

	Change in HCAHPS Top-Box Points						
	Pre-pandemic				Pandemic		
HCAHPS Measure used in Hospital VBP	Q1 2019 vs. Q1 2018	Q2 2019 vs. Q2 2018	Q3 2019 vs. Q3 2018	Q4 2019 vs. Q4 2018	Q1 2020 vs. Q1 2019	Q2 2020 vs. Q2 2019	Q3 2020 vs. Q3 2019
Communication with Nurses	<b>0.55***</b>	<b>0.13*</b>	<b>0.17**</b>	-0.01	-0.04	<b>-1.15***</b>	<b>-1.40***</b>
Communication with Doctors	<b>0.32***</b>	<b>0.13*</b>	<b>0.16**</b>	0.07	0	<b>-0.91***</b>	<b>-1.06***</b>
Staff Responsiveness	<b>0.71***</b>	0.05	0.11	<b>-0.18*</b>	<b>-0.82*</b>	<b>-2.06***</b>	<b>-2.54***</b>
Communication About Medicine	<b>0.50***</b>	0.01	0.08	<b>-0.77***</b>	<b>-1.23***</b>	<b>-3.27***</b>	<b>-3.05***</b>
Cleanliness	<b>0.59***</b>	0.1	<b>0.23**</b>	0.12	<b>-0.63***</b>	<b>-0.92***</b>	<b>-2.44***</b>
Quietness	0.05	<b>-0.36***</b>	<b>0.26**</b>	-0.16	<b>0.41**</b>	<b>0.54***</b>	<b>-0.20*</b>
Discharge Information	0.02	<b>-0.15**</b>	<b>0.12**</b>	<b>0.17**</b>	<b>0.20**</b>	<b>-0.79***</b>	<b>-0.69***</b>
Care Transition	<b>0.78***</b>	<b>0.53***</b>	<b>0.54***</b>	<b>0.34***</b>	<b>0.25**</b>	<b>-2.00***</b>	<b>-1.96***</b>
Overall Rating	<b>0.39***</b>	-0.02	0.13	0.08	<b>0.77***</b>	-0.19	<b>-1.41***</b>
Number of hospitals in each pair of matched quarters	3326	3250	3198	3162	<b>1606 (optional submission)</b>	<b>1701 (optional submission)</b>	3074

\*Significant at p<0.05; \*\*Significant p<0.005; \*\*\*Significant at p<0.0001

Table from the IPPS FY2022 Proposed Rule, FR 2021-08888, page 25473, publication date 05/10/2021

Shaded cells had changes of greater than one top-box point.