

APPENDIX H

IVR Script (English)

HCAHPS

Active Interactive Voice Response Script

Overview

This active interactive voice response (IVR) interview script is provided to assist operators while attempting to reach the patient. The script explains the purpose of the survey and confirms necessary information about the patient before the patient is connected to the IVR system. Operators must not conduct the survey with a proxy.

General Interviewing Conventions and Instructions

- All text that appears in lowercase letters must be read out loud
- Text in UPPERCASE letters must not be read out loud
- All questions and all answer categories must be read exactly as they are worded
- No changes are permitted in the order of the question and answer categories for the core and “About You” HCAHPS questions
- The “About You” HCAHPS questions must remain together
- All transitional statements must be read
- Text that is underlined must be emphasized
- Characters in < > must not be read
- [Square brackets] are used to show programming instructions that must not actually appear on IVR screens
- Each question must be programmed so that the patient can go to the next question in cases where they do not know the answer or refuse to answer
- Each question must have the option for the respondent to be connected to a live operator at any time during the survey
- MISSING/DON'T KNOW (DK) is a valid response option for each item in the IVR script. This allows the IVR system to go to the next question if a patient is unable to provide a response for a given question (or refuses to provide a response). In the survey file layouts, a value of MISSING/DK is coded as “M - Missing/Don't know.”
- Skip patterns should be programmed into the IVR system.

- Appropriately skipped questions should be coded as “8 - Not applicable.” For example, if a patient answers “No” to Question 10 of the HCAHPS survey, the program should skip Question 11, and go to Question 12. Question 11 must then be coded as “8 - Not applicable.” Coding may be done automatically by the IVR system or later during data preparation.
- When a response to a screener question is not obtained, the screener question and any questions in the skip pattern should be coded as “M - Missing/Don't know.” For example, if the patient does not provide an answer to Question 10 of the HCAHPS survey, then the IVR system should be programmed to skip Question 11, and go to Question 12. Question 11 must then be coded as “M - Missing/Don't know.” Coding may be done automatically by the IVR system or later during data preparation.

INITIATING CONTACT

START Hello, may I please speak to [SAMPLED PATIENT NAME]?

- 1 YES [GO TO INTRO]
- 2 NO [REFUSAL]
- 3 NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK]

IF ASKED WHO IS CALLING:

This is [OPERATOR NAME] calling from [DATA COLLECTION CONTRACTOR]. We are conducting a survey about healthcare. I am calling to talk to [SAMPLED PATIENT NAME].

IF ASKED WHETHER PERSON CAN SERVE AS PROXY FOR SAMPLED PATIENT:

For this survey, we need to speak directly to [SAMPLED PATIENT NAME]. Is [SAMPLED PATIENT NAME] available?

IF THE SAMPLED PATIENT IS NOT AVAILABLE:

Can you tell me a convenient time to call back to speak with (him/her)?

IF THE SAMPLED PATIENT SAYS THIS IS NOT A GOOD TIME:

If you don't have the time now, when is a more convenient time to call you back?

SPEAKING WITH SAMPLED PATIENT

INTRO Hi, this is [OPERATOR NAME], calling on behalf of [HOSPITAL NAME]. [HOSPITAL NAME] is participating in a survey about the care people receive in the hospital. This survey is part of a national initiative to measure the quality of care in hospitals. Survey results can be used by people to choose a hospital. Your answers may be shared with the hospital for purposes of quality improvement.

Participation in the survey is completely voluntary and will not affect your health care or your benefits. It should take about 7 minutes [OR VENDOR SPECIFY] to answer.

This call may be monitored [recorded] for quality improvement purposes.

OPTIONAL QUESTION TO INCLUDE;

I'd like to begin the survey now, is this a good time for us to continue?

NOTE: THE NUMBER OF MINUTES WILL DEPEND ON WHETHER HCAHPS IS INTEGRATED WITH HOSPITAL-SPECIFIC QUESTIONS.

S1 Our records show that you were discharged from [HOSPITAL NAME] on or about [DISCHARGE DATE]. Is that right?

READ YES/NO RESPONSE CHOICES ONLY IF NECESSARY

- | | | |
|---|------------|---------------|
| 1 | YES | [GO TO S2] |
| 2 | NO | [GO TO INEL1] |
| 3 | DON'T KNOW | [GO TO INEL1] |
| 4 | REFUSAL | [GO TO INEL1] |

S2: Thank you. You will now be connected to an automated interviewing system. If at any time you would like to speak with a live operator, please press [VENDOR SPECIFY] to be connected with someone.

CONFIRMING INELIGIBLE RESPONDENTS

INEL1: Were you ever at this hospital?

- | | | |
|---|-----|------------------|
| 1 | YES | [GO TO INEL2] |
| 2 | NO | [GO TO INEL_END] |

INEL2: Were you a patient at this hospital in the last year?

- | | | |
|---|-----|------------------|
| 1 | YES | [GO TO INEL3] |
| 2 | NO | [GO TO INEL_END] |

INEL3: When was this?

