HCAHPS
Active Interactive Voice Response Script (English)

Overview

This active interactive voice response (IVR) interview script is provided to assist operators while attempting to reach the patient. The script explains the purpose of the survey and confirms necessary information about the patient before the patient is connected to the IVR system. Operators must not conduct the survey with a proxy.

Note: No proxy respondents are permitted in the administration of the HCAHPS Survey. However, an individual may assist the patient by repeating questions-- but only the patient may provide answers to the survey.

General Interviewing Conventions and Instructions

- The IVR introduction script must be read verbatim
- It is optional to include the day of the week, e.g., Monday, with the discharge date (mm/dd/yyyy)
- All text that appears in lowercase letters <u>must</u> be read out loud
- Text in UPPERCASE letters must <u>not</u> be read out loud
- All questions and all answer categories must be read exactly as they are worded
  - During the course of the survey, the use of **neutral** acknowledgment words such as the following is permitted:
    - Thank you
    - Alright
    - Okay
    - I understand, or I see
    - Yes, Ma'am
    - Yes, Sir
- Read the scripts from the interviewer screens (reciting the survey from memory can lead to unnecessary errors and missed updates to the scripts)
- Adjust the pace of the HCAHPS Survey interview to be conducive to the needs of the respondent
- No changes are permitted to the order of the question and answer categories for the Core and "About You" HCAHPS questions
- The Core HCAHPS questions (Questions 1-22) must remain together
- The seven "About You" HCAHPS questions must remain together
- All transitional phrases must be read
- Text that is <u>underlined</u> must be emphasized
- Characters in < > must not be read
- [Square brackets] are used to show programming instructions that must not actually appear on IVR screens
- Only one language (i.e., English or Spanish) must appear on the electronic interviewing system screen

- Each question must be programmed so that the patient can go to the next question in cases where they do not know the answer or refuse to answer
- Each question must have the option for the respondent to be connected to a live operator at any time during the survey
- MISSING/DON'T KNOW (DK) is a valid response option for each item in the IVR script; however, this option must not be read out loud to the patient. MISSING/DK response options allow the IVR system to go to the next question if a patient is unable to provide a response for a given question (or refuses to provide a response). In the survey file layouts, a value of MISSING/DK is coded as "M - Missing/Don't know."
- Skip patterns should be programmed into the IVR system
  - Appropriately skipped questions should be coded as "8 - Not applicable." For example, if a patient answers "No" to Question 10 of the HCAHPS Survey, the program should skip Question 11, and go to Question 12. Question 11 must then be coded as "8 - Not applicable." Coding may be done automatically by the IVR system or later during data preparation.
  - When a response to a screener question is not obtained, the screener question and any questions in the skip pattern should be coded as "M - Missing/Don't know." For example, if the patient does not provide an answer to Question 10 of the HCAHPS Survey, then the IVR system should be programmed to skip Question 11, and go to Question 12. Question 11 must then be coded as "M - Missing/Don't know." Coding may be done automatically by the IVR system or later during data preparation.

NOTE: SEE INTERVIEWING GUIDELINES IN APPENDIX M FOR GUIDELINES ON HOW TO HANDLE DIFFICULT TO REACH PATIENTS.

INITIATING CONTACT

START   Hello, may I please speak to [SAMPLED PATIENT NAME]?
OPTIONAL START   Hello, my name is [INTERVIEWER NAME], may I speak to [SAMPLED PATIENT NAME]?

<1>   YES [GO TO INTRO]
<2>   NO [REFUSAL]
<3>   NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK]

IF ASKED WHO IS CALLING:
This is [OPERATOR NAME] calling from [DATA COLLECTION CONTRACTOR] on behalf of [HOSPITAL NAME]. We are conducting a survey about healthcare. Is [SAMPLED PATIENT NAME] available?

IF ASKED WHETHER PERSON CAN SERVE AS PROXY FOR SAMPLED PATIENT:
For this survey, we need to speak directly to [SAMPLED PATIENT NAME]. Is [SAMPLED PATIENT NAME] available?

IF THE SAMPLED PATIENT IS NOT AVAILABLE:
Can you tell me a convenient time to call back to speak with (him/her)?

IF THE SAMPLED PATIENT SAYS THIS IS NOT A GOOD TIME:
If you don't have the time now, when is a more convenient time to call you back?

IF ASKED IF YOU WOULD LIKE TO SPEAK TO "SR." OR "JR":
I would like to speak with [PATIENT NAME] who is approximately [AGE RANGE].

