

# Updated HCAHPS Survey Dimensions

HCAHPS Composite Measures	
Communication with Nurses	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> ?
	3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?
Communication with Doctors	4. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?
	5. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?
	6. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?
Care Coordination*	10. During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?
	11. During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?
	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?
Restfulness of Hospital Environment*	8. During this hospital stay, how often were you able to get the rest you needed?
	9. During this hospital stay, how often was the area around your room quiet at night?
	18. During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?
Responsiveness of Hospital Staff*	13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
	14. During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?
Communication About Medicines	16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
	17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
Discharge Information	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?
	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?

### HCAHPS Individual Items

Cleanliness of Hospital Environment	7. During this hospital stay, how often were your room and bathroom kept clean?
Information About Symptoms*	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?

### HCAHPS Global Items

Hospital Rating	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?
Recommend the Hospital	25. Would you recommend this hospital to your friends and family?

*\*New or updated items and measures beginning with October 2026 public reporting*