

PUBLIC SUBMISSION

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(CMS-10102) National Implementation of the Hospital CAHPS Survey

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General Comment

While the intent of the survey is good, feedback I've received indicates that the survey is much TOO LONG. Some hospitals also use an additional survey tool in conjunction with HCAHPS, and patients feel the questions are redundant, and again, too long (I've seen one version that's 6 (SIX) pages long)! Patients also dislike the question about race/ethnicity.

The HCAHPS Survey questions should start with the most recent visit first, then ask about the last 12 months, for example. Also, if someone is seeing a specialist (most often for the first/only time), many of the questions do not apply.