

HCAHPS Publications by the HCAHPS Project Team

- Trends in HCAHPS Survey Scores, 2008-2019: A Quality Improvement Perspective*
Beckett MK, Quigley D, Cohea CW, Lehrman WG, Russ C, Giordano LA, Goldstein E, Elliott MN.
Medical Care, 2024, 62(6):416-422. DOI: <https://doi.org/10.1097/MLR.0000000000002001>
- Interventions and Hospital Characteristics Associated with Patient Experience: An Update of the Evidence.* Beckett MK, Quigley D, Lehrman WG, Giordano LA, Cohea CW, Goldstein EH, Elliott MN. *Medical Care Research and Review*, 2024, 81(3): 195-208.
DOI: <https://doi.org/10.1177/10775587231223292>
- Survey Protocols, Response Rates, and Representation of Underserved Patients: A Randomized Clinical Trial.* Elliott, Marc N., Julie A. Brown, Katrin Hambarsoomian, Layla Parast, Megan K. Beckett, William G. Lehrman, Laura A. Giordano, Elizabeth H. Goldstein, and Paul D. Cleary. In *JAMA Health Forum*, vol. 5, no. 1, pp. e234929-e234929. American Medical Association, 2024.
- Changes in Patient Experiences of Hospital Care through the COVID-19 Pandemic*
Elliott MN, Beckett MK, Cohea CW, Lehrman WG, Cleary PD, Giordano LA, Russ C, Goldstein EH, Fleisher LA. *JAMA Health Forum*, 2023. Published in: JAMA Health Forum, Volume 4, No. 8, e232766 (August 2023). DOI: 10.1001/jamahealthforum.2023.2766
- The Hospital Care Experiences of Older Patients Compared to Younger Patients.*
M.N. Elliot, M.K. Beckett, C. Cohea, W.G. Lehrman, C. Russ, PD. Cleary, L. A. Giordano, E. Goldstein and D. Saliba. *Journal of the American Geriatrics Society*, 2022. First published August 19, 2022. 70(12): 3570-3577. DOI: <https://doi.org/10.1111/jgs.18003>
- Inpatient Care Experiences Differ by Preferred Language Within Racial/Ethnic groups.*
Quigley, D. D., Elliott, M. N., Hambarsoomian, K., Wilson-Frederick, S. M., Lehrman, W. G., Agniel, D., Ng, J. H., Giordano, L. A., Martino, S. C. (2019). *Health Services Research*, 2019. 54, 263–274. First published online: 06 JAN 2019 DOI: 10.1111/1475-6773.13105
<https://onlinelibrary.wiley.com/doi/full/10.1111/1475-6773.13105>
- 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: <https://www.healthaffairs.org/doi/pdf/10.1377/hlthaff.2015.0691>
- 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: [https://www.annemergmed.com/article/S0196-0644\(16\)30367-5/fulltext](https://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: <https://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.
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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

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

Survey Protocols, Response Rates, and Representation of Underserved Patients: A Randomized Clinical Trial. Elliott, Marc N., Julie A. Brown, Katrin Hambarsoomian, Layla Parast, Megan K. Beckett, William G. Lehrman, Laura A. Giordano, Elizabeth H. Goldstein, and Paul D. Cleary. In JAMA Health Forum, vol. 5, no. 1, pp. e234929-e234929. American Medical Association, 2024.