

**HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail**  
 Derived from 2021 Mode Experiment; for HCAHPS score adjustments beginning with January 2023 discharges

	Bottom Box		Top Box	
	Phone Only	Mixed	Phone Only	Mixed
<b>HCAHPS Composite Measures</b>				
Communication with Nurses	-1.4%	-1.5%	-5.1%	-0.9%
Communication with Doctors	-2.0%	-1.0%	-2.3%	-0.7%
Responsiveness of Hospital Staff	-2.0%	-2.5%	-2.4%	1.7%
Communication about Medicines	0.4%	0.3%	-6.3%	-1.9%
Discharge Information	1.4%	0.4%	-1.4%	0.4%
Care Transition	1.4%	0.9%	-0.6%	-1.3%
<b>HCAHPS Individual items</b>				
Cleanliness of Hospital Environment	-1.2%	-0.9%	-0.9%	-0.7%
Quietness of Hospital Environment	-2.1%	-0.8%	-6.6%	-0.8%
<b>HCAHPS Global Items</b>				
Overall Hospital Rating	0.0%	-0.9%	-0.5%	0.2%
Recommend the Hospital	0.2%	-0.3%	-3.0%	1.0%

**HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail**  
 Derived from 2016 Mode Experiment; for HCAHPS score adjustments prior to January 2023 discharges

	Bottom Box		Top Box	
	Phone Only	Mixed	Phone Only	Mixed
<b>HCAHPS Composite Measures</b>				
Communication with Nurses	0.1%	1.3%	-4.2%	-3.6%
Communication with Doctors	-0.6%	-0.9%	-2.8%	-1.8%
Responsiveness of Hospital Staff	0.5%	1.9%	-0.8%	-3.4%
Communication about Medicines	-1.5%	-1.1%	-1.7%	-0.9%
Discharge Information	1.7%	1.2%	-1.7%	-1.2%
Care Transition	1.4%	0.9%	-0.6%	-1.3%
<b>HCAHPS Individual items</b>				
Cleanliness of Hospital Environment	-0.8%	0.6%	-2.8%	-3.8%
Quietness of Hospital Environment	1.6%	2.5%	-8.6%	-5.6%
<b>HCAHPS Global Items</b>				
Overall Hospital Rating	1.6%	1.3%	-2.0%	-3.0%
Recommend the Hospital	0.6%	0.9%	-3.5%	-2.1%

*HCAHPS Survey Mode Adjustment. [www.hcahponline.org](http://www.hcahponline.org). Centers for Medicare & Medicaid Services, Baltimore, MD. Originally posted December 20, 2022.*