

Crosswalk of Updated HCAHPS Survey Questions into Publicly Reported Sub-Measures on the Care Compare Web site and Provider Data Catalog, beginning with their October 2026 Refresh*

Updated HCAHPS Survey Question	Updated HCAHPS Survey Sub-Measure
1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?	Communication with Nurses
2. During this hospital stay, how often did nurses <u>listen carefully to you</u> ?	Communication with Nurses
3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?	Communication with Nurses
4. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?	Communication with Doctors
5. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?	Communication with Doctors
6. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?	Communication with Doctors
7. During this hospital stay, how often were your room and bathroom kept clean?	Single Item Sub-Measure: Clean
8. During this hospital stay, how often were you able to get the rest you needed?	Restfulness of Hospital Environment
9. During this hospital stay, how often was the area around your room quiet at night?	Restfulness of Hospital Environment
18. During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?	Restfulness of Hospital Environment
10. During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?	Care Coordination
11. During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?	Care Coordination
19. Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?	Care Coordination

Updated HCAHPS Survey Question	Updated HCAHPS Survey Sub-Measure
13. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	Responsiveness of Hospital Staff
14. During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?	Responsiveness of Hospital Staff
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Communication About Medicines
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Communication About Medicines
20. Did doctors, nurses or other hospital staff give your family or caregiver enough information about what symptoms or health problems to watch for after you left the hospital?	Single Item Sub-Measure: Information about Symptoms
22. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed after you left the hospital?	Discharge Information
23. 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?	Discharge Information
24. 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?	Single Item Sub-Measure: Overall Hospital Rating
25. Would you recommend this hospital to your friends and family?	Single Item Sub-Measure: Recommend the Hospital