

**HCAHPS Survey Individual Question Top-Box Scores**  
*July 2017 through June 2018 Discharges*

	Top-Box Score (%)
<b>Communication with Nurses</b>	
Nurse Courtesy & Respect (Q1)	87
Nurse Listen (Q2)	78
Nurse Explain (Q3)	77
<b>Communication with Doctors</b>	
Doctor Courtesy & Respect (Q5)	87
Doctor Listen (Q6)	80
Doctor Explain (Q7)	77
<b>Responsiveness of Hospital Staff</b>	
Call Button (Q4)	68
Bathroom Help (Q11)	70
<b>Communication About Medicines</b>	
Medicine Explain (Q16)	78
Side Effects (Q17)	53
<b>Discharge Information</b>	
Help After Discharge (Q19)	85
Symptoms (Q20)	89
<b>Care Transition</b>	
Preferences (Q23)	46
Understanding (Q24)	52
Medicine Purpose (Q25)	60

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 2019 Public Report.

Internet Citation

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