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Consumer Assessment of Healthcare
Providers and Systems



CAHPS®
Child Hospital (Child HCAHPS)
Survey Database

2026 Chartbook

September 2026

The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) Child Hospital Survey Database 2026 Chartbook

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1. 2026 Highlights



2026 Child Hospital Survey Database



The 2026 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Child Hospital Survey Database includes 8,492 survey responses voluntarily submitted by 34 hospitals.



High Scoring Measure Top Box Scores



Communication Between You and Your Child's Doctors

92%

of respondents reported that doctors always:

- listened carefully
- explained things clearly
- treated parents with courtesy and respect



Privacy When Talking With Doctors, Nurses, and Other Providers

92%

of respondents reported that they were given as much privacy as they wanted when discussing their child's care with doctors, nurses, and other providers

Low Scoring Measure Top Box Scores



Preventing Mistakes and Helping You Report Concerns

66%

of respondents reported that providers or other hospital staff:

- always checked their child's identity before giving them medicines
- told them how to report mistakes



Quietness of Hospital Room

75%

of respondents reported that the area around their child's hospital room was always quiet at night

High Scoring Individual Items



Doctors Treated Parent with Courtesy and Respect

95%

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



Providers Explained Medications

94%

of respondents reported providers or hospital pharmacist explained how the child should take new medicines after leaving the hospital

Low Scoring Individual Items



Providers Told Parent How to Report Mistakes

39%

of respondents reported providers or other hospital staff told parent how to report mistakes



Providers Asked About Things a Family Knows Best

65%

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

Global Ratings Single-Item Measures



Overall Rating of Hospital

84%

of respondents rated the hospital stay positively



Willingness to Recommend the Hospital

87%

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

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 2026 Child HCAHPS Survey Database, which received data from 34 hospitals that collected Child HCAHPS Survey data, representing 8,492 survey responses, between January 1 and December 31, 2025.

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 the 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 or guardians 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/child_hp_survey.html.

Hospitals, insurers, and policymakers can use the survey results for quality improvement initiatives. Refer to 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. Results are calculated at the respondent level except for results shown in Appendix B, which are calculated at the hospital level. No individual hospital results are presented.

This report also includes four appendixes:

- Appendix A provides the respondent and child demographic characteristics.
- Appendix B provides hospital-level results including top box scores, percentiles, and relationships between composite measures and the global ratings measures.
- Appendix C provides the definition of composite measures, items, and ratings.
- Appendix D provides detailed information on how results are calculated.

The 34 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.

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 or the toll-free help line at 888-808-7108.

3. Results

This section presents a summary of results for the 8,492 respondents in the 2026 Child HCAHPS Survey Database. The results are shown in five subsections:

1. Hospital characteristics and response modes;
2. Highlights of child and respondent characteristics (full characteristics are displayed in Appendix A);
3. Summary top box results for the composite measures and single item measures from 2023 to 2026;
4. Detailed 2026 results showing the distribution of responses for the composite measures, constituent items of the composite measures, and single item measures; and
5. 2026 top box results by length of stay and by child's age.

Top box scores are comprised of the percentage of respondents who selected the most positive response option to a survey item. More information on how top box scores are calculated can be found in Appendix D: *How Results are Calculated*.

Hospital Characteristics and Response Modes

Table 1 presents the distribution of respondents by hospital type. Fifty-nine percent of respondents came from pediatric units within a hospital.

Table 1. Distribution of Respondents by Hospital Type			
Hospital Type	Number of Hospitals	Number of Respondents	Percent of Respondents
Free-standing children's hospital	4	3,510	41%
Pediatric service unit(s) within a hospital	30	4,982	59%
Total	34	8,492	100%

Table 2 presents the distribution of hospitals and respondents by region. Respondents were primarily located in the West region.

Table 2. Distribution of Hospitals and Respondents by Region			
Region	Number of Hospitals	Number of Respondents	Percent of Respondents
Northeast	2	1,542	18%
South	2	1,968	23%
West	30	4,982	59%
Total	34	8,492	100%

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 the distribution of the number and percentage of respondents by response mode.

Table 3. Distribution of Respondents by Response Mode		
Response Mode	Number of Respondents	Percent of Respondents
Mail	5,247	62%
Telephone	1,198	14%
Web	2,047	24%
Total	8,492	100%

Table 4 presents both the overall response information and average response information.

Table 4. Response Information	
Overall Response Information	2026 Statistic
Number of respondents	8,492
Number of surveys administered	58,488
Overall response rate	14%
Average Response Information	2026 Statistic
Average number of respondents per hospital	244
Average number of surveys administered per hospital	1,720
Average hospital response rate	18%

Highlights of Child and Respondent Characteristics

Child Characteristics	Respondent Characteristics
 53% were male	 79% were the mother of the child
 56% were under the age of 3 years old	 41% were between the ages of 35-44
 78% were in Very Good or Excellent health, as reported by respondents	 52% had a two-year college degree or less

Summary of Top Box Scores: 2023–2026

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 2026 Child HCAHPS Survey Database. The highest-scoring composite measures in 2026 were *Communication Between You and Your Child’s Doctors* (92 percent), and *Communication Between You and Your Child’s Nurses* (91 percent). The lowest scoring composite measures in 2026 were *Preventing Mistakes and Helping You Report Concerns* (66 percent) and *Helping Your Child Feel Comfortable* (77 percent). Scores for all measures have improved in comparison to the three previous years of the Child HCAHPS Database. The largest increase (13 percentage points) from 2023 was for *Responsiveness to the Call Button* which also experienced a 7-percentage point increase over 2025.

