HCAHPS Survey Individual Question Top-Box Scores
October 2024 through September 2025 Discharges

	Top-Box Score(%)
Communication with Nurses	
Nurse Courtesy & Respect (Q1)	86
Nurse Listen (Q2)	77
Nurse Explain (Q3)	76
Communication with Doctors	
Doctor Courtesy & Respect (Q4)	86
Doctor Listen (Q5)	78
Doctor Explain (Q6)	75
Communication About Medicines	
Medicine Explain (Q16)	75
Side Effects (Q17)	49
Discharge Information	
Help After Discharge (Q22)	85
Symptoms (Q23)	88

The HCAHPS Survey Individual Question Top-Box Scores Table contains the national average "top-box" score for each of the 10 individual survey questions that are used to form the four HCAHPS composite measures.

Please note: Individual question scores are presented for informational purposes only; they are not official HCAHPS measures. The simple average of the individual questions that comprise a composite measure may not always match the published national average for that composite.

These results encompass all publicly reported hospital scores in the HCAHPS July_2026 Public Report. Hospitals must have a minimum of 25 completed surveys in a four-quarter period for their HCAHPS results to be publicly reported.

Beginning with January 2026 public reporting, HCAHPS scores based on fewer than 25 completed surveys will not be included in national and state average calculations. However, the Public Reporting Preview Report, which a hospital can access during the Preview Period, will continue to include HCAHPS scores and number of completed surveys for all participating hospitals.

Internet Citation
https://www.hcahpsonline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed.