

**PATIENT-LEVEL CORRELATIONS of HCAHPS MEASURES\***

	Communication with Nurses	Communication with Doctors	Responsiveness of Hosp. Staff	Pain Management	Comm. about Medicines	Cleanliness of Hospital Env.	Quietness of Hospital Env.	Discharge Information	Overall Hospital Rating	Recommend the Hospital
Communication with Nurses	1	0.52	0.60	0.59	0.52	0.41	0.35	0.26	0.66	0.59
Communication with Doctors		1	0.37	0.44	0.42	0.26	0.26	0.26	0.47	0.43
Responsiveness of Hosp. Staff			1	0.52	0.44	0.37	0.34	0.21	0.55	0.48
Pain Management				1	0.46	0.33	0.32	0.25	0.56	0.49
Comm. about Medicines					1	0.34	0.31	0.37	0.50	0.44
Cleanliness of Hospital Env.						1	0.31	0.18	0.44	0.39
Quietness of Hospital Env.							1	0.15	0.38	0.32
Discharge Information								1	0.29	0.27
Overall Hospital Rating									1	0.77
Recommend the Hospital										1

\*Patient-level Pearson correlations of linear means of HCAHPS measures, for patients discharged between July 2007 and June 2008 (2.2 million completed surveys).

Note: All correlations are significant at  $p < 0.001$ .