



THE CAHPS DATABASES

CAHPS Child Hospital Survey Database

2021 Chartbook

**What Pediatric Patients and Their Parents or Guardians
Say About Their Experiences With Inpatient Care**



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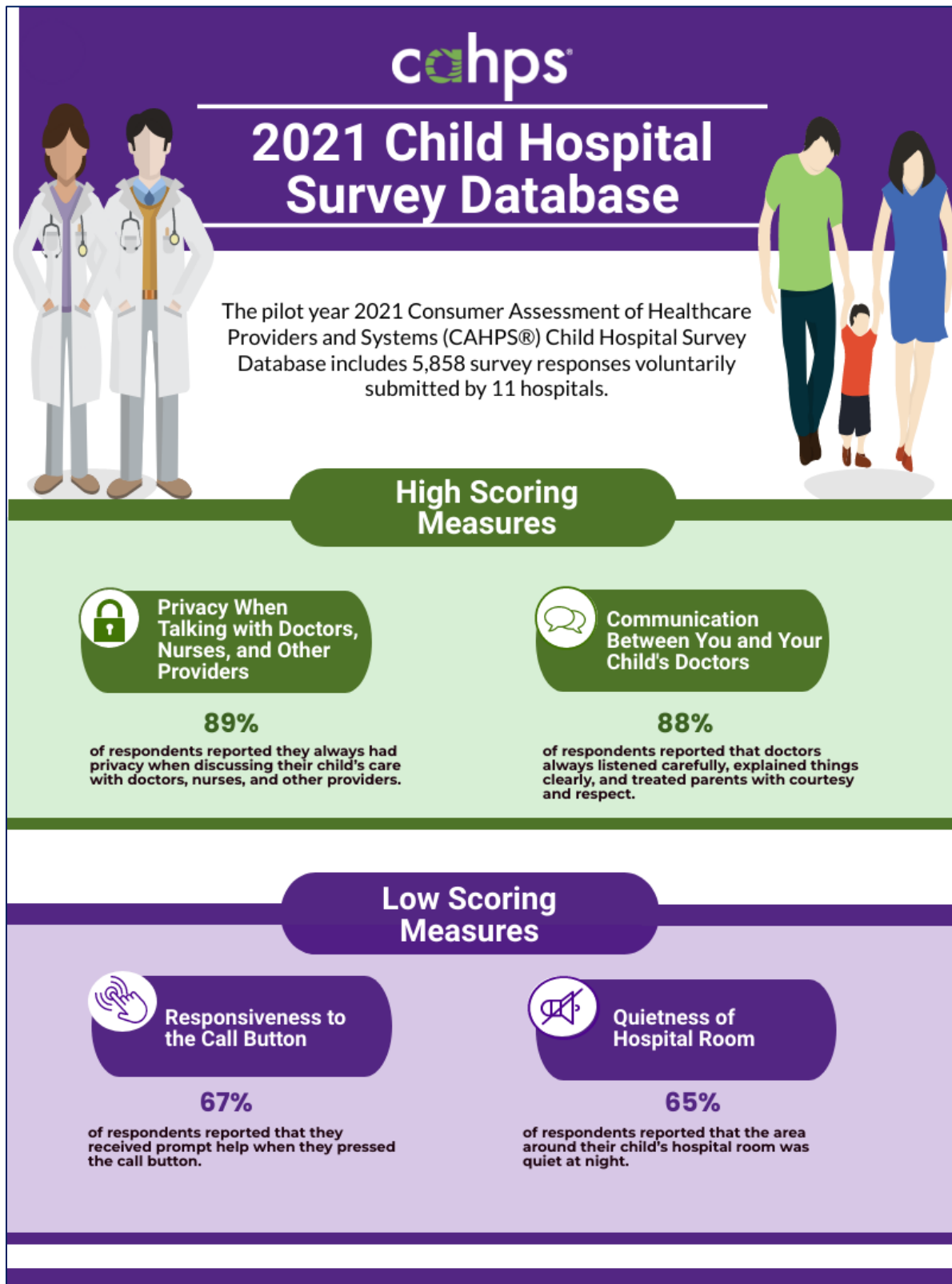


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1. OVERVIEW



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 pilot year of the Child HCAHPS Survey Database, which received data in the Spring of 2022 from 11 hospitals that collected Child HCAHPS Survey data in 2021.