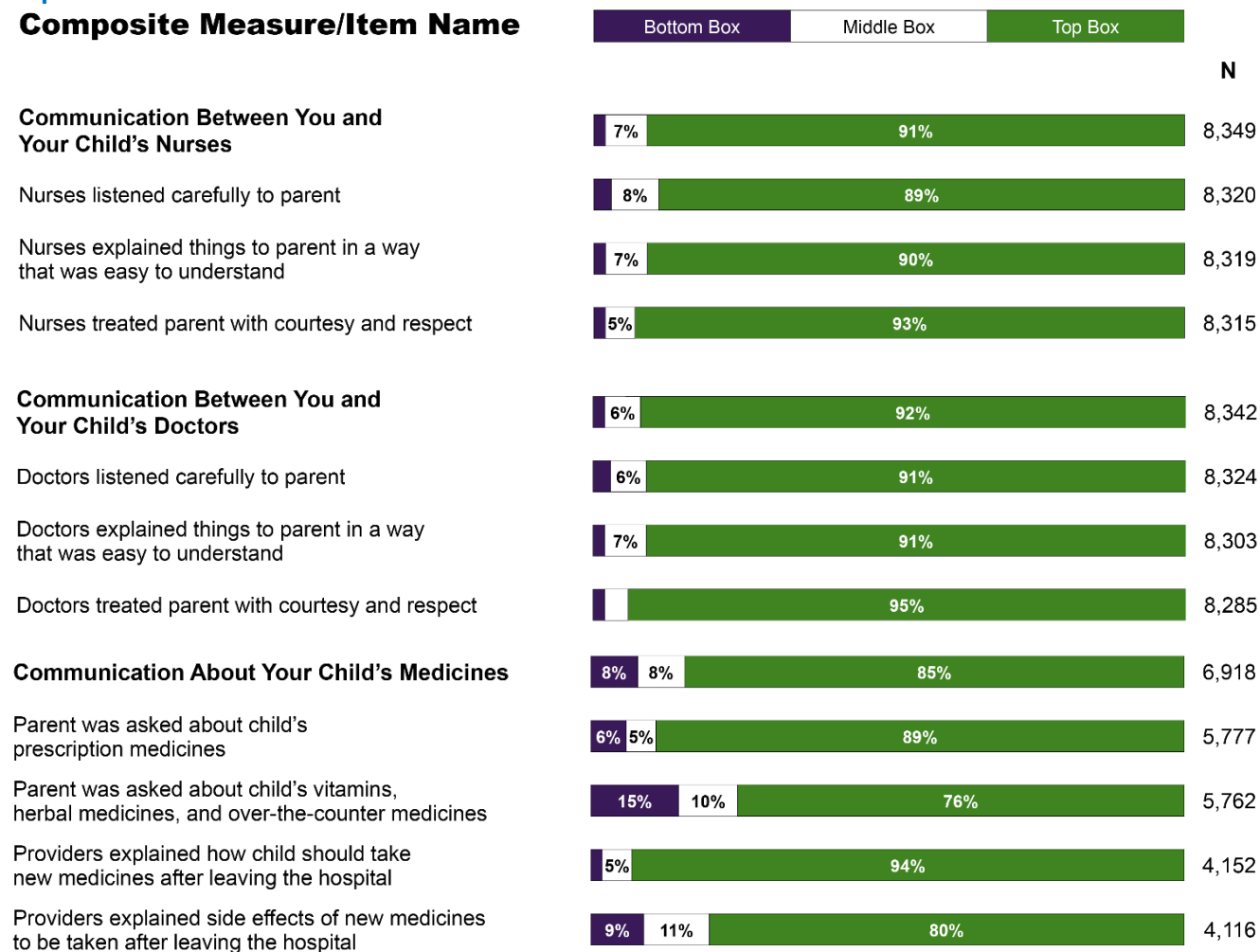
Survey Measure	2023 Child HCAHPS Database Overall	2024 Child HCAHPS Database Overall	2025 Child HCAHPS Database Overall	2026 Child HCAHPS Database Overall
Total Number of Hospitals	35	40	39	34
Total Number of Respondents	8,107	7,250	8,392	8,492
Overall Response Rate	11%	11%	11%	14%
Topic: Communication With Parent				
Communication Between You and Your Child’s Nurses	84%	86%	88%	91%
Communication Between You and Your Child’s Doctors	86%	87%	88%	92%
Communication About Your Child’s Medicines	80%	82%	82%	85%
Keeping You Informed About Your Child’s Care	76%	78%	80%	85%
Preparing You and Your Child to Leave the Hospital	84%	85%	85%	88%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	85%	87%	88%	92%
Keeping You Informed About Your Child’s Care in the Emergency Room (ER) (single-item)	82%	84%	86%	89%
Topic: Communication With Child				
How Well Nurses Communicate With Your Child	77%	77%	79%	84%
How Well Doctors Communicate With Your Child	76%	76%	78%	83%
Involving Teens in Their Care	73%	74%	72%	79%
Topic: Attention to Safety and Comfort				
Preventing Mistakes and Helping You Report Concerns	61%	62%	64%	66%
Helping Your Child Feel Comfortable	69%	71%	73%	77%
Responsiveness to the Call Button (single-item)	67%	72%	73%	80%
Paying Attention to Your Child’s Pain (single-item)	78%	79%	81%	84%
Topic: Hospital Environment				
Cleanliness of Hospital Room (single-item)	70%	74%	74%	80%
Quietness of Hospital Room (single-item)	64%	66%	70%	75%
Global Ratings				
Overall Rating of Hospital (single-item)	76%	79%	80%	84%
Willingness To Recommend the Hospital (single-item)	83%	84%	86%	87%

2026 Detailed Results

In the bar charts presented in this section, bottom box scores represent the most negative response option, while top box scores represent the most positive response option(s). Refer to Appendix D: *How Results are Calculated* for more information on the calculation of bottom box, middle box, and top box scores. The far-right column (N) indicates the number of respondents.

