

HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail
 Derived from 2016 Mode Experiment; for HCAHPS score adjustments beginning with April 2017 discharges

	Bottom Box			Top Box		
	Phone Only	Mixed	IVR	Phone Only	Mixed	IVR
HCAHPS Composite Measures						
Communication with Nurses	0.1%	1.3%	-1.8%	-4.2%	-3.6%	-2.3%
Communication with Doctors	-0.6%	-0.9%	-2.2%	-2.8%	-1.8%	0.3%
Responsiveness of Hospital Staff	0.5%	1.9%	-0.9%	-0.8%	-3.4%	2.0%
Pain Management	-1.7%	-0.7%	-4.3%	-3.7%	-2.3%	0.1%
Communication about Medicines	-1.5%	-1.1%	-2.3%	-1.7%	-0.9%	-0.1%
Discharge Information	1.7%	1.2%	1.6%	-1.7%	-1.2%	-1.6%
Care Transition	1.4%	0.9%	-0.5%	-0.6%	-1.3%	-0.1%
HCAHPS Individual items						
Cleanliness of Hospital Environment	-0.8%	0.6%	-1.9%	-2.8%	-3.8%	-0.5%
Quietness of Hospital Environment	1.6%	2.5%	-0.1%	-8.6%	-5.6%	-6.4%
HCAHPS Global Items						
Overall Hospital Rating	1.6%	1.3%	-0.5%	-2.0%	-3.0%	4.0%
Recommend the Hospital	0.6%	0.9%	-1.8%	-3.5%	-2.1%	0.1%

HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail
 Derived from 2006 Mode Experiment; for HCAHPS score adjustments prior to April 2017 discharges

	Bottom Box			Top Box		
	Phone Only	Mixed	IVR	Phone Only	Mixed	IVR
HCAHPS Composite Measures						
Communication with Nurses	-0.8%	-0.5%	-0.6%	-4.0%	-0.3%	-1.8%
Communication with Doctors	-2.2%	-1.4%	-1.2%	-1.3%	1.0%	-0.3%
Responsiveness of Hospital Staff	-0.2%	-1.9%	-1.4%	-4.7%	0.1%	-1.9%
Pain Management	-0.6%	-0.9%	-1.3%	-4.7%	-2.3%	-3.4%
Communication about Medicines	0.5%	-1.4%	-1.5%	-3.9%	-0.9%	-1.6%
Discharge Information	1.3%	-0.2%	3.2%	-1.3%	0.2%	-3.2%
Care Transition	2.6%	0.6%	-3.1%	-3.3%	-3.0%	1.0%
HCAHPS Individual items						
Cleanliness of Hospital Environment	1.0%	0.4%	0.6%	-5.5%	-2.1%	-1.9%
Quietness of Hospital Environment	-1.4%	0.9%	1.4%	-6.3%	-3.1%	-10.2%
HCAHPS Global Items						
Overall Hospital Rating	0.9%	-1.1%	0.8%	-2.8%	-1.8%	-1.6%
Recommend the Hospital	0.4%	-0.4%	0.1%	-4.4%	-1.4%	-2.2%

HCAHPS Survey Mode Adjustment. www.hcahpsonline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. Originally posted April 2017.