About the Child HCAHPS Survey

The Child HCAHPS Survey assesses the experiences of pediatric patients (17 and younger) and their parents or guardians, who serve as survey respondents, with inpatient care. The survey focuses on aspects of pediatric inpatient care that are important to patients and their parents, and for which patients and their parents are generally the best source of information. Hospitals, insurers, and policy makers can use the survey results for quality improvement initiatives.

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. The 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 presented as bar charts showing the distribution of scores for each response category. All results are calculated at the respondent level. No individual hospital results are presented.

Questions or comments regarding this Chartbook or the Child HCAHPS Survey Database may be directed to the CAHPS Databases by email CAHPSDatabase@westat.com or the toll-free help line at 888-808-7108.

Summary of 2021 Child HCAHPS Survey Top Box Scores

Table 1 presents the top box scores (most positive survey response option) for the composite measures, rating, willingness to recommend, and single item measures included in the 2021 Child HCAHPS Survey Database.

Table 1. 2021 Child HCAHPS Survey Top Box Scores

Composite Measure/Rating	Child HCAHPS Database Overall
Number of Respondents	5,858
Number of Hospitals	11
Communication with Parent	
Communication Between You and Your Child’s Nurses (composite measure)	86%
Communication Between You and Your Child’s Doctors (composite measure)	88%

Composite Measure/Rating	Child HCAHPS Database Overall
Communication with Parent (continued)	
Communication About Your Child’s Medicines (composite measure)	81%
Keeping You Informed About Your Child’s Care (composite measure)	79%
Privacy When Talking With Doctors, Nurses, and Other Providers (single-item measure)	89%
Preparing You and Your Child to Leave the Hospital (composite measure)	85%
Keeping You Informed About Your Child’s Care in the ER (single-item measure)	84%
Communication with Child	
How Well Nurses Communicate With Your Child (composite measure)	79%
How Well Doctors Communicate With Your Child (composite measure)	77%
Involving Teens in Their Care (age 13 -18) (composite measure)	74%
Attention to Safety and Comfort	
Preventing Mistakes and Helping You Report Concerns (composite measure) ¹	63%
Helping Your Child Feel Comfortable (composite measure)	71%
Responsiveness to the Call Button (single-item measure)	67%
Paying Attention to Your Child’s Pain (single-item measure)	81%
Hospital Environment	
Cleanliness of Hospital Room (single-item measure)	72%
Quietness of Hospital Room (single-item measure)	65%
Global Ratings	
Overall Rating of Hospital (single-item measure)	80%
Willingness to Recommend the Hospital (single-item measure)	87%

¹ Note: This composite measure is comprised of two items that had a large difference in scores: The top box score for Q29 (Providers checked child’s identity before giving medicines) was 91%, while the top box score for Q30 (Providers told parent how to report mistakes) was 36%.

3. DATA SOURCE AND LIMITATIONS

Data Source

The data presented in this Chartbook were compiled from 5,858 survey responses voluntarily submitted to the CAHPS Child HCAHPS Survey Database by 11 children’s hospitals and inpatient pediatric departments that administered the Child HCAHPS Survey between January–December 2021.

Data Limitations







The 11 submitting hospitals represent a mix of regions, bed sizes, and other characteristics. Because the hospitals that voluntarily contribute data to the CAHPS Database are not from a statistically representative sample of all U.S. hospitals, and a limited number of hospitals chose to participate, the submitting hospitals are not 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 inpatient pediatric care in the U.S.; it is not possible to compute estimates of precision from these data.