IF SOMEONE OTHER THAN THE SAMPLED PATIENT ANSWERS THE PHONE RECONFIRM THAT YOU ARE SPEAKING WITH THE SAMPLED PATIENT WHEN HE OR SHE PICKS UP.

CALL BACK TO COMPLETE A PREVIOUSLY STARTED SURVEY

START: Hello, may I please speak to [SAMPLED PATIENT NAME]?
　　　<1> YES [GO TO CONFIRM PATIENT]
　　　<2> NO [REFUSAL]
　　　<3> NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK]

IF ASKED WHO IS CALLING: This is [INTERVIEWER NAME] calling from [DATA COLLECTION CONTRACTOR] on behalf of [HOSPITAL NAME]. Is [SAMPLED PATIENT NAME] available to complete a survey that [HE/SHE] started at an earlier date?

CONFIRM PATIENT: This is [INTERVIEWER NAME] calling from [DATA COLLECTION CONTRACTOR] on behalf of [HOSPITAL NAME]. I would like to confirm that I am speaking with [SAMPLED PATIENT NAME]. I am calling to continue the survey started on an earlier date. CONTINUE SURVEY WHERE PREVIOUSLY LEFT OFF.

SPEAKING WITH SAMPLED PATIENT

INTRO　　Hi, this is [OPERATOR NAME], calling (OPTIONAL TO STATE: from [DATA COLLECTION CONTRACTOR]) on behalf of [HOSPITAL NAME]. [HOSPITAL NAME] is participating in a survey about the care people receive in the hospital. This survey is part of a national initiative to measure the quality of care in hospitals. Survey results can be used by people to choose a hospital. Your answers may be shared with the hospital for purposes of quality improvement.

　　　Participation in the survey is completely voluntary and will not affect your health care or your benefits. It should take about 7 minutes [OR VENDOR SPECIFY] to answer.

　　　This call may be monitored (OPTIONAL TO STATE and/or recorded) for quality improvement purposes.

　　　OPTIONAL QUESTION TO INCLUDE:
　　　I'd like to begin the survey now, is this a good time for us to continue?

NOTE: THE STATED NUMBER OF MINUTES TO COMPLETE THE SURVEY MUST BE AT LEAST 7 MINUTES. IF SUPPLEMENTAL ITEMS ARE ADDED TO THE SURVEY, THIS NUMBER SHOULD BE INCREASED ACCORDINGLY.

S1:   Our records show that you were discharged from [HOSPITAL NAME] on or about [DISCHARGE DATE (mm/dd/yyyy)]. Is that right?

READ YES/NO RESPONSE CHOICES ONLY IF NECESSARY

<1>   YES   [GO TO S2]
<2>   NO   [GO TO INEL1]
<3>   DON'T KNOW   [GO TO INEL1]
<4>   REFUSAL   [GO TO INEL1]

S2:   Thank you. You will now be connected to an automated interviewing system. If at any time you would like to speak with a live operator, please press [VENDOR SPECIFY] to be connected with someone.

CONFIRMING INELIGIBLE PATIENTS

INEL1:   Were you ever at this hospital?
           <1>   YES   [GO TO INEL2]
           <2>   NO   [GO TO INEL_END]

INEL2:   Were you a patient at this hospital in the last year?
           <1>   YES   [GO TO INEL3]
           <2>   NO   [GO TO INEL_END]

INEL3:   When was this?

           IF ANY DATE WAS WITHIN TWO WEEKS OF [DISCHARGE DATE (mm/dd/yyyy)], GO TO S2; OTHERWISE, GO TO INEL_END.

INEL_END: Thank you for your time. It looks like we made a mistake. Have a good (day/evening).

BEGIN HCAHPS QUESTIONS

MESSAGE 1: You have been successfully connected to the automated interviewing system. The survey will now begin. You may enter [VENDOR SPECIFY] at any time to return to the telephone operator. If you cannot choose one of the response options after a particular question, please wait for further instruction.

Q1_INTRO   Please answer the questions in this survey about your stay at [HOSPITAL NAME]. When thinking about your answers, do not include any other hospital stays. The first questions are about the care you received from nurses during this hospital stay.

Q1   During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u>? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q2   During this hospital stay, how often did nurses <u>listen carefully to you</u>? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q3   During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q4   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 never, sometimes, usually, always, or I never pressed the call button?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'
            For "I never pressed the call button," press '9'

            <M>   MISSING/DK

Q5_INTRO   The next questions are about the care you received from doctors during this hospital stay.

Q5   During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u>? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q6   During this hospital stay, how often did doctors <u>listen carefully to you</u>? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q7   During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q8_INTRO   The next set of questions is about the hospital environment.