Chart 4-1. Composite Measure Item Results—2026 Child HCAHPS Survey Database (Page 1 of 4)

Topic: Communication With Parent Measures



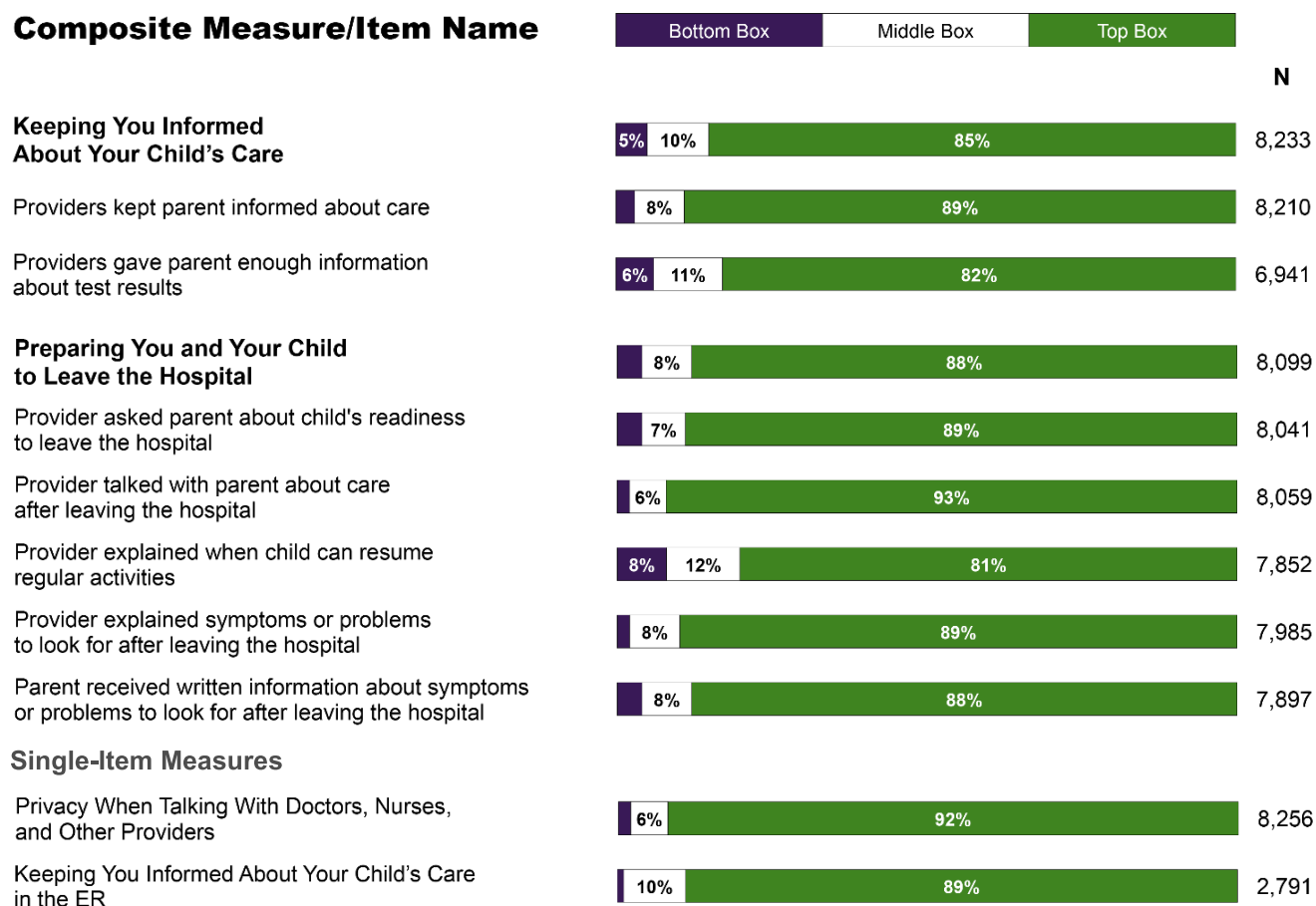
Notes: Percentages less than 5 percent are not shown in the bar charts. See Appendix C for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix D for information on how the results are calculated.

Respondents were instructed to skip the questions related to "Providers explained how child should take new medicines after leaving the hospital" and "Providers explained side effects of new medicines to be taken after leaving the hospital" if the child did not receive any new medication during their hospital stay.

2026 Detailed Results

Chart 4-1. Composite Measure Item Results—2026 Child HCAHPS Survey Database (Page 2 of 4)

Topic: Communication With Parent Measures (cont.)



