

## HCAHPS Publications by the HCAHPS Project Team

*Understanding the Role Played by Medicare's Patient Experience Points System in Hospital Reimbursement.*  
M.N. Elliott, M.K. Beckett, W.G. Lehrman, P.D. Cleary, C.W. Cohea, L.A. Giordano, E.H. Goldstein and C.L. Damberg. *Health Affairs*, 35 (9): 1673-1680. 2016. Published online, 9-7-16: <http://content.healthaffairs.org/content/35/9/1673>

*A Special Contribution from the Centers for Medicare and Medicaid Services: Valuing Patient Experience While Addressing the Prescription Opioid Epidemic.*  
L. Tefera, W.G. Lehrman, E.G. Goldstein and S. Agrawal. *Annals of Emergency Medicine*. 2016. Published online, 7-19-16: [http://www.annemergmed.com/article/S0196-0644\(16\)30367-5/fulltext](http://www.annemergmed.com/article/S0196-0644(16)30367-5/fulltext)

*Measurement of the Patient Experience: Clarifying Facts, Myths, and Approaches.*  
L. Tefera, W.G. Lehrman and P. Conway. *Journal of the American Medical Association*. 2016. 315: 2167-2168. Published online, 3-10-16: <http://jama.jamanetwork.com/article.aspx?articleid=2503222>

*Accelerating Improvement and Narrowing Gaps: Trends in Patients' Experiences with Hospital Care Reflected in HCAHPS Public Reporting.*  
M.N. Elliott, C.W. Cohea, W.G. Lehrman, E.H. Goldstein, P.D. Cleary, L.A. Giordano, M.K. Beckett and A.M. Zaslavsky. *Health Services Research*, 2015. Article first published online: 8 APR 2015 DOI: 10.1111/1475-6773.12305

*Examining the Role of Patient Experience Surveys in Measuring Health Care Quality.*  
R.A. Price, M.N., Elliott, A.M. Zaslavsky, R.D. Hays, W.G. Lehrman, L. Rybowski, S. Edgman-Levitan and P.D. Cleary. *Medical Care Research and Review*. July 2014. <http://mcr.sagepub.com/content/early/2014/07/11/1077558714541480>

*A Randomized Experiment Investigating the Suitability of Speech-Enabled IVR and Web Modes for Publicly Reported Surveys of Patients' Experience of Hospital Care.*  
M.N. Elliott, J.A. Brown, W.G. Lehrman, M.K. Beckett, K. Hambarsoomian, L.A. Giordano and E. Goldstein. *Medical Care Research and Review*. 70: 165-184. 2013. Published online before print November 6, 2012, doi: 10.1177/1077558712464907

*Gender Differences in Patients' Perceptions of Inpatient Care.*  
Elliott, M. N., Lehrman, W. G., Beckett, M. K., Goldstein, E., Hambarsoomian, K. and Giordano, L. A. (2012), *Health Services Research*. doi: 10.1111/j.1475-6773.2012.01389.x

*Hospital Survey Shows Improvements in Patient Experience.*  
M.N. Elliott, W.G. Lehrman, E.H. Goldstein, L.A. Giordano, M.K. Beckett, C.W. Cohea and P.D. Cleary. *Health Affairs*, 29 (11): 2061-2067. 2010.

*Development, Implementation, and Public Reporting of the HCAHPS Survey.*  
L.A. Giordano, M.N. Elliott, E. Goldstein, W.G. Lehrman and P.A. Spencer. *Medical Care Research and Review*, 67: 27-37. 2010. (First published July 28, 2009. *Medical Care Research and Review* 2009, doi:10.1177/1077558709341065)

*Characteristics of Hospitals Demonstrating Superior Performance in Patient Experience and Clinical Process Measures of Care.*

W.G. Lehrman, M.N. Elliott, E. Goldstein, M.K. Beckett, D.J. Klein and L.A. Giordano.

Medical Care Research and Review, 67: 38-55. 2010.

(First published July 28, 2009. *Medical Care Research and Review* 2009,

doi:10.1177/1077558709341323)

*Do Hospitals Rank Differently on HCAHPS for Different Patient Subgroups?*

M.N. Elliott, W.G. Lehrman, E. Goldstein, K. Hambarsoomian, M.K. Beckett and L.A. Giordano.

Medical Care Research and Review, 67: 56-73. 2010.

(First published July 15, 2009. *Medical Care Research and Review* 2009,

doi:10.1177/1077558709339066)

*Racial/Ethnic Differences in Patients' Perceptions of Inpatient Care Using the HCAHPS Survey.*

E. Goldstein, M.N. Elliott, W.G. Lehrman, K. Hambarsoomian and L.A. Giordano.

Medical Care Research and Review, 67: 74-92. 2010.

(First published August 3, 2009. *Medical Care Research and Review* 2009,

doi:10.1177/1077558709341066)

*The Effects of Survey Mode, Patient Mix, and Nonresponse on CAHPS Hospital Survey Scores.*

M.N. Elliott, A.M. Zaslavsky, E. Goldstein, W. Lehrman, K. Hambarsoomian, M.K. Beckett and

L. Giordano. Health Services Research, 44: 501-518. 2009.