HCAHPS Publications by the HCAHPS Project Team

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.
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.

Gender Differences in Patients’ Perceptions of Inpatient Care.

Hospital Survey Shows Improvements in Patient Experience.

Development, Implementation, and Public Reporting of the HCAHPS Survey.

Do Hospitals Rank Differently on HCAHPS for Different Patient Subgroups?

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

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