

## HCAHPS PATIENT-LEVEL CORRELATIONS\*

	Communication with Nurses	Communication with Doctors	Responsiveness of Hosp. Staff	Comm. About Medicines	Cleanliness of Hospital Env.	Quietness of Hospital Env.	Discharge Information	Care Transition	Hospital Rating	Recommend the Hospital
Communication with Nurses	1	0.54	0.57	0.50	0.39	0.33	0.28	0.44	0.65	0.58
Communication with Doctors		1	0.39	0.44	0.28	0.27	0.29	0.41	0.52	0.48
Responsiveness of Hosp. Staff			1	0.41	0.35	0.32	0.21	0.36	0.51	0.45
Comm. About Medicines				1	0.33	0.29	0.36	0.46	0.49	0.43
Cleanliness of Hospital Env.					1	0.28	0.18	0.28	0.41	0.37
Quietness of Hospital Env.						1	0.13	0.26	0.35	0.29
Discharge Information							1	0.31	0.31	0.29
Care Transition								1	0.48	0.45
Hospital Rating									1	0.76
Recommend the Hospital										1

\*Patient-level Pearson correlations of rescaled linear means of HCAHPS measures, for patients discharged between July 2017 and June 2018 (2.9 million completed surveys).

Note: All correlations are significant at  $p < 0.001$ .

\*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

\*Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

Internet Citation

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