

CMS Response to
Public Comments Received for CMS-2021-10102

The Centers for Medicare and Medicaid Services (CMS) received one public comment, which was submitted by the American Association of Nurse Practitioners. This is the reconciliation of the comment.

Comment:

The Centers for Medicare and Medicaid Services (CMS) received a comment from an association that requested the HCAHPS Survey list each type of provider, change the label of the current “Your Care from Doctors” measure to “Your Care from Providers”, and specifically ask patients about communication with and care from advance practice nurses, including nurse practitioners.

RESPONSE:

CMS appreciates this comment. The reason the HCAHPS Survey refers generally to “nurses” and “doctors” is that, during the development and consumer testing of the HCAHPS Survey, CMS found that while patients were able to distinguish nurses from doctors, patients typically cannot remember, identify, or distinguish among the different types of nurses and doctors who treated them during their hospital stay.