4. RESULTS

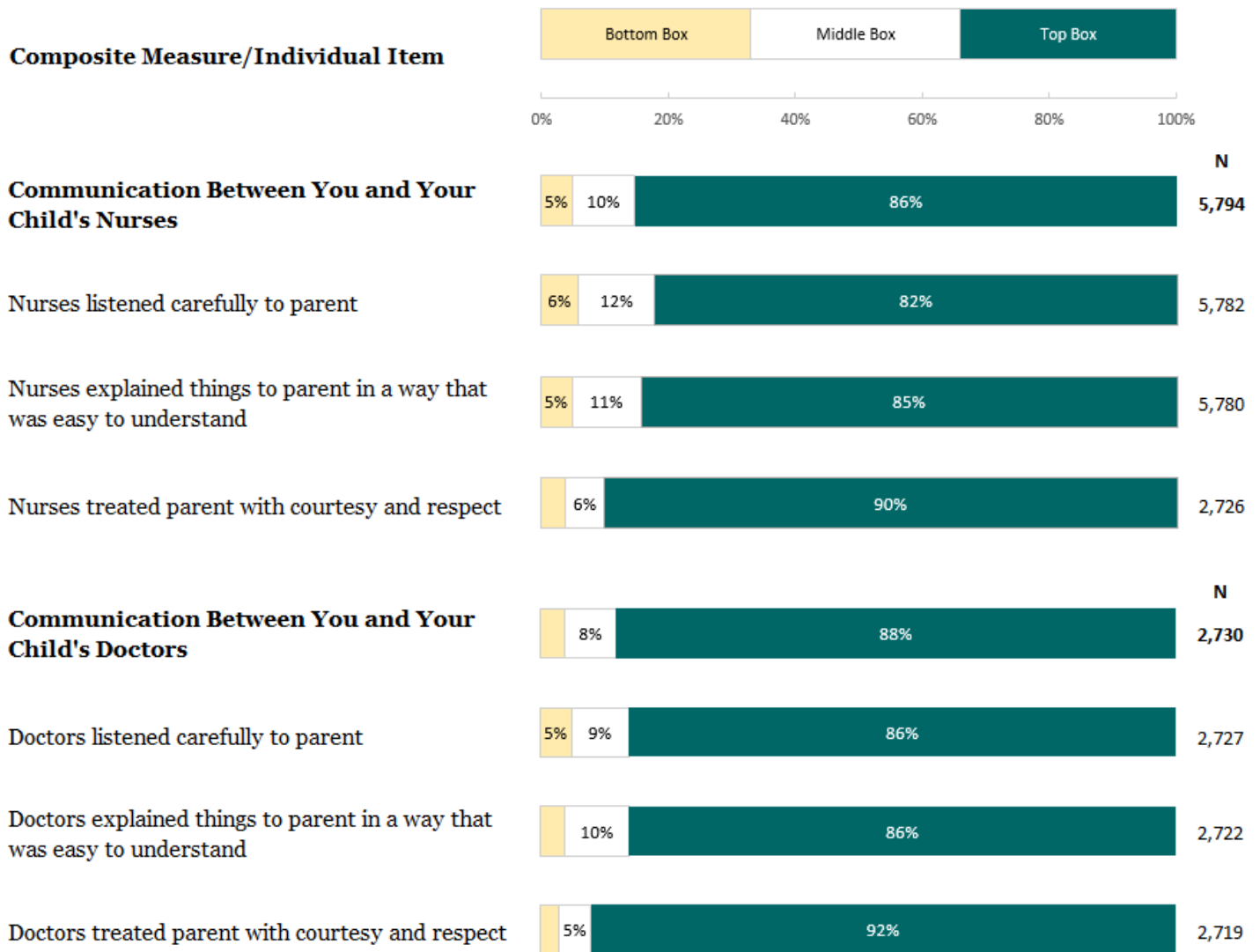
This section presents a summary of results for the 5,858 respondents in the 2021 Child HCAHPS Survey Database. The results are organized by the topic areas assessed in the survey: (1) Communication with Parent; (2) Communication with Child; (3) Attention to Safety and Comfort; (4) Hospital Environment; and (5) Global Rating measures. Within each topic area, the results are shown by composite measure, the items that make up the composite measure, and the single-item measures. The results are presented in a set of bar charts showing the distribution of scores for each response category. The top box scores represent the most positive response option(s), while the bottom box represents the most negative response option(s).

Appendix A presents the distribution of response modes. Appendix B presents selected individual item results. Appendix C presents respondent and child demographic characteristics. Appendix D presents the definition of composite measures, items, and ratings, and Appendix E presents detailed information regarding how results are calculated.