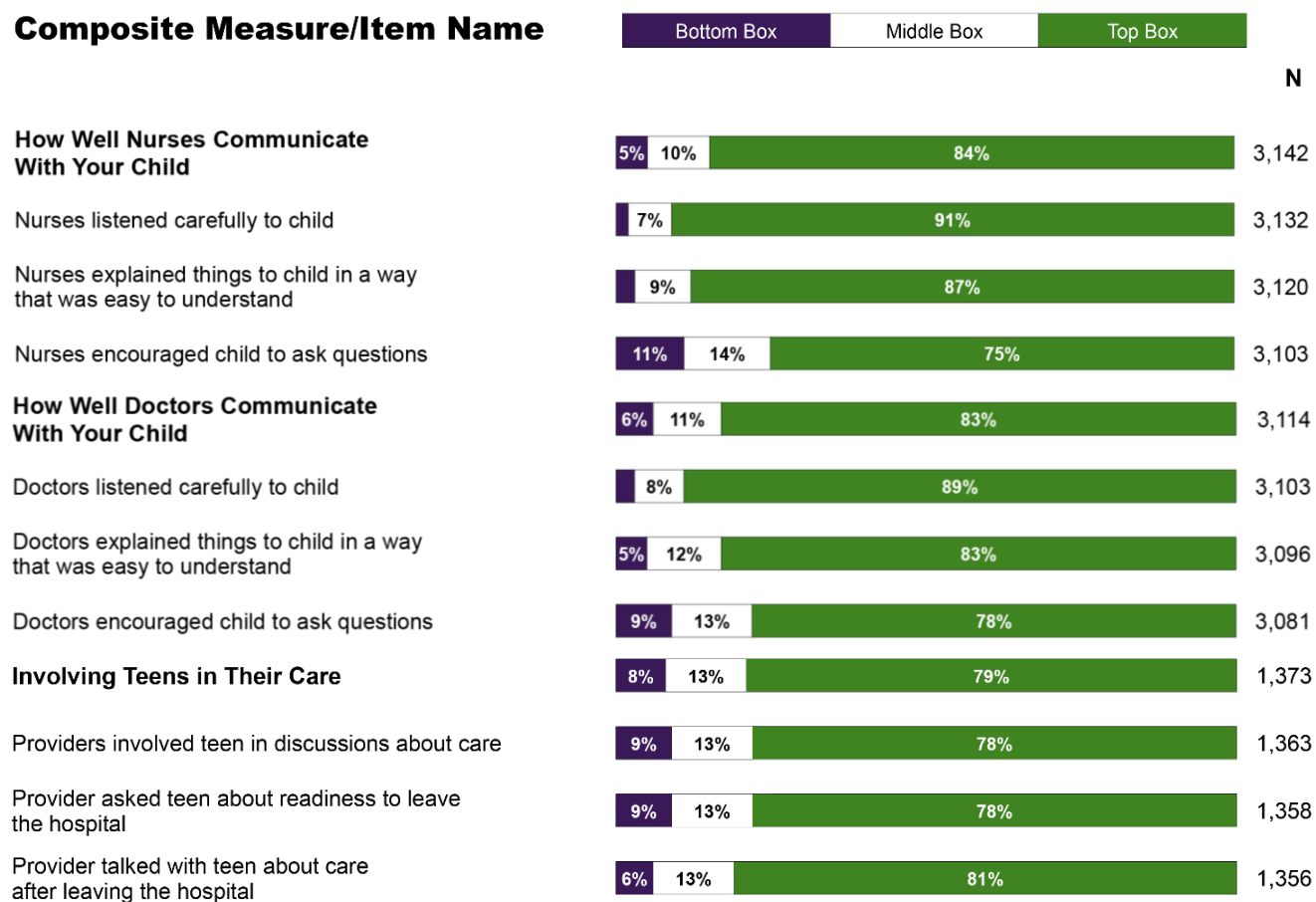
Notes: Percentages less than 5 percent are not shown in the bar charts. See Appendix C for the definition of composite measures, individual items, and ratings, including the response scale used for each. See Appendix D for information on how the results are calculated.

Respondents were instructed to skip the question related to "Providers gave parent enough information about test results" if the child was not admitted to the emergency room, and to skip the question related to "Keeping You Informed About Your Child's Care in the ER" if the child did not have any tests during their hospital stay.

2026 Detailed Results

Chart 4-1. Composite Measure Item Results—2026 Child HCAHPS Survey Database (Page 3 of 4)

Topic: Communication With Child Measures



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

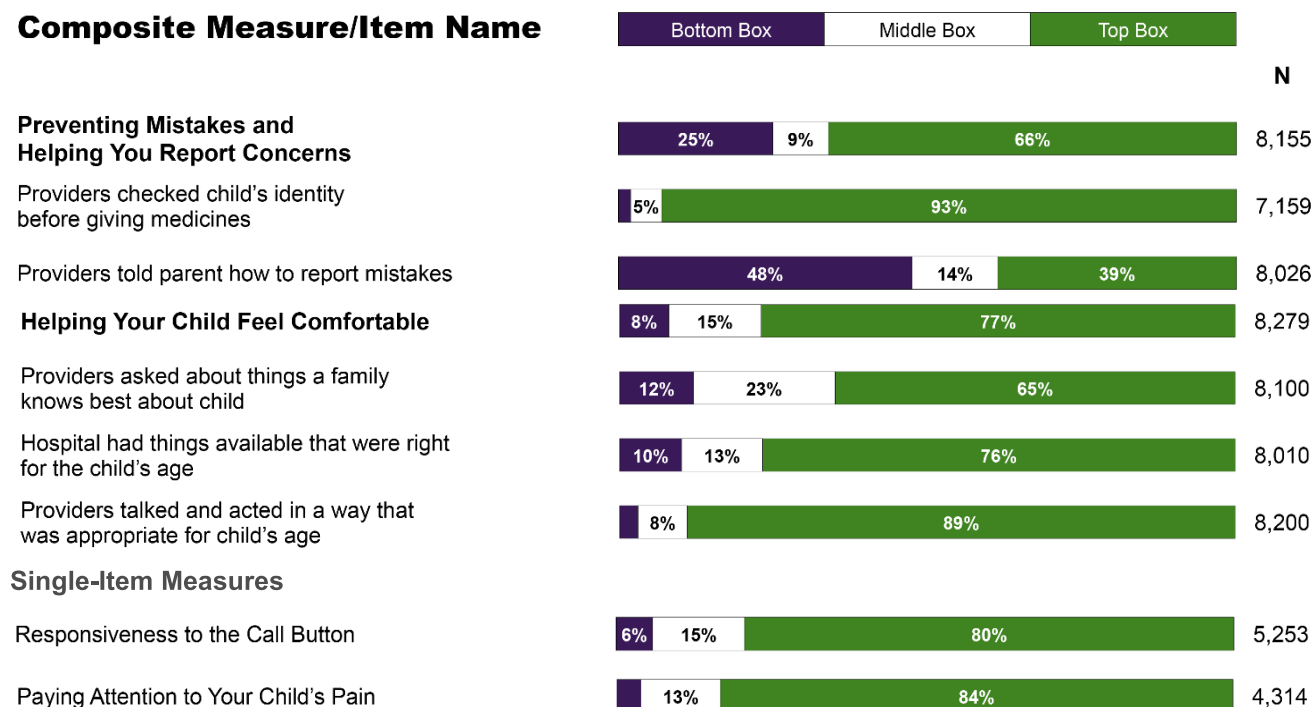
Respondents were instructed to skip the questions related to “How Well Nurses / Doctors Communicate With Your Child” if the child was not able to talk with nurses and doctors about his or her care.

