

# The Consumer Assessment of Healthcare Providers and Systems (CAHPS)<sup>®</sup> Child Hospital Survey Database 2024 Chartbook

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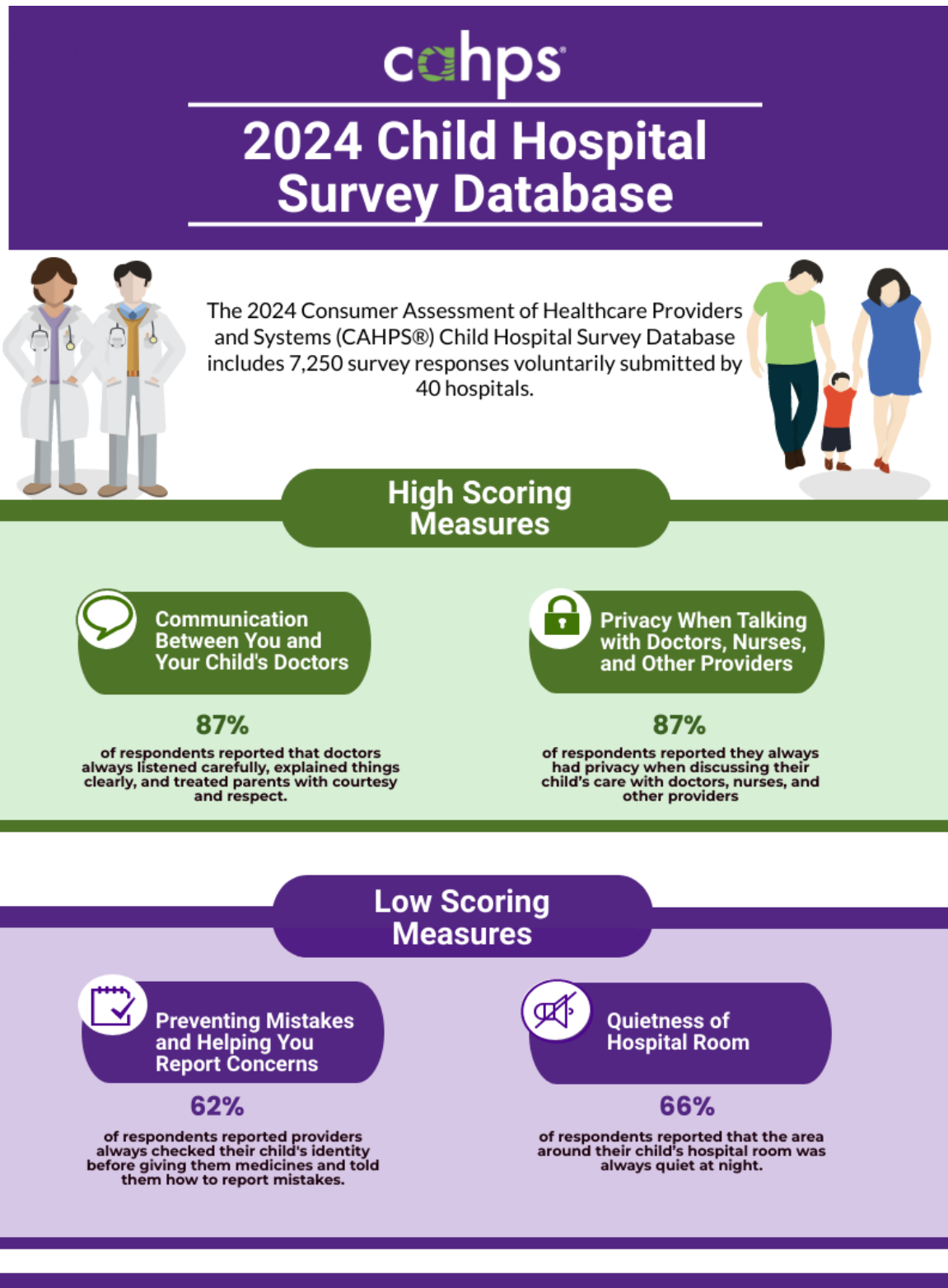
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## 1. Overview of Results



# 2024 Child Hospital Survey Database

## Global Ratings



Overall Rating of Hospital

**79%**

of respondents rated the hospital stay positively



Willingness to Recommend the Hospital

**84%**

of respondents reported they would recommend the hospital to their family and friends

## High Scoring Items



Doctors Treated Parent with Courtesy and Respect

**92%**

of respondents reported that during this hospital stay, doctors treated parent with courtesy and respect



Explaining Medications

**92%**

of respondents report providers explained how the child should take new medicines after leaving the hospital

## Low Scoring Items



Providers Told Parents How to Report Mistakes

**33%**

of respondents reported providers told parent how to report mistakes



Asked About Things a Family Knows Best

**59%**

of respondents reported providers asked parent about the types of things that a family might know best about their child

## 2. Introduction

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Child Hospital (Child HCAHPS) Survey Database receives data voluntarily submitted by participating children's hospitals and inpatient pediatric departments that administered the Child HCAHPS Survey. This Chartbook presents summary results for the 2024 Child HCAHPS Survey Database, which received data from 40 hospitals that collected Child HCAHPS Survey data between January 1 and December 31, 2023.

### About the Child HCAHPS Survey

The Child HCAHPS Survey assesses the inpatient care experiences of pediatric patients (age 17 and younger) and their parents or guardians, who serve as survey respondents. The survey focuses on aspects of pediatric inpatient care that are important to patients and their parents, and for which patients and their parents are generally the best source of information. The Child HCAHPS Survey instruments (English and Spanish), guidance on survey administration, and additional information about the survey measures can be found here:

<https://www.ahrq.gov/cahps/surveys-guidance/hospital/about/childhpsurvey.html>

Hospitals, insurers, and policy makers can use the survey results for quality improvement initiatives. See the [Child HCAHPS Toolkit](#) for quality improvement strategies and case studies.

### About the Child HCAHPS Survey Chartbook

The purpose of this Chartbook is to provide comparative information to users of the Child HCAHPS Survey to help assess their own performance and to identify areas of strength as well as opportunities for improvement. This Chartbook presents aggregated, summary level results of the Child HCAHPS Survey composite measures, and individual survey items including the overall rating and willingness to recommend items. All results are calculated at the respondent level. No individual hospital results are presented.