Respondent Characteristic Highlights

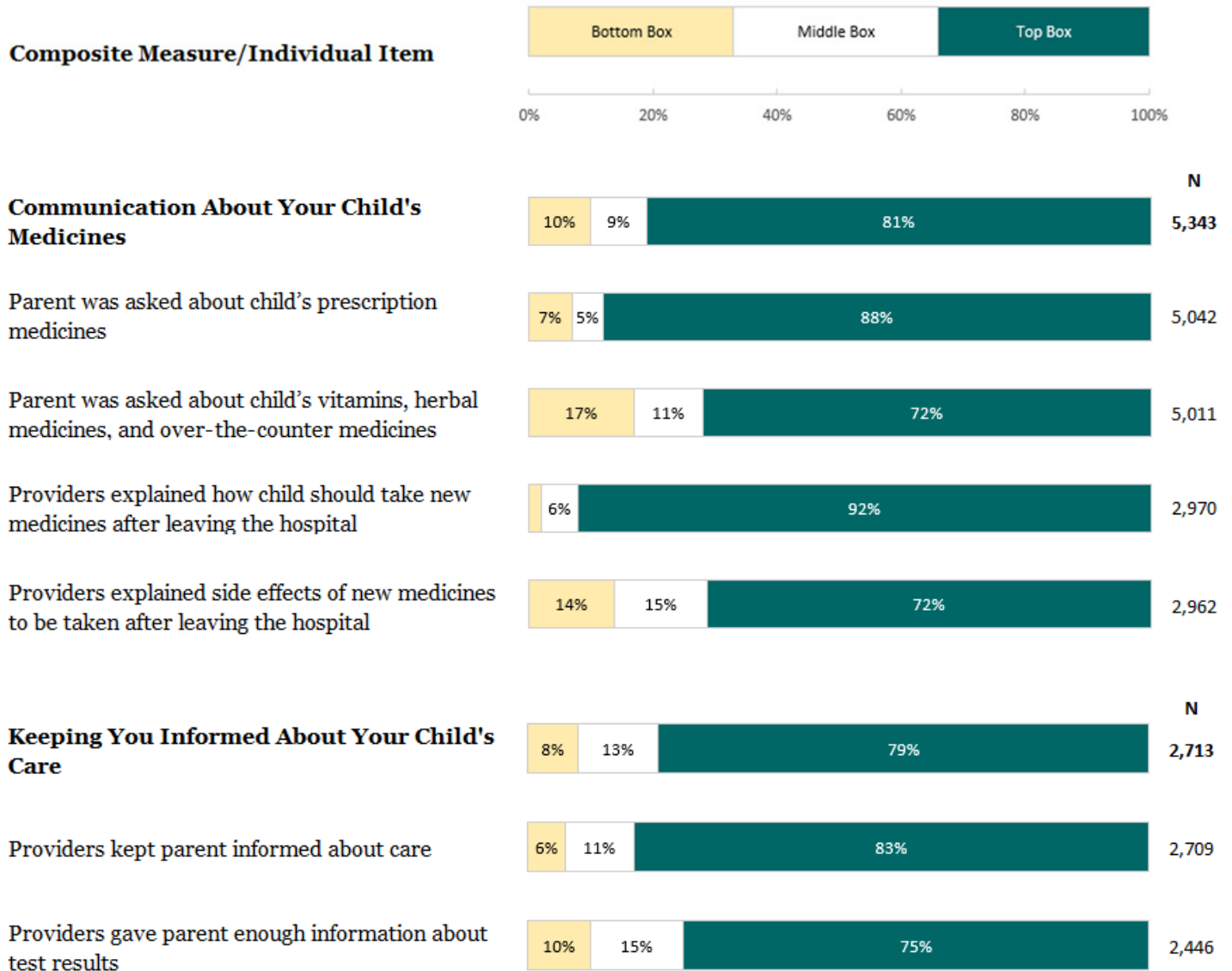
Child Characteristics	Respondent Characteristics
 <p>48% were female</p>	 <p>85% were the mother of the child</p>
 <p>29% were 13 years or older</p>	 <p>39% were between the ages of 35-44</p>
 <p>69% were in Very Good or Excellent health, as reported by respondents</p>	 <p>52% had a four-year college degree or more</p>