IF ANY DATE WAS WITHIN TWO WEEKS OF [DISCHARGE DATE], GO TO S2; OTHERWISE, GO TO INEL_END.

INEL_END: Thank you for your time. It looks like we made a mistake. Have a good (day/evening).

BEGIN HCAHPS QUESTIONS

MESSAGE 1: You have been successfully connected to the automated interviewing system. The survey will now begin. You may enter [VENDOR SPECIFY] at any time to return to the telephone operator. If you cannot choose one of the response options after a particular question, please wait for further instruction.

Q1_INTRO Please answer the questions in this survey about your stay at [HOSPITAL NAME]. When thinking about your answers, do not include any other hospital stays. The first questions are about the care you received from nurses during this hospital stay.

Q1 During this hospital stay, how often did nurses treat you with courtesy and respect? Would you say never, sometimes, usually, or always?

For “Never”, press '1'
For “Sometimes”, press '2'
For “Usually”, press '3'
For “Always”, press '4'

M MISSING/DK

Q2 During this hospital stay, how often did nurses listen carefully to you? Would you say never, sometimes, usually, or always?

For “Never”, press '1'
For “Sometimes”, press '2'
For “Usually”, press '3'
For “Always”, press '4'

M MISSING/DK

Q3 During this hospital stay, how often did nurses explain things in a way you could understand? Would you say never, sometimes, usually, or always?

For “Never”, press '1'
For “Sometimes”, press '2'
For “Usually”, press '3'
For “Always”, press '4'

M MISSING/DK

Q4 During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? Would you say never, sometimes, usually, always, or I never pressed the call button?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

For “I never pressed the call button”, press '9'

M MISSING/DK

Q5_INTRO The next questions are about the care you received from doctors during this hospital stay.

Q5 During this hospital stay, how often did doctors treat you with courtesy and respect? Would you say never, sometimes, usually, or always?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

M MISSING/DK

Q6 During this hospital stay, how often did doctors listen carefully to you? Would you say never, sometimes, usually, or always?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

M MISSING/DK

Q7 During this hospital stay, how often did doctors explain things in a way you could understand? Would you say never, sometimes, usually, or always?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

M MISSING/DK

Q8_INTRO The next set of questions is about the hospital environment.

Q8 During this hospital stay, how often were your room and bathroom kept clean? Would you say never, sometimes, usually, or always?

For "Never", press '1'
For "Sometimes", press '2'
For "Usually", press '3'
For "Always", press '4'

M MISSING/DK

Q9 During this hospital stay, how often was the area around your room quiet at night? Would you say never, sometimes, usually, or always?

For "Never", press '1'
For "Sometimes", press '2'
For "Usually", press '3'
For "Always", press '4'

M MISSING/DK

Q10_INTRO The next questions are about your experiences in this hospital.

Q10 During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

For "Yes", press '1'
For "No", press '2' [GO TO Q12]

M MISSING/DK [GO TO Q12]

Q11 How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? Would you say never, sometimes, usually, or always?

For "Never", press '1'
For "Sometimes", press '2'
For "Usually", press '3'
For "Always", press '4'

8 NOT APPLICABLE
M MISSING/DK

[NOTE: IF Q10 = "2 - NO" THEN Q11 = "8 - NOT APPLICABLE" OR
IF Q10 = "M - MISSING/DK" THEN Q11 = "M - MISSING/DK"]

Q12 During this hospital stay, did you need medicine for pain?

For “Yes”, press '1'

For “No”, press '2' [GO TO Q15]

M MISSING/DK [GO TO Q15]

Q13 During this hospital stay, how often was your pain well controlled? Would you say never, sometimes, usually, or always?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

8 NOT APPLICABLE

M MISSING/DK

[NOTE: IF Q12 = “2 - NO” THEN Q13 = “8 - NOT APPLICABLE” OR
IF Q12 = “M - MISSING/DK” THEN Q13 = “M - MISSING/DK”]

Q14 During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? Would you say never, sometimes, usually, or always?

For “Never”, press '1'

For “Sometimes”, press '2'

For “Usually”, press '3'

For “Always”, press '4'

8 NOT APPLICABLE

M MISSING/DK

[NOTE: IF Q12 = “2 - NO” THEN Q14 = “8 - NOT APPLICABLE” OR
IF Q12 = “M - MISSING/DK” THEN Q14 = “M - MISSING/DK”]

Q15 During this hospital stay, were you given any medicine that you had not taken before?

For “Yes”, press '1'

For “No”, press '2' [GO TO Q18_INTRO]

M MISSING/DK [GO TO Q18_INTRO]

Q16 Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say never, sometimes, usually, or always?

For “Never”, press '1'
For “Sometimes”, press '2'
For “Usually”, press '3'
For “Always”, press '4'

8 NOT APPLICABLE
M MISSING/DK

[NOTE: IF Q15 = “2 - NO” THEN Q16 = “8 - NOT APPLICABLE” OR
IF Q15 = “M - MISSING/DK” THEN Q16 = “M - MISSING/DK”]

Q17 Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say never, sometimes, usually, or always?