Questions or comments regarding this Chartbook or the Child HCAHPS Survey Database may be directed to the CAHPS Databases by email at [CAHPSDatabase@westat.com](mailto:CAHPSDatabase@westat.com) or the toll-free help line at 888-808-7108.

### Hospital Characteristics and Response Modes

Table 1 presents the distribution of respondents by hospital type. Fifty one percent of respondents came from six free-standing hospitals.

Table 1. Distribution of Respondents by Hospital Type			
Hospital Type	Number of Hospitals	Number of Respondents	Percent of Respondents
Free-standing children's hospital	6	3,701	51%
Children's hospital within a hospital	5	1,065	15%
Pediatric service unit(s) within a hospital	29	2,484	34%
<b>Total</b>	<b>40</b>	<b>7,250</b>	<b>100%</b>

Note: Percentages may not add up to 100 percent due to rounding.

Table 2 presents the distribution of hospitals and respondents by region. No respondents came from the Midwest. Respondents were fairly evenly distributed across the other three regions.

Table 2. Distribution of Hospitals and Respondents by Region			
Region	Number of Hospitals	Number of Respondents	Percent of Respondents
Northeast	6	2,570	35%
Midwest	0	0	0%
South	5	2,196	30%
West	29	2,484	34%
<b>Total</b>	<b>40</b>	<b>7,250</b>	<b>100%</b>

**Note:** Percentages may not add up to 100 percent due to rounding.

Definitions of regions are:

**Northeast:** Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont.

**Midwest:** Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin.

**South:** Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia.

**West:** Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming.

Table 3. presents both the overall response information and average response information.

Table 3. Response Information	
Overall Response Information	Statistic
Number of respondents	7,250
Number of surveys administered	67,089
Overall response rate	11%
Average Response Information	Statistic
Average number of respondents per hospital (range: 4 to 1,214)	181
Average number of surveys administered per hospital (range: 34 to 13,341)	1,677
Average hospital response rate (range: 2% to 45%)	13%

Table 4 presents the distribution of respondents by response mode. The table displays the number of respondents and percent of respondents for each response mode.

Table 4. Distribution of Respondents by Response Mode		
Response Mode	Number of Respondents	Percent of Respondents
Mail	2,727	38%
Telephone	2,365	33%
Web	2,158	30%
<b>Total</b>	<b>7,250</b>	<b>100%</b>

**Note:** Percentages may not add up to 100 percent due to rounding.

## Summary of 2024 Child HCAHPS Survey Top Box Scores

Table 5 presents the top box scores (most positive survey response option) for the composite measures, overall rating, willingness to recommend, and other single-item measures included in the 2024 Child HCAHPS Survey. The highest scoring measures were *Communication Between You and Your Child's Doctors* (87 percent), and *Privacy When Talking With Doctors, Nurses, and Other Providers* (87 percent). The lowest scoring measures were *Preventing Mistakes and Helping You Report Concerns* (62 percent), and *Quietness of Hospital Room* (66 percent).

Table 5. 2024 Child HCAHPS Survey Database Top Box Scores	
Survey Measure	Child HCAHPS Database Overall
Total Number of Hospitals	40
Total Number of Respondents	7,250
<b>Topic: Communication with Parent</b>	
Communication Between You and Your Child's Nurses	86%
Communication Between You and Your Child's Doctors	87%
Communication About Your Child's Medicines	82%
Keeping You Informed About Your Child's Care	78%
Preparing You and Your Child to Leave the Hospital	85%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	87%
Keeping You Informed About Your Child's Care in the Emergency Room (ER) (single-item)	84%
<b>Topic: Communication with Child</b>	
How Well Nurses Communicate With Your Child	77%
How Well Doctors Communicate With Your Child	76%
Involving Teens in Their Care	74%
<b>Topic: Attention to Safety and Comfort</b>	
Preventing Mistakes and Helping You Report Concerns	62%
Helping Your Child Feel Comfortable	71%
Responsiveness to the Call Button (single-item)	72%
Paying Attention to Your Child's Pain (single-item)	79%
<b>Topic: Hospital Environment</b>	
Cleanliness of Hospital Room (single-item)	74%
Quietness of Hospital Room (single-item)	66%
<b>Global Ratings</b>	
Overall Rating of Hospital (single-item)	79%
Willingness to Recommend the Hospital (single-item)	84%



## 3. Data Sources and Limitations

### Data Sources

The data presented in this Chartbook were compiled from 7,250 survey responses voluntarily submitted to the Child HCAHPS Survey Database by 40 children’s hospitals and inpatient pediatric departments. The findings reported here were from administration of the Child HCAHPS Survey between January–December 2023.

### Data Limitations







The 40 submitting hospitals represent a mix of regions, hospital types, and other characteristics. The hospitals that voluntarily contribute data to the CAHPS Database are not from a statistically representative sample of all U.S. children’s hospitals or inpatient pediatric departments. Consequently, the submitting hospitals are not necessarily representative of all U.S. children’s hospitals and inpatient pediatric departments. Estimates based on these voluntarily submitted data sets may produce biased estimates of the overall inpatient pediatric care patient experience in the U.S.

## 4. Results

This section presents a summary of results for the 7,250 respondents in the 2024 Child HCAHPS Survey Database. The results are organized by the topic areas assessed in the survey: (1) Communication with Parent; (2) Communication with Child; (3) Attention to Safety and Comfort; (4) Hospital Environment; and (5) Global Rating measures. Within each topic area, the results are shown by composite measure, the items that make up the composite measure, and the single-item measures. The results are presented in a set of bar charts showing the distribution of scores for each response category. The top box scores represent the most positive response option(s), while the bottom box represents the most negative response option(s). The bar charts are followed by breakout tables showing top box scores by length of stay, and by the child’s age. The far-right column (N) denotes the number of respondents. Note that, the number of respondents to specific questions may be less than the total number of respondents for multiple reasons. Possible reasons include item non-response resulting in missing data, the fact that some questions are only applicable to subpopulations (e.g., Involving Teens in Their Care), and because some questions use skip patterns if the question is not applicable.

Appendix A presents respondent and child demographic characteristics. Appendix B presents the definition of composite measures, items, and ratings. Appendix C presents detailed information regarding how results are calculated.

