

## HCAHPS Survey Individual Question Top-Box Scores October 2020 through September 2021 Discharges

	Top-Box Score(%)
<b>Communication with Nurses</b>	
Nurse Courtesy & Respect (Q1)	86
Nurse Listen (Q2)	77
Nurse Explain (Q3)	76
<b>Communication with Doctors</b>	
Doctor Courtesy & Respect (Q5)	86
Doctor Listen (Q6)	79
Doctor Explain (Q7)	75
<b>Responsiveness of Hospital Staff</b>	
Call Button (Q4)	66
Bathroom Help (Q11)	68
<b>Communication About Medicines</b>	
Medicine Explain (Q13)	76
Side Effects (Q14)	50
<b>Discharge Information</b>	
Help After Discharge (Q16)	84
Symptoms (Q17)	88
<b>Care Transition</b>	
Preferences (Q20)	45
Understanding (Q21)	51
Medicine Purpose (Q22)	59

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 JULY\_2022 Public Report.

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