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Get Hospital Surveys and Instructions

Adult Version of the CAHPS Hospital Survey (HCAHPS)

The Adult HCAHPS Survey and all supporting documentation are available from the Centers for Medicare & Medicaid Services (CMS) at www.hcahpsonline.org; these materials are not available on the Agency for Healthcare Research and Quality (AHRQ) Web site.

Supplemental Items for the Adult Hospital Survey

Download a ZIP file containing supplemental items for the Adult Hospital Survey: Hospital Survey Supplemental Items.zip (ZIP [- 529.87 KB]) -- Use these items to ask adult patients about communicating with hospital professionals and using interpreter services. This ZIP file includes:

- Supplemental Items for the CAHPS Adult Hospital Survey (Word and PDF)
- About the CAHPS Health Literacy Item Set for Hospitals (PDF)

Child Version of the CAHPS Hospital Survey

The ZIP file below provides the documents you can download the files needed to conduct the CAHPS Child Hospital Survey. Please note that some of the guidance documents are not yet available; they will be added to the ZIP file as soon as possible. For assistance in using this survey, contact the CAHPS Help Line at cahps1@westat.com or 800-492-9261.

Download a ZIP file containing all Child Hospital Survey documents: Child Hospital Survey Documents [- 3.58 MB] Use this survey to ask the parents and guardians of children 17 and younger about their experiences with inpatient care. Read about this survey at https://cahps.ahrq.gov/surveys-guidance/hospital/about/child_hp_survey.html.

How do you unzip this file? *To unzip the zipped file, double-click on the file name. If you do not have a zip file utility already installed on your computer, you can get one from the many vendors on the Internet that have zip file format utilities for Windows®, Mac®, Linux, and Unix.*

Contents of the ZIP file for the Child Hospital Survey

Survey

CAHPS Child Hospital Survey: Overview of the Questionnaire
Explains the purpose of the Child version of the HCAHPS Survey, offers a brief overview of the topics addressed by the survey, and outlines the development process.

Child Hospital Survey 1.0

Patient-Centered Medical Home

- Helpful Resources
  - Planning a Survey Project
  - Hiring a Vendor
  - Managing a Survey Project
  - Modifying and Naming CAHPS Surveys
  - Translating Surveys and Other Materials

Stay Connected

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Includes version 1.0 of the questionnaire for a child population; available in English and Spanish.

Guidance Documents

Translating CAHPS Surveys
Explains how to translate CAHPS surveys from English into another language in a cost-effective yet culturally competent manner.

Sample Telephone Script for the CAHPS Child Hospital Survey
Provides guidelines for administering the survey by telephone and sample scripts in English and Spanish.

Sample Notification Letters and Emails for the CAHPS Child Hospital Survey
Contains examples of letters and postcards in both English and Spanish for notifying and reminding potential respondents about the survey.

Instructions for Analyzing Data from CAHPS Surveys
Provides general guidelines for using the CAHPS analysis program (known as the CAHPS macro).

SAS Document Package
Includes SAS® files needed for the CAHPS analysis program.

Patient Experience Measures from the CAHPS Child Hospital Survey
Provides a list of the composite and rating measures that can be used for public and internal reports of survey results; tables indicate which survey items are included in each measure.

Where are the files? The files you requested have been transmitted to your default download folder, unless you selected a different folder during the download process.

Any questions? Contact the CAHPS User Network at cahps1@westat.com or 1-800-492-9261.

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