Q8   During this hospital stay, how often were your room and bathroom kept clean? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q9   During this hospital stay, how often was the area around your room quiet at night? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <M>   MISSING/DK

Q10_INTRO   The next questions are about your experiences in this hospital.

Q10   During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

            For "Yes," press '1'
            For "No," press '2'   [GO TO Q12]

            <M>   MISSING/DK   [GO TO Q12]

Q11   How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? Would you say never, sometimes, usually, or always?

            For "Never," press '1'
            For "Sometimes," press '2'
            For "Usually," press '3'
            For "Always," press '4'

            <8>   NOT APPLICABLE
            <M>   MISSING/DK

            [NOTE: IF Q10 = "2 - NO" THEN Q11 = "8 - NOT APPLICABLE" OR IF Q10 = "M - MISSING/DK" THEN Q11 = "M - MISSING/DK"]

Q12   During this hospital stay, were you given any medicine that you had not taken before?

            For "Yes," press '1'
            For "No," press '2' [GO TO Q15_INTRO]

            <M>   MISSING/DK   [GO TO Q15_INTRO]

Q13   Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say never, sometimes, usually, or always?

               For "Never," press '1'
               For "Sometimes," press '2'
               For "Usually," press '3'
               For "Always," press '4'

               <8>   NOT APPLICABLE
               <M>   MISSING/DK

               [NOTE: IF Q12 = "2 - NO" THEN Q13 = "8 - NOT APPLICABLE" OR IF Q12 = "M - MISSING/DK" THEN Q13 = "M - MISSING/DK"]

Q14   Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say never, sometimes, usually, or always?

               For "Never," press '1'
               For "Sometimes," press '2'
               For "Usually," press '3'
               For "Always," press '4'

               <8>   NOT APPLICABLE
               <M>   MISSING/DK

               [NOTE: IF Q12 = "2 - NO" THEN Q14 = "8 - NOT APPLICABLE" OR IF Q12 = "M - MISSING/DK" THEN Q14 = "M - MISSING/DK"]

Q15_INTRO   The next questions are about when you left the hospital.

Q15   After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

               For "Own home," press '1'
               For "Someone else's home," press '2'
               For "Another health facility," press '3'   [GO TO Q18]

               <M>   MISSING/DK   [GO TO Q18]

Q16   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?

For "Yes," press '1'
For "No," press '2'

<8>   NOT APPLICABLE
<M>   MISSING/DK

[NOTE: IF Q15 = "3 - ANOTHER HEALTH FACILITY" THEN Q16 = "8 - NOT APPLICABLE" IF Q15 = "M - MISSING/DK" THEN Q16 = "M - MISSING/DK"]

Q17   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?

For "Yes," press '1'
For "No," press '2'

<8>   NOT APPLICABLE
<M>   MISSING/DK

[NOTE: IF Q15 = "3 - ANOTHER HEALTH FACILITY" THEN Q17 = "8 - NOT APPLICABLE" IF Q15 = "M - MISSING/DK" THEN Q17 = "M - MISSING/DK"]

Q18   We want to know your overall rating of your stay at [FACILITY NAME]. This is the stay that ended around [DISCHARGE DATE (mm/dd/yyyy)]. Please do not include any other hospital stays in your answer.

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?

[VENDOR SPECIFIES HOW TO ENTER BOTH "0" AND "10" INTO THEIR SYSTEM.] Please press this number now.

Q19   Would you recommend this hospital to your friends and family? Would you say definitely no, probably no, probably yes, or definitely yes?

For "Definitely no," press '1'
For "Probably no," press '2'
For "Probably yes," press '3'
For "Definitely yes," press '4'

<M>   MISSING/DK

Q20_INTRO   We have a few more questions about this hospital stay.

Q20   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 strongly disagree, disagree, agree, or strongly agree?

            For "Strongly disagree," press '1'
            For "Disagree," press '2'
            For "Agree," press '3'
            For "Strongly agree," press '4'

            <M>   MISSING/DK

Q21   When I left the hospital, I had a good understanding of the things I was responsible for in managing my health. Would you say strongly disagree, disagree, agree, or strongly agree?

            For "Strongly disagree," press '1'
            For "Disagree," press '2'
            For "Agree," press '3'
            For "Strongly agree," press '4'

            <M>   MISSING/DK

Q22   When I left the hospital, I clearly understood the purpose for taking each of my medications. Would you say strongly disagree, disagree, agree, strongly agree, or I was not given any medication when I left the hospital?