For “Never”, press '1'
For “Sometimes”, press '2'
For “Usually”, press '3'
For “Always”, press '4'

8 NOT APPLICABLE
M MISSING/DK

[NOTE: IF Q15 = “2 - NO” THEN Q17 = “8 - NOT APPLICABLE” OR
IF Q15 = “M - MISSING/DK” THEN Q17 = “M - MISSING/DK”]

Q18_INTRO The next questions are about when you left the hospital.

Q18 After you left the hospital, did you go directly to your own home, to someone else’s home, or to another health facility?

For “Own home” press '1'
For “Someone else's home”, press '2'
For “Another health facility”, press '3' [GO TO Q21]

M MISSING/DK [GO TO Q21]

Q19 During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

For “Yes”, press '1'

For “No”, press '2'

8 NOT APPLICABLE

M MISSING/DK

[NOTE: IF Q18 = “3 - ANOTHER HEALTH FACILITY” THEN Q19 = “8 - NOT APPLICABLE” IF Q18 = “M - MISSING/DK” THEN Q19 = “M - MISSING/DK”]

Q20 During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

For “Yes”, press '1'

For “No”, press '2'

8 NOT APPLICABLE

M MISSING/DK

[NOTE: IF Q18 = “3 - ANOTHER HEALTH FACILITY” THEN Q20 = “8 - NOT APPLICABLE” IF Q18 = “M - MISSING/DK” THEN Q20 = “M - MISSING/DK”]

Q21 We want to know your overall rating of your stay at [FACILITY NAME]. This is the stay that ended around [DISCHARGE DATE]. Please do not include any other hospital stays in your answer.

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 stay?

[VENDOR SPECIFIES HOW TO ENTER BOTH “0” AND “10” INTO THEIR SYSTEM.] Please press this number now.

Q22 Would you recommend this hospital to your friends and family? Would you say definitely no, probably no, probably yes, or definitely yes?

For “Definitely no”, press '1'

For “Probably no”, press '2'

For “Probably yes”, press '3'

For “Definitely yes”, press '4'

M MISSING/DK

Q23_INTRO This last set of questions is about you.

Q23 In general, how would you rate your overall health? Would you say that it is excellent, very good, good, fair, or poor?

For “Excellent”, press '1'

For “Very good”, press '2'

For “Good”, press '3'

For “Fair”, press '4'

For “Poor”, press '5'

M MISSING/DK

Q24 What is the highest grade or level of school that you have completed? Did you complete the 8th grade or less, complete some high school but did not graduate, graduate from high school or earn a GED, complete some college or earn a 2-year degree, graduate from a 4-year college, or complete more than a 4-year college degree?

For “Completed the 8th grade or less”, press '1'

For “Completed some high school, but did not graduate”, press '2'

For “Graduated from high school or earned a GED”, press '3'

For “Completed some college or earned a 2-year degree”, press '4'

For “Graduated from a 4-year college”, press '5'

For “Completed more than a 4-year college degree”, press '6'

M MISSING/DK

Q25 Are you of Spanish, Hispanic or Latino origin or descent? Would you say no, not Spanish/Hispanic/Latino; yes, Puerto Rican; yes, Mexican, Mexican American, Chicano; Yes, Cuban; or Yes, other Spanish/Hispanic/Latino?

For “No, not Spanish/Hispanic/Latino”, press '1'

For “Yes, Puerto Rican”, press '2'

For “Yes, Mexican, Mexican American, Chicano”, press '3'

For “Yes, Cuban”, press '4'

For “Yes, other Spanish/Hispanic/Latino”, press '5'

M MISSING/DK

[FOR IVR QUESTION 26 IS BROKEN INTO PARTS A-E]

Q26 When I read the following list, please tell me if the category describes your race. You may choose one or more.

Q26A Are you White?

For “Yes”, press '1'

For “No”, press '2'

M MISSING/DK

Q26B Are you Black or African-American?

For “Yes”, press '1'

For “No”, press '2'

M MISSING/DK

Q26C Are you Asian?

For “Yes”, press '1'

For “No”, press '2'

M MISSING/DK

Q26D Are you Native Hawaiian or other Pacific Islander?

For “Yes”, press '1'

For “No”, press '2'

M MISSING/DK

Q26E Are you American Indian or Alaska Native?

For “Yes”, press '1'

For “No”, press '2'

M MISSING/DK

NOTE: “1” and “2” SHOULD BE CONVERTED TO “1” AND “0”, RESPECTIVELY IN THE DATA FILE. FOR VALID VALUES, REFER TO APPENDIX L — DATA FILE STRUCTURE.

Q27 What language do you mainly speak at home? Would you say that you mainly speak English, Spanish, or some other language?

For “English”, press '1'

For “Spanish”, press '2'

For “Some other language”, press '3'

M MISSING/DK

END Those are all the questions I have. Thank you for your time. Have a good (day/evening).