

PROPOSED

Crosswalk of Updated HCAHPS Survey Questions to Person and Community Engagement Domain Dimensions, Hospital Value-Based Purchasing Program

FY 2030*

Hospital VBP Dimension	Updated HCAHPS Survey Question
Communication with Nurses	1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?
Communication with Nurses	2. During this hospital stay, how often did nurses <u>listen carefully to you</u> ?
Communication with Nurses	3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?
Communication with Doctors	4. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?
Communication with Doctors	5. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?
Communication with Doctors	6. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?
Cleanliness and Information about Symptoms	7. During this hospital stay, how often were your room and bathroom kept clean?
Restfulness of Hospital Environment	8. During this hospital stay, how often were you able to get the rest you needed?
Restfulness of Hospital Environment	9. During this hospital stay, how often was the area around your room quiet at night?
Restfulness of Hospital Environment	18. During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?
Care Coordination	10. During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?
Care Coordination	11. During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?
Care Coordination	19. Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?

Hospital VBP Dimension	Updated HCAHPS Survey Question
Responsiveness of Hospital Staff	13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
Responsiveness of Hospital Staff	14. During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?
Communication About Medicines	16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
Communication About Medicines	17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
Cleanliness and Information about Symptoms	20. Did doctors, nurses or other hospital staff give your family or caregiver enough information about what symptoms or health problems to watch for after you left the hospital?
Discharge Information	22. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed after you left the hospital?
Discharge Information	23. 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?
Overall Rating	24. 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?

****Pending final approval of the proposed HCAHPS Survey changes included in the FY 2025 proposed Hospital Inpatient Prospective Payment Systems for Acute Care Hospitals rule (CMS-1808-P).***