            For "Strongly disagree," press '1'
            For "Disagree," press '2'
            For "Agree," press '3'
            For "Strongly agree," press '4'
            For "I was not given any medication when I left the hospital," press '5'

            <M>   MISSING/DK

Q23_INTRO   This next set of questions is about you.

Q23   During this hospital stay, were you admitted to this hospital through the Emergency Room?

            For "Yes," press '1'
            For "No," press '2'

            <M>   MISSING/DK

Q24   In general, how would you rate your overall health? Would you say that it is excellent, very good, good, fair, or poor?

                For "Excellent," press '1'
                For "Very good," press '2'
                For "Good," press '3'
                For "Fair," press '4'
                For "Poor," press '5'

                <M>   MISSING/DK

Q25   In general, how would you rate your overall <u>mental or emotional</u> health? Would you say it is excellent, very good, good, fair, or poor?

                For "Excellent," press '1'
                For "Very good," press '2'
                For "Good," press '3'
                For "Fair," press '4'
                For "Poor," press '5'

                <M>   MISSING/DK

Q26   What is the highest grade or level of school that you have <u>completed</u>? Did you complete the 8th grade or less, complete some high school but did not graduate, graduate from high school or earn a GED, complete some college or earn a 2-year degree, graduate from a 4-year college, or complete more than a 4-year college degree?

                For "Completed the 8th grade or less," press '1'
                For "Completed some high school, but did not graduate," press '2'
                For "Graduated from high school or earned a GED," press '3'
                For "Completed some college or earned a 2-year degree," press '4'
                For "Graduated from a 4-year college," press '5'
                For "Completed more than a 4-year college degree," press '6'

                <M>   MISSING/DK

Q27   Are you of Spanish, Hispanic or Latino origin or descent? Would you say "No, not Spanish/Hispanic/Latino"; "Yes, Puerto Rican"; "Yes, Mexican, Mexican American, Chicano"; "Yes, Cuban"; or "Yes, other Spanish/ Hispanic/Latino"?

           For "No, not Spanish/Hispanic/Latino," press '1'
           For "Yes, Puerto Rican," press '2'
           For "Yes, Mexican, Mexican American, Chicano," press '3'
           For "Yes, Cuban," press '4'
           For "Yes, other Spanish/Hispanic/Latino," press '5'

           <M>   MISSING/DK

[FOR IVR, QUESTION 28 IS BROKEN INTO PARTS A-E]

Q28   When I read the following, please tell me if the category describes your race. Please answer "Yes" or "No" to each of the categories.

Q28A   Are you White?

           For "Yes," press '1'
           For "No," press '2'

           <M>   MISSING/DK

Q28B   Are you Black or African American?

           For "Yes," press '1'
           For "No," press '2'

           <M>   MISSING/DK

Q28C   Are you Asian?

           For "Yes," press '1'
           For "No," press '2'

           <M>   MISSING/DK

Q28D   Are you Native Hawaiian or other Pacific Islander?

           For "Yes," press '1'
           For "No," press '2'

           <M>   MISSING/DK

Q28E   Are you American Indian or Alaska Native?

            For "Yes," press '1'
            For "No," press '2'

            <M>   MISSING/DK

NOTE: "1" and "2" SHOULD BE CONVERTED TO "1" AND "0", RESPECTIVELY IN THE DATA FILE. FOR VALID VALUES, REFER TO APPENDIX P - DATA FILE STRUCTURE.

Q29   What language do you mainly speak at home? Would you say that you <u>mainly</u> speak English, Spanish, Chinese, Russian, Vietnamese, Portuguese, German, or some other language?

            For "English," press '1'
            For "Spanish," press '2'
            For "Chinese," press '3'
            For "Russian," press '4'
            For "Vietnamese," press '5'
            For "Portuguese," press '6'
            For "German," press '7'
            For "Some other language," press '9'

            <M>   MISSING/DK

SUPPL_INTRO
            [This next question is]/[These next questions are] from [NAME OF HOSPITAL] and [is/are] not part of the official survey.

            NOTE: IF HOSPITAL-SPECIFIC SUPPLEMENTAL QUESTION(S) ARE ADDED, THE STATEMENT ABOVE MUST BE PLACED IMMEDIATELY BEFORE THE SUPPLEMENTAL QUESTION(S).

END   Those are all the questions I have. Thank you for your time. Have a good (day/evening).

<THIS ITEM IS NOT TO BE PROGRAMMED. THE NOTE BELOW MUST APPEAR ON ALL PUBLISHED MATERIALS CONTAINING THIS IVR SCRIPT.>

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