**CMS HCAHPS Top Box Methodology**

**Composites and Measures**

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| **Composite** | **Individual Measures** |
| **Nursing Communication** | **Percent of patients who reported that their nurses "Always" communicated well. (average the percentages represented by the '4 - Always’ responses)** |
|  | During this hospital stay, how often did nurses treat you with courtesy and respect? Would you say... |
|  | During this hospital stay, how often did nurses listen carefully to you?  Would you say… |
|  | During this hospital stay, how often did nurses explain things in a way  you could understand? Would you say.. |
| **Doctor Communication** | **Percent of patients who reported that their doctors "Always"**  **communicated well. (average the percentages represented by**  **the '4 - Always’ responses)** |
|  | During this hospital stay, how often did doctors treat you with courtesy and respect? Would you say… |
|  | During this hospital stay, how often did doctors listen carefully to you? Would you say… |
|  | During this hospital stay, how often did doctors explain things in a way you could understand? Would you say… |
| **Responsiveness** | **Percent of patients who reported that they "Always" received**  **help as soon as they wanted. (average the percentages**  **represented by the '4 - Always’ responses)** |
|  | During this hospital stay, after you pressed the call button, how often  did you get help as soon as you wanted it? Would you say… |
|  | How often did you get help in getting to the bathroom or in using a  bedpan as soon as you wanted? Would you say… |
| **Communication about Medications** | **Percent of patients who reported that staff "Always" explained**  **about medicines before giving it to them. (average the**  **percentages represented by the '4 - Always’ responses)** |
|  | Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say… |
| **Cleanliness** | **Percent of patients who reported that their room and bathroom were "Always" clean. (percentage represented by the '4 - Always’ responses)** |
|  | During this hospital stay, how often were your room and bathroom kept clean? Would you say… |
| **Quietness** | **Percent of patients who reported that the area around their room was "Always" quiet at night. (percentage represented by the '4 - Always’ responses)** |
|  | During this hospital stay, how often was the area around your room quiet at night? Would you say… |

Continue…

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| **Composite** | **Individual Measures** |
| **Discharge Instructions** | **Medicine Information** |
|  | During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? |
|  | During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? |
| **Care Transition** | **Percent of patients who responded as '4 - Strongly Agree' to**  **Transitional Questions** |
|  | During this hospital stay, staff took my preferences and those of my  family or caregiver into account in deciding what my health care needs  would be when I left. Would you say... |
|  | When I left the hospital, I had a good understanding of the things I was  responsible for in managing my health. Would you say... |
|  | When I left the hospital, I clearly understood the purpose for taking  each of my medications. Would you say... |
| **Overall Rating** | **Hospital Overall Rating** |
|  | Using any number from 0 to 10, where 0 is the worst hospital possible  and 10 is the best hospital possible, what number would you use to rate  this hospital during your stay? |
| **Would Recommend** | **Percent of patients who reported YES, they would definitely recommend the hospital. (percentages represented by the '4 - Definitely Yes' responses)** |
|  | Would you recommend this hospital to your friends and family? Would you say… |