

## HCAHPS PATIENT-LEVEL CORRELATIONS\*

|                               | Communication with Nurses | Communication with Doctors | Responsiveness of Hosp. Staff | Pain Management | Comm. About Medicines | Cleanliness of Hospital Env. | Quietness of Hospital Env. | Discharge Information | Care Transition | Hospital Rating | Recommend the Hospital |
|-------------------------------|---------------------------|----------------------------|-------------------------------|-----------------|-----------------------|------------------------------|----------------------------|-----------------------|-----------------|-----------------|------------------------|
| Communication with Nurses     | 1                         | 0.52                       | 0.56                          | 0.56            | 0.50                  | 0.38                         | 0.32                       | 0.27                  | 0.44            | 0.64            | 0.58                   |
| Communication with Doctors    |                           | 1                          | 0.37                          | 0.45            | 0.43                  | 0.26                         | 0.26                       | 0.28                  | 0.40            | 0.51            | 0.47                   |
| Responsiveness of Hosp. Staff |                           |                            | 1                             | 0.48            | 0.41                  | 0.34                         | 0.31                       | 0.20                  | 0.35            | 0.51            | 0.44                   |
| Pain Management               |                           |                            |                               | 1               | 0.44                  | 0.31                         | 0.30                       | 0.25                  | 0.39            | 0.54            | 0.48                   |
| Comm. About Medicines         |                           |                            |                               |                 | 1                     | 0.33                         | 0.29                       | 0.35                  | 0.45            | 0.48            | 0.43                   |
| Cleanliness of Hospital Env.  |                           |                            |                               |                 |                       | 1                            | 0.27                       | 0.18                  | 0.27            | 0.41            | 0.36                   |
| Quietness of Hospital Env.    |                           |                            |                               |                 |                       |                              | 1                          | 0.13                  | 0.25            | 0.35            | 0.29                   |
| Discharge Information         |                           |                            |                               |                 |                       |                              |                            | 1                     | 0.30            | 0.30            | 0.28                   |
| 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 2015 and June 2016 (3.1 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.

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