Respondents were instructed to skip questions related to “Involving Teens in Their Care” if their child was under the age of 13.

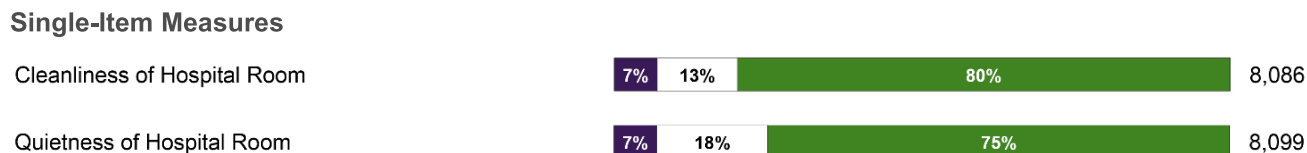
2026 Detailed Results

Chart 4-1. Composite Measure Item Results—2026 Child HCAHPS Survey Database (Page 4 of 4)

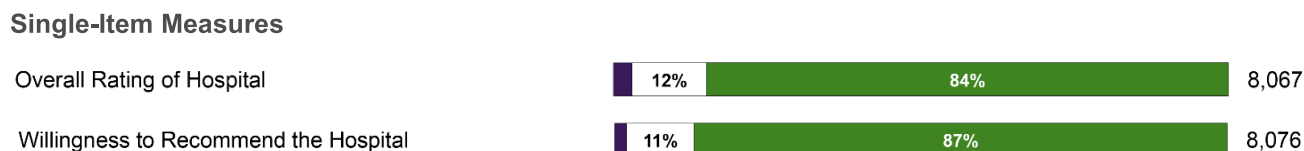
Topic: Attention to Safety and Comfort Measures



Topic: Hospital Environment Measures



Topic: Global Ratings Measures



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

Respondents were instructed to skip the question related to “Providers checked child’s identity before giving medicines” if the child did not receive any medication during their hospital stay; to skip the question related to “Responsiveness to the Call Button” if the parent or child never pressed the call button; and to skip the question related to “Paying Attention to Your Child’s Pain” if the child did not have pain that required medicine or treatment.

2026 Top Box Scores by Length of Stay and Child's Age

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 76 percent for a stay from 0 to 1 day in the hospital to 59 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
Number of Respondents	8,492	1,352	1,363	927	490
Topic: Communication With Parent					
Communication Between You and Your Child's Nurses	91%	90%	88%	86%	81%
Communication Between You and Your Child's Doctors	92%	91%	89%	88%	84%
Communication About Your Child's Medicines	85%	84%	83%	83%	78%
Keeping You Informed About Your Child's Care	85%	84%	81%	81%	76%
Preparing You and Your Child to Leave the Hospital	88%	87%	85%	85%	81%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	92%	90%	89%	88%	85%
Keeping You Informed About Your Child's Care in the ER (single-item)	89%	89%	87%	86%	88%
Topic: Communication With Child					
How Well Nurses Communicate With Your Child	84%	84%	82%	81%	82%
How Well Doctors Communicate With Your Child	83%	84%	81%	79%	79%
Involving Teens in Their Care	79%	80%	79%	71%	N/A
Topic: Attention to Safety and Comfort					
Preventing Mistakes and Helping You Report Concerns	66%	64%	64%	65%	65%
Helping Your Child Feel Comfortable	77%	73%	73%	76%	73%
Responsiveness to the Call Button (single-item)	80%	77%	70%	69%	62%
Paying Attention to Your Child's Pain (single-item)	84%	83%	82%	82%	78%
Topic: Hospital Environment					
Cleanliness of Hospital Room (single-item)	80%	82%	73%	71%	73%
Quietness of Hospital Room (single-item)	75%	76%	73%	69%	59%
Global Ratings					
Overall Rating of Hospital (single-item)	84%	85%	83%	82%	82%
Willingness To Recommend the Hospital (single-item)	87%	87%	88%	88%	86%

* There were 4,360 respondents who were missing the length-of-stay information, representing 51.3 percent of total responses.

