

## HCAHPS Survey Individual Question Top-Box Scores April 2018 through March 2019 Discharges

	Top-Box Score(%)
<b>Communication with Nurses</b>	
Nurse Courtesy & Respect (Q1)	87
Nurse Listen (Q2)	78
Nurse Explain (Q3)	77
<b>Communication with Doctors</b>	
Doctor Courtesy & Respect (Q5)	87
Doctor Listen (Q6)	80
Doctor Explain (Q7)	77
<b>Responsiveness of Hospital Staff</b>	
Call Button (Q4)	69
Bathroom Help (Q11)	71
<b>Communication About Medicines</b>	
Medicine Explain (Q16)	79
Side Effects (Q17)	53
<b>Discharge Information</b>	
Help After Discharge (Q19)	85
Symptoms (Q20)	89
<b>Care Transition</b>	
Preferences (Q23)	47
Understanding (Q24)	53
Medicine Purpose (Q25)	60

The HCAHPS Survey Individual Question Top-Box Scores Table contains the national average “top-box” score for each of the 15 individual survey questions that are used to form the six HCAHPS composite measures.

Please note: Individual question scores are presented for informational purposes only; they are not official HCAHPS measures. The simple average of the individual questions that comprise a composite measure may not always match the published national average for that composite.

These results encompass all hospitals that participated in the HCAHPS January\_2020 Public Report.

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