

HCAHPS Publications by the HCAHPS Project Team

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

M.N. Elliot, M.K. Beckett, C. Cohea, W.G. Lehrman, PD. Cleary, L. A. Giordano, C. Russ, E.H. Goldstein and L.A. Fleisher JAMA Health Forum, 2023; 4(8). First published online, August 25, 2023. <https://jamanetwork.com/article.aspx?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. <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.

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

Gender Differences in Patients' Perceptions of Inpatient Care.

Elliott, M. N., Lehrman, W. G., Beckett, M. K., Goldstein, E., Hambarsoomian, K. and Giordano, L. A. (2012), Health Services Research. doi: 10.1111/j.1475-6773.2012.01389.x

Hospital Survey Shows Improvements in Patient Experience.

M.N. Elliott, W.G. Lehrman, E.H. Goldstein, L.A. Giordano, M.K. Beckett, C.W. Cohea and P.D. Cleary. Health Affairs, 29 (11): 2061-2067. 2010.

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

L.A. Giordano, M.N. Elliott, E. Goldstein, W.G. Lehrman and P.A. Spencer.
Medical Care Research and Review, 67: 27-37. 2010.
(First published July 28, 2009. Medical Care Research and Review 2009,
doi:10.1177/1077558709341065)

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

W.G. Lehrman, M.N. Elliott, E. Goldstein, M.K. Beckett, D.J. Klein and L.A. Giordano.
Medical Care Research and Review, 67: 38-55. 2010.
(First published July 28, 2009. Medical Care Research and Review 2009,
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Do Hospitals Rank Differently on HCAHPS for Different Patient Subgroups?

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.
(First published July 15, 2009. Medical Care Research and Review 2009,
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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.