HCAHPS Publications by the HCAHPS Project Team

A Randomized Experiment Investigating the Suitability of Speech-Enabled IVR and Web Modes for Publicly Reported Surveys of Patients’ Experience of Hospital Care.
Published online before print November 6, 2012, doi: 10.1177/1077558712464907

Gender Differences in Patients’ Perceptions of Inpatient Care.

Hospital Survey Shows Improvements in Patient Experience.

Development, Implementation, and Public Reporting of the HCAHPS Survey.


Do Hospitals Rank Differently on HCAHPS for Different Patient Subgroups?

Racial/Ethnic Differences in Patients’ Perceptions of Inpatient Care Using the HCAHPS Survey.

The Effects of Survey Mode, Patient Mix, and Nonresponse on CAHPS Hospital Survey Scores.

February 22, 2013