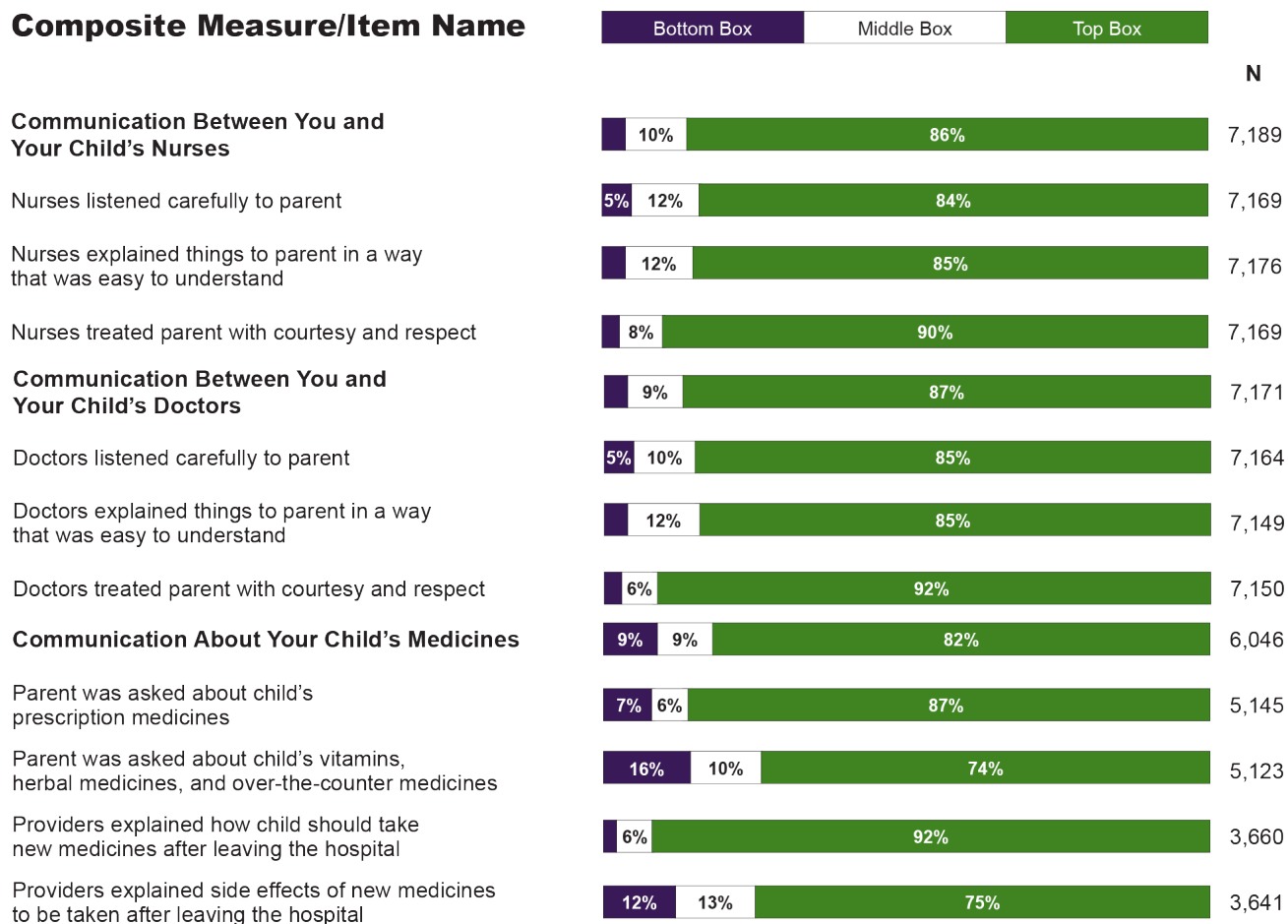
Highlights of Child and Respondent Characteristics

Child Characteristics	Respondent Characteristics
 46% were female	 82% were the mother of the child
 33% were between the ages of 1 and 3 years old	 41% were between the ages of 35-44
 73% were in Very Good or Excellent health, as reported by respondents	 54% had a four-year college degree or more

