HCAHPS Publications by the HCAHPS Project Team

*Changes in Patient Experiences of Hospital Care During 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.*

*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.