

# CAHPS® Hospital Survey (HCAHPS) Pocket Guide

Composite Measures		Response Format
<b>Communication with Nurses</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q1	During this hospital stay, how often did nurses treat you with courtesy and respect?	
Q2	During this hospital stay, how often did nurses listen carefully to you?	
Q3	During this hospital stay, how often did nurses explain things in a way you could understand?	
<b>Communication with Doctors</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q5	During this hospital stay, how often did doctors treat you with courtesy and respect?	
Q6	During this hospital stay, how often did doctors listen carefully to you?	
Q7	During this hospital stay, how often did doctors explain things in a way you could understand?	
<b>Communication about Medicines</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q16	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	
Q17	Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	
<b>Responsiveness of Hospital Staff</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> <li>▪ For Q4 only: I never pressed the call button</li> </ul>
Q4	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	
Q11	How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	
<b>Discharge Information</b>		<ul style="list-style-type: none"> <li>▪ Yes</li> <li>▪ No</li> </ul>
Q19	During your hospital stay, did hospital staff talk with you about whether you would have the help you needed when you left the hospital?	
Q20	During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	
<b>Pain Management</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q13	During this hospital stay, how often was your pain well controlled?	
Q14	During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	

Individual Items		Response Format
<b>Cleanliness of the Hospital Environment</b>		<ul style="list-style-type: none"> <li>▪ Never</li> <li>▪ Sometimes</li> <li>▪ Usually</li> <li>▪ Always</li> </ul>
Q8	During this hospital stay, how often were your room and bathroom kept clean?	
<b>Quietness of the Hospital Environment</b>		
Q9	During this hospital stay, how often was the area around your room quiet at night?	
<b>Ratings</b>		<b>Response Format</b>
<b>Rating of the Hospital</b>		<ul style="list-style-type: none"> <li>▪ 0 - 10</li> </ul>
Q21	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?	
<b>Willingness to Recommend</b>		<ul style="list-style-type: none"> <li>▪ Definitely no</li> <li>▪ Probably no</li> <li>▪ Probably yes</li> <li>▪ Definitely yes</li> </ul>
Q22	Would you recommend this hospital to your family and friends?	