## 2024 Child HCAHPS Results

### Chart 4-1. Composite Measure Item Results—2024 Child HCAHPS Survey Database (Page 1 of 4)

#### Communication with Parent Measures

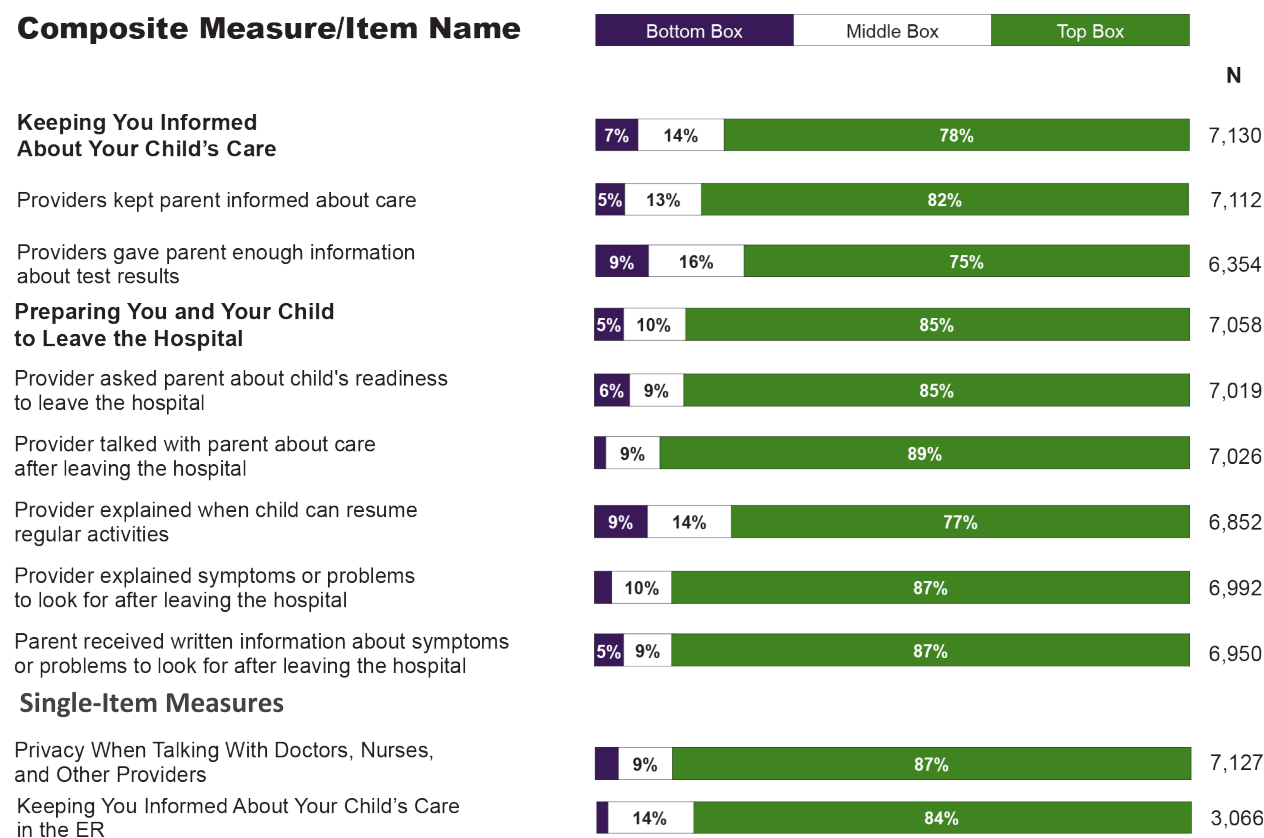


**Note:** Percentages less than 5% are not shown in the bar charts. See Appendix B for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix C for information on how the results are calculated.

## 2024 Child HCAHPS Results

### Chart 4-1. Composite Measure Item Results—2024 Child HCAHPS Survey Database (Page 2 of 4)

#### Communication with Parent Measures (continued)

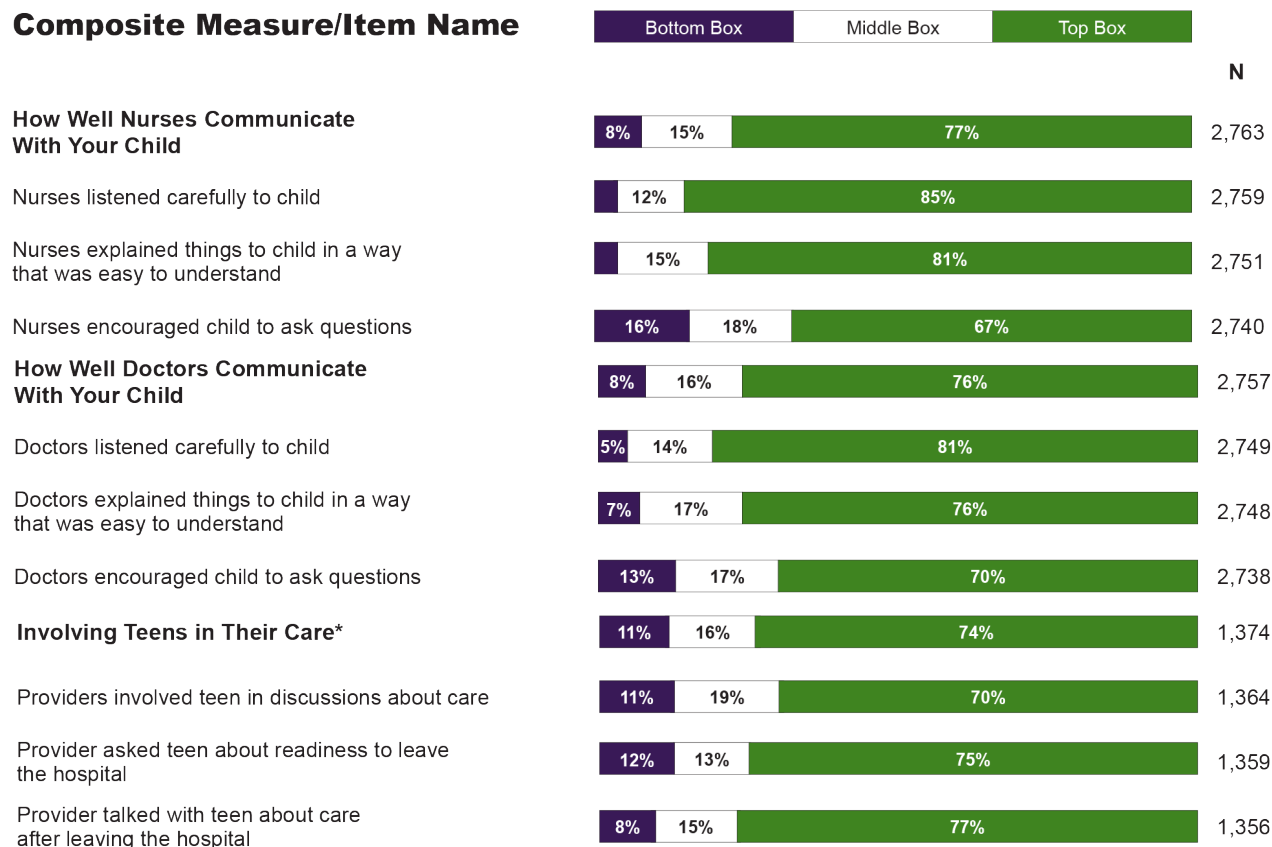


**Note:** Percentages less than 5% are not shown in the bar charts. See Appendix B for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix C for information on how the results are calculated.

## 2024 Child HCAHPS Results

### Chart 4-1. Composite Measure Item Results—2024 Child HCAHPS Survey Database (Page 3 of 4)

#### Communication with Child Measures



**Note:** Percentages less than 5% are not shown in the bar charts. See Appendix B for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix C for information on how the results are calculated.

