

## HCAHPS Survey Individual Question Top-Box Scores July 2021 through June 2022 Discharges

	Top-Box Score(%)
<b>Communication with Nurses</b>	
Nurse Courtesy & Respect (Q1)	86
Nurse Listen (Q2)	76
Nurse Explain (Q3)	75
<b>Communication with Doctors</b>	
Doctor Courtesy & Respect (Q5)	86
Doctor Listen (Q6)	78
Doctor Explain (Q7)	75
<b>Responsiveness of Hospital Staff</b>	
Call Button (Q4)	64
Bathroom Help (Q11)	66
<b>Communication About Medicines</b>	
Medicine Explain (Q13)	75
Side Effects (Q14)	48
<b>Discharge Information</b>	
Help After Discharge (Q16)	84
Symptoms (Q17)	87
<b>Care Transition</b>	
Preferences (Q20)	44
Understanding (Q21)	51
Medicine Purpose (Q22)	58

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 April\_2023 Public Report.

Internet Citation

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