

HCAHPS Response Rate* by Survey Mode
(April 2024 Public Reporting: Patients discharged from July 2022 to June 2023)

	Mail Only	Telephone Only	Mixed Mode
Average	22%	27%	32%
90 th percentile	32%	39%	43%
75 th percentile	26%	34%	36%
50 th percentile	21%	26%	30%
25 th percentile	16%	20%	26%

*Hospital Response Rate = Completed Surveys / Eligible Sampled Patients

NOTES

Response Rate by Survey Mode is based on hospitals with at least **50 sampled surveys** in each quarter and includes hospitals that employed the same mode across all four quarters.

Internet Citation

<https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*