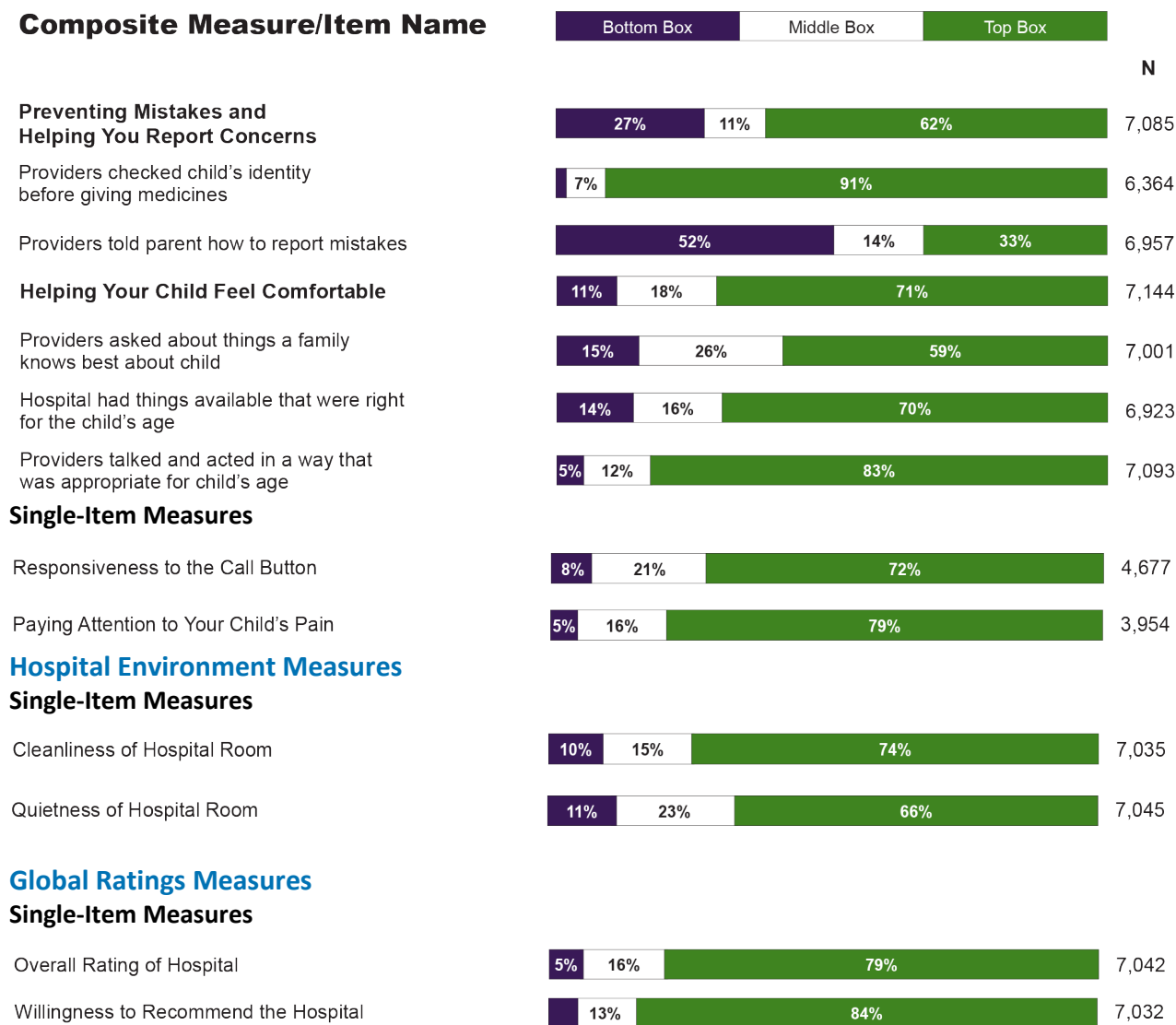
\**Involving Teens in Their Care* questions were only answered by respondents with children thirteen years of age or older.

\* *How Well Doctors / Nurses Communicate With Your Child* was not asked if the child was not able to talk with nurses and doctors about his or her care

## 2024 Child HCAHPS Results

### Chart 4-1. Composite Measure Item Results—2024 Child HCAHPS Survey Database (Page 4 of 4)

#### Attention to Safety and Comfort Measures



**Note:** Percentages less than 5% are not shown in the bar charts. See Appendix B for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix C for information on how the results are calculated.

## 2024 Child HCAHPS Results

Table 6 displays top box scores by length of stay. For the majority of measures, a longer length of stay is associated with lower top box scores. The largest difference in scores is for *Quietness of Hospital Room*, ranging from 71 percent for a stay from 0 to 1 day in the hospital to 56 percent with a stay of 10 or more days.

Table 6. Top Box Scores by Length of Stay					
Composite Name/Single-Item Measure	Child HCAHPS Database Overall	0 to 1 Day	2 to 3 Days	4 to 9 Days	10 or more Days
<b>Number of Respondents</b>	7,250	1,489	2,306	1,456	754
<b>Topic: Communication with Parent</b>					
Communication Between You and Your Child's Nurses	86%	86%	86%	84%	79%
Communication Between You and Your Child's Doctors	87%	88%	87%	85%	82%
Communication About Your Child's Medicines	82%	81%	82%	82%	80%
Keeping You Informed About Your Child's Care	78%	77%	76%	75%	76%
Preparing You and Your Child to Leave the Hospital	85%	83%	85%	84%	82%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	87%	86%	87%	85%	83%
Keeping You Informed About Your Child's Care in the ER (single-item)	84%	84%	84%	85%	84%
<b>Topic: Communication with Child</b>					
How Well Nurses Communicate With Your Child	77%	79%	77%	78%	73%
How Well Doctors Communicate With Your Child	76%	77%	75%	76%	70%
Involving Teens in Their Care	74%	74%	75%	76%	67%
<b>Topic: Attention to Safety and Comfort</b>					
Preventing Mistakes and Helping You Report Concerns	62%	61%	61%	63%	60%
Helping Your Child Feel Comfortable	71%	67%	70%	71%	72%
Responsiveness to the Call Button (single-item)	72%	73%	71%	68%	62%
Paying Attention to Your Child's Pain (single-item)	79%	78%	80%	78%	75%
<b>Topic: Hospital Environment</b>					
Cleanliness of Hospital Room (single-item)	74%	75%	69%	67%	72%
Quietness of Hospital Room (single-item)	66%	71%	65%	62%	56%
<b>Global Ratings</b>					
Overall Rating of Hospital (single-item)	79%	76%	76%	78%	79%
Willingness to Recommend the Hospital (single-item)	84%	82%	84%	83%	84%

\* There were 1,245 respondents who were missing the Length of Stay information.

Note: N/A displayed for measures with fewer than 100 respondents.

Table 7 displays top box scores by the child's age. In general, scores tended to be higher for respondents with children over one year. The largest difference in scores is for *Paying Attention to Your Child's Pain (single-item)*, ranging from 67 percent for children aged 1-3 years to 86 percent for children aged 7 to 12 years old.