N/A displayed for *Involving Teens in Their Care* questions for a length of stay of 10 or more days due to a low number of responses. See Appendix D: *How Results are Calculated* for more information.

Table 7 displays top box scores by the child's age. The largest difference in scores is for *Cleanliness of Hospital Room (single item)*, ranging from 87 percent for children aged under 1 year old and 74 percent for children aged 1 to 3 years old. Scores for *Paying Attention to Your Child's Pain (single-item)* tended to increase as patients age increased.

Table 7. Top Box Scores by Child's Age*						
Composite Name/Single-Item Measure	Child HCAHPS Database Overall	Under 1 Year	1 to 3 Years	4 to 6 Years	7 to 12 Years	13 Years or Older
Number of Respondents	8,492	3,265	1,019	773	1,235	1,311
Topic: Communication With Parent						
Communication Between You and Your Child's Nurses	91%	91%	88%	90%	91%	91%
Communication Between You and Your Child's Doctors	92%	93%	91%	91%	92%	88%
Communication About Your Child's Medicines	85%	82%	84%	83%	85%	86%
Keeping You Informed About Your Child's Care	85%	87%	83%	84%	84%	84%
Preparing You and Your Child To Leave the Hospital	88%	89%	88%	88%	87%	86%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	92%	92%	91%	92%	91%	91%
Keeping You Informed About Your Child's Care in the ER (single-item)	89%	89%	87%	90%	89%	88%
Topic: Communication With Child						
How Well Nurses Communicate With Your Child	84%	N/A	78%	81%	83%	86%
How Well Doctors Communicate With Your Child	83%	N/A	79%	80%	82%	85%
Involving Teens in Their Care	79%	N/A	N/A	N/A	N/A	78%
Topic: Attention to Safety and Comfort						
Preventing Mistakes and Helping You Report Concerns	66%	66%	63%	64%	67%	67%
Helping Your Child Feel Comfortable	77%	78%	76%	79%	77%	73%
Responsiveness to the Call Button (single-item)	80%	83%	75%	77%	78%	75%
Paying Attention to Your Child's Pain (single-item)	84%	77%	79%	82%	88%	89%
Topic: Hospital Environment						
Cleanliness of Hospital Room (single-item)	80%	87%	74%	75%	75%	78%
Quietness of Hospital Room (single-item)	75%	77%	77%	77%	74%	72%
Global Ratings						
Overall Rating of Hospital (single-item)	84%	85%	82%	83%	85%	86%
Willingness To Recommend the Hospital (single-item)	87%	86%	88%	88%	89%	88%

* There were 889 respondents missing Child Age information, representing 10.4 percent of total responses.

Notes:

N/A displayed for *Involving Teens in Their Care* questions as questions were only answered by respondents with children 13 years of age or older.

N/A displayed for *How Well Doctors / Nurses Communicate With Your Child* for children under 1 year old as the child is 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 the mother (79%), English-speaking (92%), and had a 2-year or less college degree (52%).

Table A-1. 2026 Child HCAHPS Adult Respondent Demographic Characteristics		
Respondent Demographic Characteristics	Number of Respondents	Percent of Respondents
Age		
18–24	273	4%
25–34	986	13%
35–44	3,182	41%
45–54	2,585	33%
55–64	596	8%
65–74	139	2%
75+	23	<1%
Total	7,784	100%
Missing	708	
Overall Total	8,492	
Education		
8th grade or less	174	2%
Some high school, but did not graduate	247	3%
High school graduate or GED	1,362	17%
Some college or 2-year degree	2,287	29%
4-year college graduate	1,911	24%
More than 4-year college degree	1,893	24%
Total	7,874	100%
Missing	618	
Overall Total	8,492	
Relationship to the Child		
Mother	6,232	79%
Father	1,443	18%
Grandmother	95	1%
Grandfather	4	<1%
Other Relative or Legal Guardian	54	1%
Someone else	17	<1%
Total	7,845	100%
Missing	647	
Overall Total	8,492	

Table A-1. 2026 Child HCAHPS Adult Respondent Demographic Characteristics (cont.)		
Respondent Demographic Characteristics	Number of Respondents	Percent of Respondents
Preferred Language		
English	7,126	92%
Spanish	535	7%
Chinese	18	<1%
Vietnamese	8	<1%
Korean	7	<1%
Russian	13	<1%
Other Language	75	1%
Total	7,782	100%
Missing	710	
Overall Total	8,492	

As shown in table A-2, the respondent's child tended to be male (53%), three years old or younger (56%), and in very good or excellent health (78%).

Table A-2. 2026 Child HCAHPS Child Demographic Characteristics		
Child Demographic Characteristics	Number of Respondents	Percent of Respondents
Child's Sex		
Male	4,470	53%
Female	4,021	47%
Total	8,491	100%
Missing	1	
Overall Total	8,492	
Child's Age		
Less than 1 year	3,265	43%
1–3 years	1,019	13%
4–6 years	773	10%
7–12 years	1,235	16%
13+ years	1,311	17%
Total	7,603	100%
Missing	889	
Overall Total	8,492	
Child's Health Status		
Excellent	3,640	46%
Very Good	2,546	32%
Good	1,310	16%
Fair	402	5%
Poor	77	1%
Total	7,975	100%
Missing	517	
Overall Total	8,492	

Appendix B

Hospital-Level Top Box Scores, Percentiles, and Correlations

Appendix B

Hospital-Level Top Box Scores, Percentiles, and Correlations

Hospital-Level Percentiles, Mean and Standard Deviation of Top Box Scores

2026 Child HCAHPS Survey Database

Table B-1 below shows a percentile table of the composite and single-item measures contained within the Child HCAHPS Survey. The minimum percentile represents the lowest scoring top box score of the lowest scoring hospital for that measure. The maximum percentile represents the highest scoring top box score of the highest scoring hospital for that measure. The 90th percentile represents the top box scores of the top 10 percent hospital, etc. Due to hospital-level suppression rule detailed in Appendix D: *How Results are Calculated*, all 29 hospitals included in Table B-1 have a number of respondents ranging from 10 to 1,292. Hospitals with less than 10 responses for any given measure were excluded from the analysis.

