

# HCAHPS SURVEY CHANGES FOR JANUARY 2025

The official Federal Register notice was published on August 28, 2024. The version on display may be accessed here: <https://www.federalregister.gov/d/2024-17021>

## TIMING:

- New questions are asked as of January 1, 2025, discharges.
- New dimensions/measures are publicly reported in October 2026, for Jan-Dec 2025 data.
- New dimensions/measures will be included in VBP for the CY2028 Performance Period.

New questions are indicated with **bold black**; new reporting dimensions/measures are indicated with a **green box**.

Removed questions are indicated with **bold red**; removed dimensions are indicated with a **red box**.

Current Survey Question	Current Dimension	NEW Survey Question	NEW Dimension
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses
During this hospital stay, how often did nurses listen carefully to you?		During this hospital stay, how often did nurses listen carefully to you?	
During this hospital stay, how often did nurses explain things in a way you could understand?		During this hospital stay, how often did nurses explain things in a way you could understand?	
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors
During this hospital stay, how often did doctors listen carefully to you?		During this hospital stay, how often did doctors listen carefully to you?	
During this hospital stay, how often did doctors explain things in a way you could understand?		During this hospital stay, how often did doctors explain things in a way you could understand?	



Current Survey Question	Current Dimension	NEW Survey Question	NEW Dimension
During this hospital stay, how often were your room and bathroom kept clean?	Hospital Environment	During this hospital stay, how often were your room and bathroom kept clean?	Single Item Sub-Measure: Cleanliness
		<b>During this hospital stay, how often were you able to get the rest you needed?</b>	Restfulness of Hospital Environment
During this hospital stay, how often was the area around your room quiet at night?	Hospital Environment	During this hospital stay, how often was the area around your room quiet at night?	
		<b>During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover? (Yes, definitely; Yes, somewhat; No)</b>	
<b>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.</b>	Care Transitions	During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?	Care Coordination
<b>When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.</b>		During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?	
<b>When I left the hospital, I clearly understood the purpose for taking each of my medications.</b>		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? (Yes, definitely; Yes, somewhat; No)	
<b>During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?</b>	Responsiveness of Hospital Staff	<b>During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?</b>	Responsiveness of Hospital Staff
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?		How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	



Current Survey Question	Current Dimension	NEW Survey Question	NEW Dimension
		<b>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? (Yes, definitely; Yes, somewhat; No)</b>	Single Item Sub-Measure: Information About Symptoms
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?	Discharge Information	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?	Discharge Information
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?		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?	
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?	Single Item Sub-Measure: Rating	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?	Single Item Sub-Measure: Rating
Would you recommend this hospital to your friends and family?	Single Item Sub-Measure: Recommend	Would you recommend this hospital to your friends and family?	Single Item Sub-Measure: Recommend

Changes for the About You section of the HCAHPS survey:

- REMOVE the "emergency room admission" question
  - REPLACE this with: Was this hospital stay planned in advance? (Yes, definitely; Yes, somewhat; No)
- Reducing the response options for the "language spoken at home" question to: English, Spanish, Chinese, Another Language
- Alphabetizing the response options for the Ethnicity and Race questions (but not making any changes to the response options)