<b>Table 7. Top Box Scores by Child's Age*</b>						
<b>Composite Name/Single-item Measure</b>	<b>Child HCAHPS Database Overall</b>	<b>Under 1 Year</b>	<b>1 to 3 Years</b>	<b>4 to 6 Years</b>	<b>7 to 12 Years</b>	<b>13 Years or Older</b>
<b>Number of Respondents</b>	7,250	1,543	2,359	710	1,188	1,412
<b>Topic: Communication with Parent</b>						
Communication Between You and Your Child's Nurses	86%	81%	88%	87%	88%	85%
Communication Between You and Your Child's Doctors	87%	84%	90%	87%	88%	86%
Communication About Your Child's Medicines	82%	77%	84%	82%	83%	82%
Keeping You Informed About Your Child's Care	78%	76%	82%	76%	78%	76%
Preparing You and Your Child to Leave the Hospital	85%	83%	87%	85%	86%	82%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	87%	84%	91%	89%	86%	83%
Keeping You Informed About Your Child's Care in the ER (single-item)	84%	84%	83%	86%	87%	82%
<b>Topic: Communication with Child</b>						
How Well Nurses Communicate With Your Child	77%	N/A	75%	74%	79%	78%
How Well Doctors Communicate With Your Child	76%	N/A	71%	70%	76%	77%
Involving Teens in Their Care	74%	N/A	N/A	N/A	N/A	74%
<b>Topic: Attention to Safety and Comfort</b>						
Preventing Mistakes and Helping You Report Concerns	62%	59%	64%	63%	63%	62%
Helping Your Child Feel Comfortable	71%	67%	74%	73%	74%	66%
Responsiveness to the Call Button (single-item)	72%	69%	78%	72%	70%	68%
Paying Attention to Your Child's Pain (single-item)	79%	67%	74%	80%	86%	84%
<b>Topic: Hospital Environment</b>						
Cleanliness of Hospital Room (single-item)	74%	74%	82%	70%	69%	68%
Quietness of Hospital Room (single-item)	66%	65%	71%	67%	64%	61%
<b>Global Ratings</b>						
Overall Rating of Hospital (single-item)	79%	73%	81%	79%	81%	79%
Willingness to Recommend the Hospital (single-item)	84%	79%	84%	86%	86%	83%

\* There were 38 respondents missing Child Age information.

**Notes:**

N/A displayed for measures with fewer than 100 respondents.

*Involving Teens in Their Care* questions were only answered by respondents with children thirteen years of age or older.

*How Well Doctors / Nurses Communicate With Your Child* was not asked if the child was not able to talk with nurses and doctors about his or her care.



# Appendix A

## Respondent and Child Demographic Characteristics

## Appendix A

### Respondent and Child Demographic Characteristics

As shown in table A-1, respondents tended to be White (56%), English speaking (87%), and had a four year college or greater degree (54%).

Table A-1. 2024 Child HCAHPS Adult Respondent Demographic Characteristics		
Respondent Demographic Characteristics	Number of Respondents	Percent of Respondents
<b>Age</b>		
18 - 24	294	5%
25 - 34	2,155	33%
35 - 44	2,695	41%
45 - 54	1,099	17%
55 - 64	209	3%
65 - 74	36	1%
75+	9	<1%
<b>Total</b>	<b>6,497</b>	<b>100%</b>
Missing	753	
Overall Total	7,250	
<b>Education</b>		
8th grade or less	178	3%
Some high school, but did not graduate	246	4%
High school graduate or GED	957	14%
Some college or 2-year degree	1,651	25%
4-year college graduate	1,682	25%
More than 4-year college degree	1,925	29%
<b>Total</b>	<b>6,639</b>	<b>100%</b>
Missing	611	
Overall Total	7,250	
<b>Relationship to the Child</b>		
Mother	5,490	82%
Father	1,067	16%
Grandmother	54	1%
Grandfather	6	<1%
Other Relative or Legal Guardian	32	<1%
Someone else	18	<1%
<b>Total</b>	<b>6,667</b>	<b>100%</b>
Missing	583	
Overall Total	7,250	

Table A-1. 2024 Child HCAHPS Adult Respondent Demographic Characteristics (cont'd)		
Respondent Demographic Characteristics	Number of Respondents	Percent of Respondents
Preferred Language		
English	5,764	87%
Spanish	683	10%
Chinese	44	1%
Vietnamese	14	<1%
Korean	4	<1%
Russian	6	<1%
Other Language	109	2%
<b>Total</b>	<b>6,624</b>	<b>100%</b>
Missing	626	
Overall Total	7,250	

Table A-2. 2024 Child HCAHPS Child Demographic Characteristics		
Child Demographic Characteristics	Number of Respondents	Percent of Respondents
Child's Gender		
Male	3,937	54%
Female	3,312	46%
<b>Total</b>	<b>7,249</b>	<b>100%</b>
Missing	1	
Overall Total	7,250	
Child's Age		
Less than 1 year	1,543	21%
1 - 3 years	2,359	33%
4 - 6 years	710	10%
7- 12 years	1,188	16%
13+ years	1,412	20%
<b>Total</b>	<b>7,212</b>	<b>100%</b>
Missing	38	
Overall Total	7,250	
Child's Hispanic/Latino origin		
Yes, Hispanic or Latino	2,606	39%
No, not Hispanic or Latino	4,073	61%
<b>Total</b>	<b>6,679</b>	<b>100%</b>
Missing	571	
Overall Total	7,250	

Table A-2. 2024 Child HCAHPS Child Demographic Characteristics (con'd)		
Child Demographic Characteristics	Number of Respondents	Percent of Respondents
<b>Child's Race</b>		
White	3,561	56%
African-American	657	10%
Asian	644	10%
Native Hawaiian/Pacific Islander	63	1%
American Indian/Native Alaskan	36	1%
Other	549	9%
Multi-racial	825	13%
<b>Total</b>	<b>6,335</b>	<b>100%</b>
Missing	915	
Overall Total	7,250	
<b>Child's Health Status</b>		
Excellent	2,764	41%
Very Good	2,165	32%
Good	1,241	19%
Fair	416	6%
Poor	114	2%
<b>Total</b>	<b>6,266</b>	<b>100%</b>
Missing	984	
Overall Total	7,250	

# Appendix B

Definition of Composite Measures,  
Items, and Ratings

## Appendix B

### Definition of Composite Measures, Items, and Ratings

The following tables present the composite measures, individual items, and the rating and willingness to recommend items for the Child HCAHPS Survey.

