiet at night?
<i>N/A (not on current HCAHPS Survey)</i>	8. During this hospital stay, how often were you able to get the rest you needed?
<i>N/A (not on current HCAHPS Survey)</i>	10. During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?
<i>N/A (not on current HCAHPS Survey)</i>	11. During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?
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?	12. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
<i>N/A (not on current HCAHPS Survey)</i>	14. During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?
12. During this hospital stay, were you given any medicine that you had not taken before?	15. During this hospital stay, were you given any medicine that you had not taken before?

13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
<i>N/A (not on current HCAHPS Survey)</i>	18. During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?
<i>N/A (not on current HCAHPS Survey)</i>	19. Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?
<i>N/A (not on current HCAHPS Survey)</i>	20. Did doctors, nurses or other hospital staff give your family or caregiver enough information about what symptoms or health problems to watch for after you left the hospital?
15. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?	21. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
16. 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?	22. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed after when you left the hospital?
17. 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?	23. 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?
18. 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?	24. 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?
19. Would you recommend this hospital to your friends and family?	25. Would you recommend this hospital to your friends and family?
20. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.	<i>N/A (removed from Updated HCAHPS Survey)</i>
21. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	<i>N/A (removed from Updated HCAHPS Survey)</i>
22. When I left the hospital, I clearly understood the purpose for taking each of my medications.	<i>N/A (removed from Updated HCAHPS Survey)</i>
23. During this hospital stay, were you admitted to this hospital through the Emergency Room?	<i>N/A (removed from Updated HCAHPS Survey)</i>
<i>N/A (not on current HCAHPS Survey)</i>	26. Was this hospital stay planned in advance?

24. In general, how would you rate your overall health?	27. In general, how would you rate your overall health?
25. In general, how would you rate your overall mental or emotional health?	28. In general, how would you rate your overall mental or emotional health?
26. What is the highest grade or level of school that you have completed?	30. What is the highest grade or level of school that you have completed?
27. Are you of Spanish, Hispanic or Latino origin or descent?	31. Are you of Spanish, Hispanic or Latino origin or descent?
28. What is your race? Please choose one or more.	32. What is your race? Please choose one or more.
29. What language do you mainly speak at home?	29. What language do you mainly speak at home?

## QUESTIONS?

Please contact your Customer Success Manager if you have questions about upcoming HCAHPS Survey changes or would like information about changing survey administration modes.