

CMS HCAHPS Top Box Methodology
Composites and Measures

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 <u>listen carefully to you</u> ? Would you say...
	During this hospital stay, how often did nurses <u>explain things</u> 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 <u>listen carefully to you</u> ? Would you say...
	During this hospital stay, how often did doctors <u>explain things</u> 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...

Composite	Individual Measures
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...
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?

Composite	Individual Measures
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...