

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
1. During this hospital stay, how often did nurses treat you with courtesy and respect?	1. During this hospital stay, how often did nurses treat you with courtesy and respect?			
2. During this hospital stay, how often did nurses listen carefully to you?	2. During this hospital stay, how often did nurses listen carefully to you?			
3. During this hospital stay, how often did nurses explain things in a way you could understand?	3. During this hospital stay, how often did nurses explain things in a way you could understand?			
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?			
5. During this hospital stay, how often did doctors treat you with courtesy and respect?	5. During this hospital stay, how often did doctors treat you with courtesy and respect?			
6. During this hospital stay, how often did doctors listen carefully to you?	6. During this hospital stay, how often did doctors listen carefully to you?			
7. During this hospital stay, how often did doctors explain things in a way you could understand?	7. During this hospital stay, how often did doctors explain things in a way you could understand?			
8. During this hospital stay, how often were your room and bathroom kept clean?	8. During this hospital stay, how often were your room and bathroom kept clean?			
9. During this hospital stay, how often was the area around your room quiet at night?	9. During this hospital stay, how often was the area around your room quiet at night?			
10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?	10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?			
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?			
12. During this hospital stay, did you have any pain?	No comparable question.	Removed item.	Item removed in accordance with SUPPPORT Act, Section 6104. https://www.alexander.senate.gov/public/_cache/files/64a0f95e-e4b6-406e-9340-6a2755e8e34a/930-am-edits-09.26.18-final-opioid-sec-by-sec-bipart-bicam.pdf . Adopted via the OPSS CY 2019 Final Rule.	Yes, burden reduced.
13. During this hospital stay, how often did hospital staff talk with you about how much pain you had?	No comparable question.	Removed item.	Item removed in accordance with SUPPPORT Act, Section 6104. https://www.alexander.senate.gov/public/_cache/files/64a0f95e-e4b6-406e-9340-6a2755e8e34a/930-am-edits-09.26.18-final-opioid-sec-by-sec-bipart-bicam.pdf . Adopted via the OPSS CY 2019 Final Rule.	Yes, burden reduced.
14. During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	No comparable question.	Removed item.	Item removed in accordance with SUPPPORT Act, Section 6104. https://www.alexander.senate.gov/public/_cache/files/64a0f95e-e4b6-406e-9340-6a2755e8e34a/930-am-edits-09.26.18-final-opioid-sec-by-sec-bipart-bicam.pdf . Adopted via the OPSS CY 2019 Final Rule.	Yes, burden reduced.

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
15. During this hospital stay, were you given any medicine that you had not taken before?	12. During this hospital stay, were you given any medicine that you had not taken before?			
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?			
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?			
18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?	15. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?			
19. 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?	16. 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?			
20. 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?	17. 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?			
21. 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?	18. 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?			
22. Would you recommend this hospital to your friends and family?	19. Would you recommend this hospital to your friends and family?			
23. 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.	20. 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.			
24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	21. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.			
25. When I left the hospital, I clearly understood the purpose for taking each of my medications.	22. When I left the hospital, I clearly understood the purpose for taking each of my medications.			
26. During this hospital stay, were you admitted to this hospital through the Emergency Room?	23. During this hospital stay, were you admitted to this hospital through the Emergency Room?			
27. In general, how would you rate your overall health?	24. In general, how would you rate your overall health?			
28. In general, how would you rate your overall mental or emotional health?	25. In general, how would you rate your overall mental or emotional health?			

HCAHPS Survey

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
29. What is the highest grade or level of school that you have completed?	26. What is the highest grade or level of school that you have completed?			
30. Are you of Spanish, Hispanic or Latino origin or descent?	27. Are you of Spanish, Hispanic or Latino origin or descent?			
31. What is your race? Please choose one or more.	28. What is your race? Please choose one or more.			
32. What language do you mainly speak at home?	29. What language do you mainly speak at home?			