

Table 1. Crosswalk of Current HCAHPS Survey items (29) to Updated HCAHPS Survey items (32).

Composite Measure	Current HCAHPS Survey Items	Updated HCAHPS Survey Items
Communication with Nurses	1. During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?	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> ?	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?	3. During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?
Responsiveness of Hospital Staff	4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	N/A (removed from updated survey)
Communication with Doctors	5. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?	4. During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?
Communication with Doctors	6. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?	5. During this hospital stay, how often did doctors <u>listen carefully to you</u> ?
Communication with Doctors	7. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?	6. During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?
Individual Item: Clean	8. During this hospital stay, how often were your room and bathroom kept clean?	7. During this hospital stay, how often were your room and bathroom kept clean?
Individual Item: Quiet	9. During this hospital stay, how often was the area around your room quiet at night?	N/A (moved into new composite measure: Restfulness of Hospital Environment)
Restfulness of Hospital Environment	N/A (not on current survey)	8. During this hospital stay, how often were you able to get the rest you needed?
Restfulness of Hospital Environment	(Individual item (Quiet) on current survey)	9. During this hospital stay, how often was the area around your room quiet at night?
Care Coordination	N/A (not on current survey)	10. During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?

Composite Measure	Current HCAHPS Survey Items	Updated HCAHPS Survey Items
Care Coordination	N/A (not on current survey)	11. During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?
Screeener item	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?	12. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
Responsiveness of Hospital Staff	11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	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	N/A (not on current survey)	14. During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?
Screeener item	12. During this hospital stay, were you given any medicine that you had not taken before?	15. During this hospital stay, were you given any medicine that you had not taken before?
Communication About Medicines	13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
Communication About Medicines	14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
Restfulness of Hospital Environment	N/A (not on current survey)	18. During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?
Care Coordination	N/A (not on current survey)	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?
Individual Item: Information about Symptoms	N/A (not on current survey)	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?

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Screeener item	15. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?	21. When After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
Discharge Information	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?	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 when you left the hospital?
Discharge Information	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?	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?
Global Item	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?	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?
Global Item	19. Would you recommend this hospital to your friends and family?	25. Would you recommend this hospital to your friends and family?
Care Transition	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.	N/A (removed from updated survey)
Care Transition	21. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	N/A (removed from updated survey)
Care Transition	22. When I left the hospital, I clearly understood the purpose for taking each of my medications.	N/A (removed from updated survey)
"About You" item	23. During this hospital stay, were you admitted to this hospital through the Emergency Room?	N/A (removed from updated survey)
"About You" item	N/A (not on current survey)	26. Was this hospital stay planned in advance?

Composite Measure	Current HCAHPS Survey Items	Updated HCAHPS Survey Items
"About You" item	24. In general, how would you rate your overall health?	27. In general, how would you rate your overall health?
"About You" item	25. In general, how would you rate your overall <u>mental or emotional health</u> ?	28. In general, how would you rate your overall <u>mental or emotional health</u> ?
"About You" item	29. What language do you <u>mainly</u> speak at home?	29. What language do you <u>mainly</u> speak at home?
"About You" item	26. What is the highest grade or level of school that you have <u>completed</u> ?	30. What is the highest grade or level of school that you have <u>completed</u> ?
"About You" item	27. Are you of Spanish, Hispanic or Latino origin or descent?	31. Are you of Spanish, Hispanic or Latino origin or <u>descent</u> ?
"About You" item	28. What is your race? Please choose one or more.	32. What is your race? Please choose one or more.