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


Changes in Patient Experiences of Hospital Care through the COVID-19 Pandemic

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.
https://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.**  
Published online before print November 6, 2012, doi: 10.1177/1077558712464907

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

**Hospital Survey Shows Improvements in Patient Experience.**  

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

**Characteristics of Hospitals Demonstrating Superior Performance in Patient Experience and Clinical Process Measures of Care.**  

**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.**  

**Survey Protocols, Response Rates, and Representation of Underserved Patients: A Randomized Clinical Trial.**  