HCAHPS Publications by the HCAHPS Project Team

*The Hospital Care Experiences of Older Patients Compared to Younger Patients.*

*Inpatient Care Experiences Differ by Preferred Language Within Racial/Ethnic groups.*

*Understanding the Role Played by Medicare’s Patient Experience Points System in Hospital Reimbursement.*

*A Special Contribution from the Centers for Medicare and Medicaid Services: Valuing Patient Experience While Addressing the Prescription Opioid Epidemic.*

*Measurement of the Patient Experience: Clarifying Facts, Myths, and Approaches.*

*Accelerating Improvement and Narrowing Gaps: Trends in Patients’ Experiences with Hospital Care Reflected in HCAHPS Public Reporting.*

*Examining the Role of Patient Experience Surveys in Measuring Health Care Quality.*

*A Randomized Experiment Investigating the Suitability of Speech-Enabled IVR and Web Modes for Publicly Reported Surveys of Patients’ Experience of Hospital Care.*

*Gender Differences in Patients’ Perceptions of Inpatient Care.*

*Hospital Survey Shows Improvements in Patient Experience.*
Development, Implementation, and Public Reporting of the HCAHPS Survey.
(First published July 28, 2009. Medical Care Research and Review 2009,
doi:10.1177/1077558709341065)

(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?
(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.
(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.