Table B-1. Communication with Parent	
Child HCAHPS Survey Question Text	Response Options
Measures	
Communication Between You and Your Child’s Nurses Composite Measure	
During this hospital stay, how often did your child’s nurses listen carefully to you? (Q14)	• Never • Sometimes • Usually • Always
During this hospital stay, how often did your child’s nurses explain things to you in a way that was easy to understand? (Q15)	
During this hospital stay, how often did your child’s nurses treat you with courtesy and respect? (Q16)	
Communication Between You and Your Child’s Doctors Composite Measure	
During this hospital stay, how often did your child’s doctors listen carefully to you? (Q17)	• Never • Sometimes • Usually • Always
During this hospital stay, how often did your child’s doctors explain things to you in a way that was easy to understand? (Q18)	
During this hospital stay, how often did your child’s doctors treat you with courtesy and respect? (Q19)	
Communication About Your Child’s Medicines Composite Measure	
During the first day of this hospital stay, were you asked to list or review all of the prescription medicines your child was taking at home? (Q5)	• Yes, definitely • Yes, somewhat • No
During the first day of this hospital stay, were you asked to list or review all of the vitamins, herbal medicines, and over-the-counter medicines your child was taking at home? (Q6)	
Before your child left the hospital, did a provider or hospital pharmacist explain in a way that was easy to understand how your child should take these new medicines after leaving the hospital? (Q39)	
Before your child left the hospital, did a provider or hospital pharmacist explain in a way that was easy to understand about possible side effects of these new medicines? (Q40)	
Keeping You Informed About Your Child’s Care Composite Measure	
During this hospital stay, how often did providers keep you informed about what was being done for your child? (Q23)	• Never • Sometimes • Usually • Always
How often did providers give you as much information as you wanted about the results of these tests? (Q25)	
Preparing You and Your Child to Leave the Hospital Composite Measure	
Before your child left the hospital, did a provider ask you if you had any concerns about whether your child was ready to leave? (Q36)	• Yes, definitely • Yes, somewhat • No
Before your child left the hospital, did a provider talk with you as much as you wanted about how to care for your child’s health after leaving the hospital? (Q37)	

Table B-1. Communication with Parent (cont'd)	
Child HCAHPS Survey Question Text	Response Options
Measures (cont'd)	
Preparing You and Your Child to Leave the Hospital Composite Measure (cont'd)	
A child's regular activities can include things like eating, bathing, going to school, or playing sports. Before your child left the hospital, did a provider explain in a way that was easy to understand when your child could return to his or her regular activities? (Q41)	<ul style="list-style-type: none"><li>• Yes, definitely</li><li>• Yes, somewhat</li><li>• No</li></ul>
Before your child left the hospital, did a provider explain in a way that was easy to understand what symptoms or health problems to look out for after your child left the hospital? (Q42)	
Before your child left the hospital, did you get information in writing about what symptoms or health problems to look out for after your child left the hospital? (Q43)	
Privacy When Talking With Doctors, Nurses, and Other Providers Single-Item Measure	
During this hospital stay, how often were you given as much privacy as you wanted when discussing your child's care with providers? (Q20)	<ul style="list-style-type: none"><li>• Never</li><li>• Sometimes</li><li>• Usually</li><li>• Always</li></ul>
Keeping You Informed About Your Child's Care in the ER Single-Item Measure	
While your child was in this hospital's Emergency Room, were you kept informed about what was being done for your child? (Q4)	<ul style="list-style-type: none"><li>• Yes, definitely</li><li>• Yes, somewhat</li><li>• No</li></ul>

Table B-2. Communication with Child	
Child HCAHPS Survey Question Text	Response Options
Measures	
How Well Nurses Communicate With Your Child Composite Measure	
During this hospital stay, how often did your child’s nurses listen carefully to your child? (Q8)	<ul style="list-style-type: none"><li>• Never</li><li>• Sometimes</li><li>• Usually</li><li>• Always</li></ul>
During this hospital stay, how often did your child’s nurses explain things in a way that was easy for your child to understand? (Q9)	
During this hospital stay, how often did your child’s nurses encourage your child to ask questions? (Q10)	
How Well Doctors Communicate With your Child Composite Measure	
During this hospital stay, how often did your child’s doctors listen carefully to your child? (Q11)	<ul style="list-style-type: none"><li>• Never</li><li>• Sometimes</li><li>• Usually</li><li>• Always</li></ul>
During this hospital stay, how often did your child’s doctors explain things in a way that was easy for your child to understand? (Q12)	
During this hospital stay, how often did your child’s doctors encourage your child to ask questions? (Q13)	
Involving Teens in Their Care Composite Measure	
During this hospital stay, how often did providers involve your child in discussions about his or her healthcare? (Q45)	<ul style="list-style-type: none"><li>• Never</li><li>• Sometimes</li><li>• Usually</li><li>• Always</li></ul>

Table B-2. Communication with Child (cont'd)	
Child HCAHPS Survey Question Text	Response Options
<b>Measures (cont'd)</b>	
<b>Involving Teens in Their Care Composite Measure (cont'd)</b>	
Before your child left the hospital, did a provider ask your child if he or she had any concerns about whether he or she was ready to leave? (Q46)	<ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, somewhat</li> <li>• No</li> </ul>
Before your child left the hospital, did a provider talk with your child about how to take care of his or her health after leaving the hospital? (Q47)	

Table B-3. Attention to Safety and Comfort	
Child HCAHPS Survey Question Text	Response Options
<b>Measures</b>	
<b>Preventing Mistakes and Helping You Report Concerns Composite Measure</b>	
Before giving your child any medicine, how often did providers or other hospital staff check your child's wristband or confirm his or her identity in some other way? (Q29)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
Mistakes in your child's healthcare can include things like giving the wrong medicine or doing the wrong surgery. During this hospital stay, did providers or other hospital staff tell you how to report if you had any concerns about mistakes in your child's healthcare? (Q30)	<ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, somewhat</li> <li>• No</li> </ul>
<b>Helping Your Child Feel Comfortable Composite Measure</b>	
Things that a family might know best about a child include how the child usually acts, what makes the child comfortable, and how to calm the child's fears. During this hospital stay, did providers ask you about these types of things? (Q21)	<ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, somewhat</li> <li>• No</li> </ul>
Hospitals can have things like toys, books, mobiles, and games for children from newborns to teenagers. During this hospital stay, did the hospital have things available for your child that were right for your child's age? (Q35)	
During this hospital stay, how often did providers talk with and act toward your child in a way that was right for your child's age? (Q22)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Responsiveness to the Call Button Single-Item Measure</b>	
After pressing the call button, how often was help given as soon as you or your child wanted it? (Q27)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Paying Attention to Your Child's Pain Single-Item Measure</b>	
During this hospital stay, did providers or other hospital staff ask about your child's pain as often as your child needed? (Q32)	<ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, somewhat</li> <li>• No</li> </ul>



