

HCAHPS Publications by the HCAHPS Project Team

Hospital Patient Experience Worsened with the COVID-19 Pandemic, Especially for Older Adults, and Remains Worse than Before

Beckett MK, Cohea C, Saliba D, Cleary PD, Giordano L, Elliott MN.

Medical Care Research and Review, 2025, 82(6):477-482.

DOI: <https://doi.org/10.1177/10775587251349053>

Updated Adjustment of the HCAHPS Survey for New Modes of Survey Administration and Patient Mix

Elliott MN, Beckett MK, Hambarsoomian K, Brown J, Cleary P, Lehrman WG, Goldstein E, Giordano LA, Parast L.

Medical Care, 2025, 63(5): 358-365.

DOI: <https://doi.org/10.1097/MLR.0000000000002127>

Evaluation of Proposed New Measures for the Hospital CAHPS Survey

Elliott MN, Beckett MK, Hambarsoomian K, Lehrman WG, Giordano LA, Goldstein E, Brown JA.

Medical Care, 2025, 63(4): April 2025.

DOI: <https://doi.org/10.1097/MLR.0000000000002128>

Survey Protocols, Response Rates, and Representation of Underserved Patients

Elliott MN, Brown JA, Hambarsoomian K, Parast L, Beckett MK, Lehrman WG, Giordano LA, Goldstein EH, Cleary PD.

JAMA Health Forum, 2024, 5(1): pp. e234929-e234929.

DOI: <https://doi.org/10.1001/jamahealthforum.2023.4929>

Inpatient Care Experiences Differ for VA and non-VA Hospitals, with Different Patterns by Health, Race, and Ethnicity

Elliott MN, Beckett MK, Cohea C, Lehrman WG, Goldstein E, Schaefer JH, Giordano L, Saliba D.

Medical Care Research and Review, 2024, 82(2): 195-200.

DOI: <https://doi.org/10.1177/10775587241300645>

Do Hospital Characteristics Predict Racial-and-Ethnic Disparities in Patient Experience? National Results From the HCAHPS Survey

Beckett MK, Elliott MN, Hambarsoomian K, Tamayo L, Lehrman WG, Agniel D, Khau M, Goldstein E, Giordano LA, Ng JH, Martino SC.

Medical Care, 2024, 62(1): 37-43.

DOI: 10.1097/MLR.0000000000001949. Epub 2023 Nov 13. PMID: 37962434.

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>

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

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, P.D. Cleary, L. A. Giordano, E. Goldstein and D. Saliba.
Journal of the American Geriatrics Society, 2022, 70(12): 3570-3577.
DOI: <https://doi.org/10.1111/jgs.18003>
- Adjustment of Patient Experience Surveys for How People Respond.*
Cefalu, Matthew, Elliott, Marc N., and Hays, Ron D.
Medical Care 59(3):p 202-205, March 2021.
DOI: 10.1097/MLR.0000000000001489
- Inpatient Care Experiences Differ by Preferred Language Within Racial/Ethnic Groups.*
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Health Services Research, 2019. 54, 263–274.
DOI: 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, 2016, 35 (9): 1673-1680. Published online, 9-7-16:
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- A Special Contribution from the Centers for Medicare and Medicaid Services: Valuing Patient Experience While Addressing the Prescription Opioid Epidemic.*
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[https://www.annemergmed.com/article/S0196-0644\(16\)30367-5/fulltext](https://www.annemergmed.com/article/S0196-0644(16)30367-5/fulltext)
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L. Tefera, W.G. Lehrman and P. Conway. Journal of the American Medical Association. 2016. 315: 2167-2168. Published online, 3-10-16:
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- 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
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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.*
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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.