

# HCAHPS Bulletin

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## The Use of HCAHPS in Conjunction with Other Hospital Inpatient Surveys

During the February 2009 HCAHPS Training sessions, questions were raised regarding the appropriate protocol for administering the HCAHPS survey in conjunction with other hospital inpatient surveys. Please note the following clarifications:

1. Inpatients must not be given **any** survey during their hospital stay or at the time of discharge.
2. The HCAHPS survey must be administered prior to any other inpatient survey.
3. The HCAHPS survey *sample* must be drawn prior to the administration of any other hospital inpatient survey. Reminder: All discharged hospital inpatients who are eligible for the HCAHPS survey **must** be included in the HCAHPS *sample frame*.
4. Patients who were not randomly selected into the HCAHPS *sample* become eligible to receive a separate inpatient survey at any time after the HCAHPS *sample* has been drawn.
5. An Exceptions Request must be completed and submitted online via the HCAHPS Web site to request consideration of survey administration processes that vary from the HCAHPS protocols. Variations from HCAHPS protocols must not be implemented until the Exceptions Request has been reviewed and formally approved by the HCAHPS Project Team.