Table B-4. Hospital Environment	
Child HCAHPS Survey Question Text	Response Options
<b>Measures</b>	
<b>Cleanliness of Hospital Room Single-Item Measure</b>	
During this hospital stay, how often were your child's room and bathroom kept clean? (Q33)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Quietness of Hospital Room Single-Item Measure</b>	
During this hospital stay, how often was the area around your child's room quiet at night? (Q34)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>

Table B-5. Global Ratings	
Child HCAHPS Survey Question Text	Response Options
<b>Measures</b>	
<b>Overall Rating of Hospital Single-Item Measure</b>	
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 child's stay? (Q48)	<ul style="list-style-type: none"> <li>• 0-10</li> </ul>
<b>Willingness to Recommend the Hospital Single-Item Measure</b>	
Would you recommend this hospital to your friends and family? (Q49)	<ul style="list-style-type: none"> <li>• Definitely no</li> <li>• Probably no</li> <li>• Probably yes</li> <li>• Definitely yes</li> </ul>

# Appendix C

How Results are Calculated

# Appendix C

## How Results are Calculated

This appendix provides an overview of how the results are calculated.

### Survey Inclusion Rules for the Database

Both complete and partially complete records are included in the Child HCAHPS Survey Database. A complete record has response to 50 percent or more of the key question items and a response for one or more composite measures or rating items. A partially complete record has responses for one or more core composite measures or rating items but less than 50 percent of the key question items. A list of the key question items can be found in the [Fielding the CAHPS Child Hospital Survey](#) guidelines.

### Level of Results

Child HCAHPS Survey Database results are calculated at the respondent level only. A respondent is defined as an individual who has completed or partially completed a Child HCAHPS Survey. Respondent-level survey results are calculated across all respondents in the Database, ignoring their association with a particular hospital or inpatient pediatric department.

### Types of Results: Top Box and Proportional Scores

Top box scores for survey items are created by calculating the percentage of respondents who chose the most positive response on a given item's response scale (e.g., "Always" on the "Always-Never" scale). The Child HCAHPS Survey uses several different response scales. Table C-1 displays the different response scales and how the options are categorized for top box and proportional scoring.

Table C-1. Top Box and Proportional Score Crosswalk to Child HCAHPS Response Scales			
Response Scale	Bottom Box Score: Least Positive Responses	Middle Box Score: Middle Responses	Top Box Score: Most Positive Responses
3-point Yes, No	No	Yes, somewhat	Yes, definitely
4-point response scale	Never, Sometimes	Usually	Always
Global rating	0-6	7-8	9-10
Willingness to recommend	Definitely no, Probably no	Probably yes	Definitely yes

**Calculating top box and other proportional scores for an individual survey item:** Top box, middle box, and bottom box scores are calculated by aggregating results across all respondents in the Database. For example, if 400 out of 1,000 total respondents answered “Always” to a particular item, the top box score for that item would be 40 percent [i.e.,  $(400/1,000) \times 100 = 40\%$ ].

**Calculating top box and other proportional scores for a composite measure:** The scores for a composite measure are equal to the average or mean of the proportion of responses (excluding missing data) in each response category across the items in the composite. The following steps show how those proportions are calculated:

- Step 1 – Calculate the proportion of responses in each proportional score category for each question in a composite measure.
- Step 2 – Calculate the average proportion responding to each category across the questions in the composite measure.

As shown in Table C-2, top box scores for composite measures are calculated by averaging the top box scores across the items within the composite measure. This methodology can be applied to any of the Child HCAHPS composite measures. For example, the “Communication Between You and Your Child’s Doctors” composite measure has three items. If the top box score for the first item is 68 percent, the second item is 72 percent, and the third item is 70 percent the composite measure score would be 70 percent (i.e.,  $[68 \text{ percent} + 72 \text{ percent} + 70 \text{ percent}] \div 3 = 70 \text{ percent}$ ). The same method is used for the other proportional scores.

Items in Composite Measure	Response Scale	Bottom Box Score (Never or Sometimes)	Middle Box Score (Usually)	Top Box Score (Always)
Doctors listened carefully to parent	Never, Sometimes, Usually, Always	12%	20%	68%
Doctors explained things to parent in a way that was easy to understand		7%	21%	72%
Doctors treated parent with courtesy and respect		15%	19%	66%
<b>Composite Measure Proportional Score</b>	--	11% = $(12\% + 7\% + 15\%) / 3$	20% = $(20\% + 21\% + 19\%) / 3$	69% = $(68\% + 72\% + 66\%) / 3$

As shown in this example, each item is given equal weight when calculating the composite measure results. Computationally, this implies calculating the score of each item and then finding the average across the item scores to obtain the composite measure score. The items are weighted equally because there is no evidence to suggest that any item is more important than another.

In the Child HCAHPS Survey, there are composite measures that have items on two different response scales (“Involving Teens in Their Care” and “Preventing Mistakes and Helping You Report Concerns”). Table C-3 shows how scores for these items can be combined to create proportional scores.

**Table C-3. Sample Calculation of Top Box and Proportional Scores for Child HCAHPS Measures**

Items in Composite Measure	Response Scale	Bottom Box Score (Never, Sometimes or No)	Middle Box Score (Usually or Yes, Somewhat)	Top Box Score (Always or Yes, definitely)
Doctors listened carefully to parent	Never Sometimes Usually Always	10%	25%	65%
Doctors explained things to parent in a way that was easy to understand	Never Sometimes Usually Always	5%	40%	55%
Doctors treated parent with courtesy and respect	Never Sometimes Usually Always	15%	10%	75%
<b>Composite Measure Proportional Score</b>	--	10% = $(10\% + 5\% + 15\%) / 3$	25% = $(25\% + 40\% + 10\%) / 3$	65% = $(65\% + 55\% + 75\%) / 3$

## Data Suppression Rules

There are circumstances under which certain item or composite measure scores or reporting categories are suppressed (i.e., 'NA' is displayed). There are also times when certain hospitals are excluded from calculations. These instances of data suppression and/or exclusion are due to one or more of the following factors:

The rules for data suppression and exclusion are described below.

### 1. Item Suppression

If there are fewer than 100 valid responses available for any item, the item's results are suppressed.

### 2. Reporting Category Suppression

If there are fewer than four hospitals and fewer than 300 valid responses in a given characteristic (e.g., child age), we do not show results for the characteristic.



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