Table B-1 also shows the unweighted mean of top box scores at the hospital level, along with the standard deviation of the mean. Calculated at the hospital level, top box scores differ from the respondent-level top box scores that are provided in Table 5 of the Chartbook. The standard deviation demonstrates how far hospitals submitting to the Child HCAHPS Database are dispersed from the mean hospital top-box scores. A greater standard deviation shows greater dispersion from the mean top box score.

Table B-1 Hospital-Level Percentiles, Mean, and Standard Deviation of Top Box Scores										
Survey Measure	Mean of Top Box Scores	Standard Deviation of Top Box Scores	Minimum	10 th Percentile	25 th Percentile	50 th Percentile	75 th Percentile	90 th Percentile	Maximum	Total Number of Hospitals
Topic: Communication With Parent										
Communication Between You and Your Child's Nurses	89%	7.64%	67%	80%	88%	92%	94%	97%	100%	29
Communication Between You and Your Child's Doctors	91%	6.60%	69%	80%	89%	94%	96%	97%	99%	28
Communication About Your Child's Medicines	84%	8.96%	65%	71%	78%	85%	89%	95%	100%	25
Keeping You Informed About Your Child's Care	84%	7.96%	65%	70%	79%	87%	89%	91%	93%	27
Preparing You and Your Child to Leave the Hospital	87%	5.30%	74%	78%	82%	89%	91%	92%	93%	27

Table B-1 Hospital-Level Percentiles, Mean, and Standard Deviation of Top Box Scores (cont.)										
Survey Measure	Mean of Top Box Scores	Standard Deviation of Top Box Scores	Minimum Percentile	10th Percentile	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Maximum Percentile	Total Number of Hospitals
Topic: Communication With Parent (cont.)										
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item)	88%	8.67%	62%	73%	83%	92%	94%	96%	97%	27
Keeping You Informed About Your Child's Care in the Emergency Room (ER) (single-item)	88%	5.68%	80%	81%	84%	88%	93%	93%	100%	17
Topic: Communication With Child										
How Well Nurses Communicate With Your Child	81%	7.84%	67%	69%	73%	83%	88%	89%	90%	16
How Well Doctors Communicate With Your Child	80%	7.54%	63%	72%	75%	81%	87%	88%	90%	16
Involving Teens in Their Care	81%	7.11%	69%	73%	77%	80%	89%	89%	92%	13
Topic: Attention to Safety and Comfort										
Preventing Mistakes and Helping You Report Concerns	64%	6.28%	51%	55%	58%	66%	69%	71%	73%	27
Helping Your Child Feel Comfortable	75%	7.83%	55%	64%	66%	77%	81%	83%	86%	27
Responsiveness to the Call Button (single-item)	81%	13.14%	56%	59%	69%	85%	93%	94%	94%	25
Paying Attention to Your Child's Pain (single-item)	80%	7.43%	61%	68%	79%	83%	85%	87%	89%	22
Topic: Hospital Environment										
Cleanliness of Hospital Room (single-item)	81%	9.79%	63%	67%	74%	82%	92%	94%	97%	27
Quietness of Hospital Room (single-item)	74%	13.50%	36%	58%	69%	75%	82%	86%	98%	27
Global Ratings										
Overall Rating of Hospital (single-item)	81%	10.26%	48%	68%	73%	84%	89%	90%	95%	27
Willingness To Recommend the Hospital (single-item)	85%	7.11%	65%	77%	81%	85%	91%	93%	94%	27

Note: Hospitals with less than 10 responses for a given measure were excluded from analyses.

Relationships With Overall Rating and Willingness To Recommend Hospital

2026 Child HCAHPS Survey Database

Table B-2 below shows how each of the composite measures and single-item measures relate to the *Overall Rating of the Hospital* and *Willingness To Recommend the Hospital* items. Correlation coefficients range from -1 to 1, with higher absolute values indicating a stronger relationship. A correlation of zero (0) means there is no relationship at all. These correlations can provide guidance about where to focus improvement efforts that may have the most impact on these two global rating scores.

The strongest relationships are between *Overall Rating of Hospital* and both *Preparing You and Your Child To Leave the Hospital* ($r=0.78$) and with *Helping Your Child Feel Comfortable* and ($r=0.76$). All but two measures were significantly related to *Overall Rating of Hospital*, and all but three for *Willingness To Recommend*. The number of hospitals contributing to the correlation table were the same for both global rating measures.

