

**HCAHPS Response Rate\* by Survey Mode**  
**(April 2023 Public Reporting: Patients discharged from July 2021 to June 2022)**

	<b>Mail Only</b>	<b>Telephone Only</b>	<b>Mixed Mode</b>
Average	21%	25%	33%
90 <sup>th</sup> percentile	31%	34%	40%
75 <sup>th</sup> percentile	25%	30%	38%
50 <sup>th</sup> percentile	20%	24%	31%
25 <sup>th</sup> percentile	16%	19%	29%

\*Hospital Response Rate = Completed Surveys / Eligible Sampled Patients

**NOTES**

Response Rate by Survey Mode is based on hospitals with at least **50 sampled surveys** in each quarter and includes hospitals that employed the same mode across all four quarters.

**Internet Citation**

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