

Recent HCAHPS Publications by the HCAHPS Project Team

Hospital Survey Shows Improvements in Patient Experience.

M.N. Elliott, W.G. Lehrman, E.H. Goldstein, L.A. Giordano, M.K. Beckett, C.W. Cohea and P.D. Cleary. Health Affairs, 29 (11): 2061-2067. 2010.

Development, Implementation, and Public Reporting of the HCAHPS Survey.

L.A. Giordano, M.N. Elliott, E. Goldstein, W.G. Lehrman and P.A. Spencer.

Medical Care Research and Review, 67: 27-37. 2010.

(First published July 28, 2009. *Medical Care Research and Review* 2009, doi:10.1177/1077558709341065)

Characteristics of Hospitals Demonstrating Superior Performance in Patient Experience and Clinical Process Measures of Care.

W.G. Lehrman, M.N. Elliott, E. Goldstein, M.K. Beckett, D.J. Klein and L.A. Giordano.

Medical Care Research and Review, 67: 38-55. 2010.

(First published July 28, 2009. *Medical Care Research and Review* 2009, doi:10.1177/1077558709341323)

Do Hospitals Rank Differently on HCAHPS for Different Patient Subgroups?

M.N. Elliott, W.G. Lehrman, E. Goldstein, K. Hambarsoomian, M.K. Beckett and L.A. Giordano.

Medical Care Research and Review, 67: 56-73. 2010.

(First published July 15, 2009. *Medical Care Research and Review* 2009, doi:10.1177/1077558709339066)

Racial/Ethnic Differences in Patients' Perceptions of Inpatient Care Using the HCAHPS Survey.

E. Goldstein, M.N. Elliott, W.G. Lehrman, K. Hambarsoomian and L.A. Giordano.

Medical Care Research and Review, 67: 74-92. 2010.

(First published August 3, 2009. *Medical Care Research and Review* 2009, doi:10.1177/1077558709341066)

The Effects of Survey Mode, Patient Mix, and Nonresponse on CAHPS Hospital Survey Scores.

M.N. Elliott, A.M. Zaslavsky, E. Goldstein, W. Lehrman, K. Hambarsoomian, M.K. Beckett and

L. Giordano. Health Services Research, 44: 501-518. 2009.

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