Table B-2. Hospital-Level Correlations Between Child HCAHPS Measures and Overall Rating and Willingness To Recommend the Hospital

Composite Measures and Single-Item Measures	Overall Rating of Hospital	Willingness To Recommend the Hospital	Total Number of Hospitals
Communication Between You and Your Child's Nurses	0.74*	0.50*	27
Communication Between You and Your Child's Doctors	0.67*	0.31	27
Communication About Your Child's Medicines	0.67*	0.50*	25
Keeping You Informed About Your Child's Care	0.75*	0.38*	27
Preparing You and Your Child to Leave the Hospital	0.78*	0.51*	27
Privacy When Talking With Doctors, Nurses, and Other Providers	0.63*	0.40*	27
Keeping You Informed About Your Child's Care in the ER	0.72*	0.67*	17
How Well Nurses Communicate With Your Child	0.74*	0.63*	16
How Well Doctors Communicate With Your Child	0.68*	0.53*	16
Involving Teens in Their Care	0.35	0.16	13
Preventing Mistakes and Helping You Report Concerns	0.47*	0.63*	27
Helping Your Child Feel Comfortable	0.76*	0.54*	27
Responsiveness to the Call Button	0.40	0.41*	25
Paying Attention to Your Child's Pain	0.46*	0.33	22
Cleanliness of Hospital Room	0.62*	0.47*	27
Quietness of Hospital Room	0.69*	0.64*	27
Overall Rating of Hospital	--	0.68*	27

Notes: An "*" indicates the correlation is statistically significant ($p < .05$). Spearman correlations are based on hospital-level top box scores.

Hospitals with less than 10 responses for a given measure were excluded from analyses.

Appendix C

Definition of Composite Measures,
Items, and Ratings

Appendix C

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 C-1. Topic: 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 C-1. Topic: Communication With Parent (cont.)	
Child HCAHPS Survey Question Text	Response Options
Measures (cont.)	
Preparing You and Your Child to Leave the Hospital Composite Measure (cont.)	
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)	• Yes, definitely • Yes, somewhat • No
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)	• Never • Sometimes • Usually • Always
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)	• Yes, definitely • Yes, somewhat • No

Table C-2. Topic: 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)	• Never • Sometimes • Usually • Always
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)	• Never • Sometimes • Usually • Always
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)	• Never • Sometimes • Usually • Always

Table C-2. Topic: Communication With Child (cont.)	
Child HCAHPS Survey Question Text	Response Options
Measures (cont.)	
Involving Teens in Their Care Composite Measure (cont.)	
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)	• Yes, definitely • Yes, somewhat • No
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 C-3. Topic: Attention to Safety and Comfort	
Child HCAHPS Survey Question Text	Response Options
Measures	
Preventing Mistakes and Helping You Report Concerns Composite Measure	
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)	• Never • Sometimes • Usually • Always
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)	• Yes, definitely • Yes, somewhat • No
Helping Your Child Feel Comfortable Composite Measure	
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)	• Yes, definitely • Yes, somewhat • No
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)	• Never • Sometimes • Usually • Always
Responsiveness to the Call Button Single-Item Measure	
After pressing the call button, how often was help given as soon as you or your child wanted it? (Q27)	• Never • Sometimes • Usually • Always
Paying Attention to Your Child's Pain Single-Item Measure	
During this hospital stay, did providers or other hospital staff ask about your child's pain as often as your child needed? (Q32)	• Yes, definitely • Yes, somewhat • No

Table C-4. Topic: Hospital Environment	
Child HCAHPS Survey Question Text	Response Options
Measures	
Cleanliness of Hospital Room Single-Item Measure	
During this hospital stay, how often were your child's room and bathroom kept clean? (Q33)	• Never • Sometimes • Usually • Always
Quietness of Hospital Room Single-Item Measure	
During this hospital stay, how often was the area around your child's room quiet at night? (Q34)	• Never • Sometimes • Usually • Always

Table C-5. Topic: Global Ratings	
Child HCAHPS Survey Question Text	Response Options
Measures	
Overall Rating of Hospital Single-Item Measure	
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)	• 0–10
Willingness To Recommend the Hospital Single-Item Measure	
Would you recommend this hospital to your friends and family? (Q49)	• Definitely no • Probably no • Probably yes • Definitely yes

Appendix D

How Results Are Calculated

Appendix D

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 responses 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 for the main report and at the hospital level for Appendix B. A respondent is defined as an individual who has completed or partially completed a Child HCAHPS Survey. Respondent-level results are calculated across all respondents in the Database, ignoring their association with a particular hospital or inpatient pediatric department. Hospital-level results are calculated by averaging responses to the hospital level and then averaging results across hospitals.

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 D-1 displays the different response scales and how the options are categorized for top box and proportional scoring.

Table D-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 D-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%
Composite Measure Proportional Score	--	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 equal weighting 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 under the assumption that no single item is more important than another.

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

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

Items in Composite Measure	Response Scale	Bottom Box Score ("No" or "Never" + "Sometimes")	Middle Box Score ("Yes, Somewhat" or "Usually")	Top Box Score ("Yes, Definitely" or "Always")
Providers asked about things a family knows best about child	No Yes, Somewhat Yes, Definitely	10%	25%	65%
Hospital had things available that were right for the child's age		5%	40%	55%
Providers talked and acted in a way that was appropriate for child's age	Never Sometimes Usually Always	15%	10%	75%
Composite Measure Proportional Score	n/a	10% = (10% + 5% + 15%) / 3	25% = (25% + 40% + 10%) / 3	65% = (65% + 55% + 75%) / 3

Hospital-Level Measure Percentiles, Mean, Standard Deviation, and Correlation Calculations

The analyses presented in Appendix B: *Hospital-Level Top Box Scores, Percentiles, and Correlations* use rounded hospital-level top box scores. All hospitals presented in these analyses are weighted equally in their contribution to the calculation of results presented in Appendix B.

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:

1. Item Suppression

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

For hospital-level results presented in Appendix B, a hospital is excluded from analysis if the hospital had less than 10 responses for a given measure.

2. Reporting Category Suppression

If there are fewer than 4 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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