Crosswalk of Updated HCAHPS Survey Questions

to Person and Community Engagement Domain

Dimensions, Hospital Value-Based Purchasing Program

FY 2027 to FY 2029*

Hospital VBP Dimension	Updated HCAHPS Survey Question
Communication with Nurses	1. During this hospital stay, how often did nurses treat you with courtesy and respect?
Communication with Nurses	2. During this hospital stay, how often did nurses listen carefully to you?
Communication with Nurses	3. During this hospital stay, how often did nurses explain things in a way you could understand?
Communication with Doctors	4. During this hospital stay, how often did doctors treat you with courtesy and respect?
Communication with Doctors	5. During this hospital stay, how often did doctors listen carefully to you?
Communication with Doctors	6. During this hospital stay, how often did doctors explain things in a way you could understand?
Cleanliness and Quietness	7. During this hospital stay, how often were your room and bathroom kept clean?
Cleanliness and Quietness	9. During this hospital stay, how often was the area around your room quiet at night?
Communication About Medicines	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?
Discharge Information	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?

Hospital VBP Dimension	Updated HCAHPS Survey Question
Overall Rating	**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?