

HCAHPS: Nurse communication

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS, also known as the CAHPS® Hospital Survey, is a standardized survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience.

This percentage represents the linear average of patient responses to the question of how often nurses communicated well.

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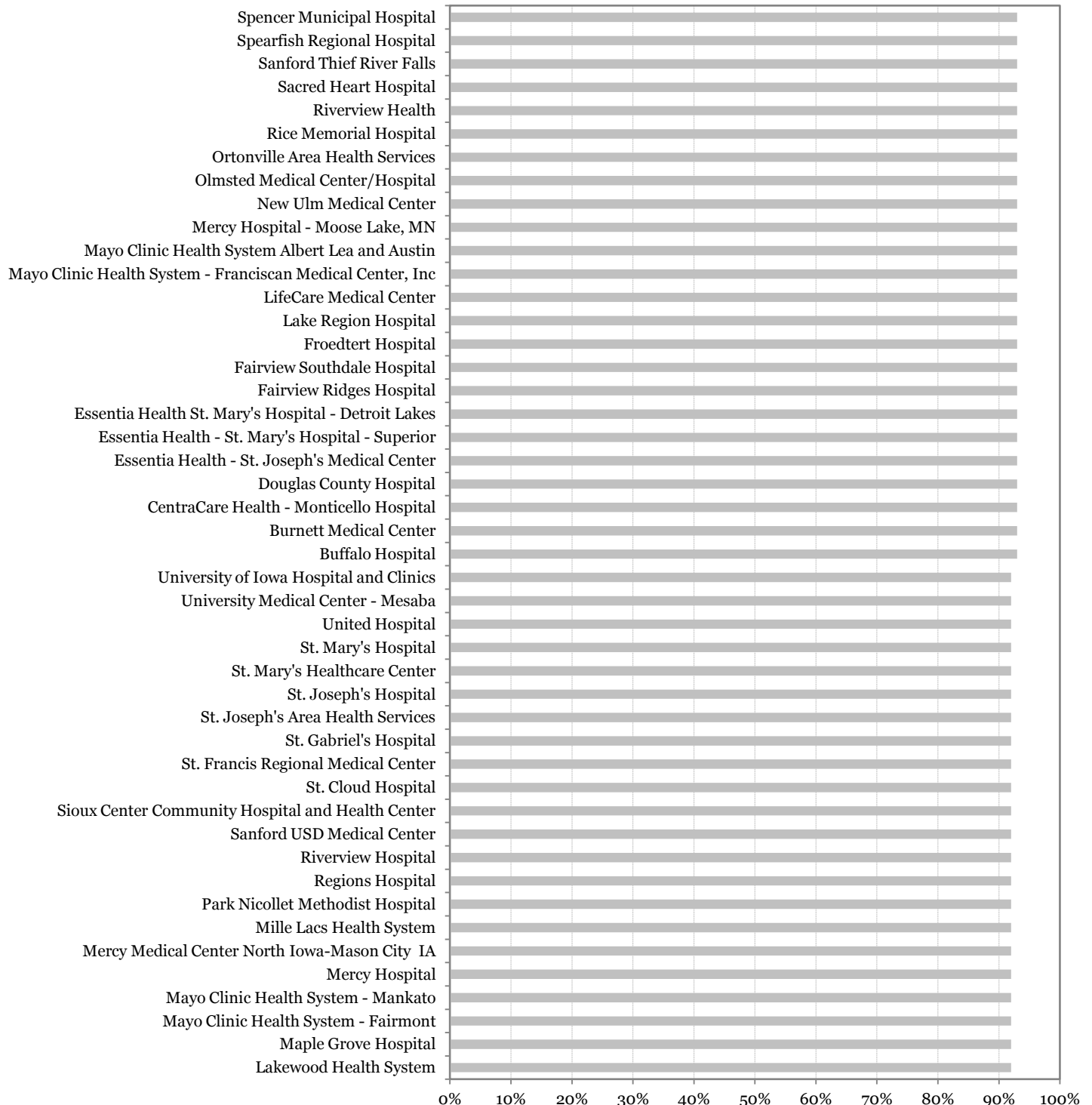


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