Child HCAHPS 2021 Results: Communication with Parent Measures



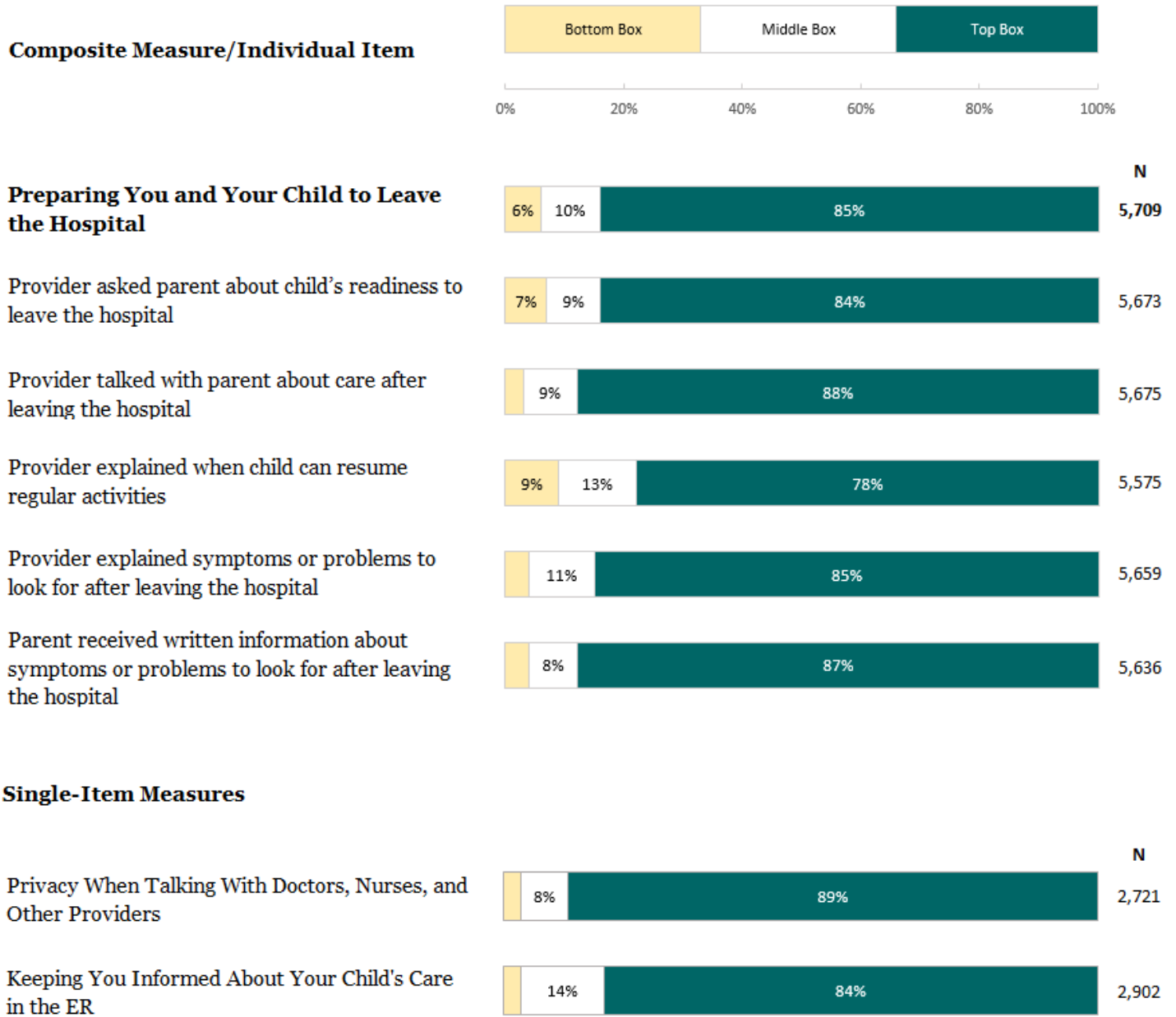
Note: Percentages less than 5% are not shown in the bar charts. See Appendix D for the definition of composite measures, individual items, and ratings, including the response scale used for each item. Also see Appendix E for more information on how the results were calculated.

Child HCAHPS 2021 Results: Communication with Parent Measures (continued)



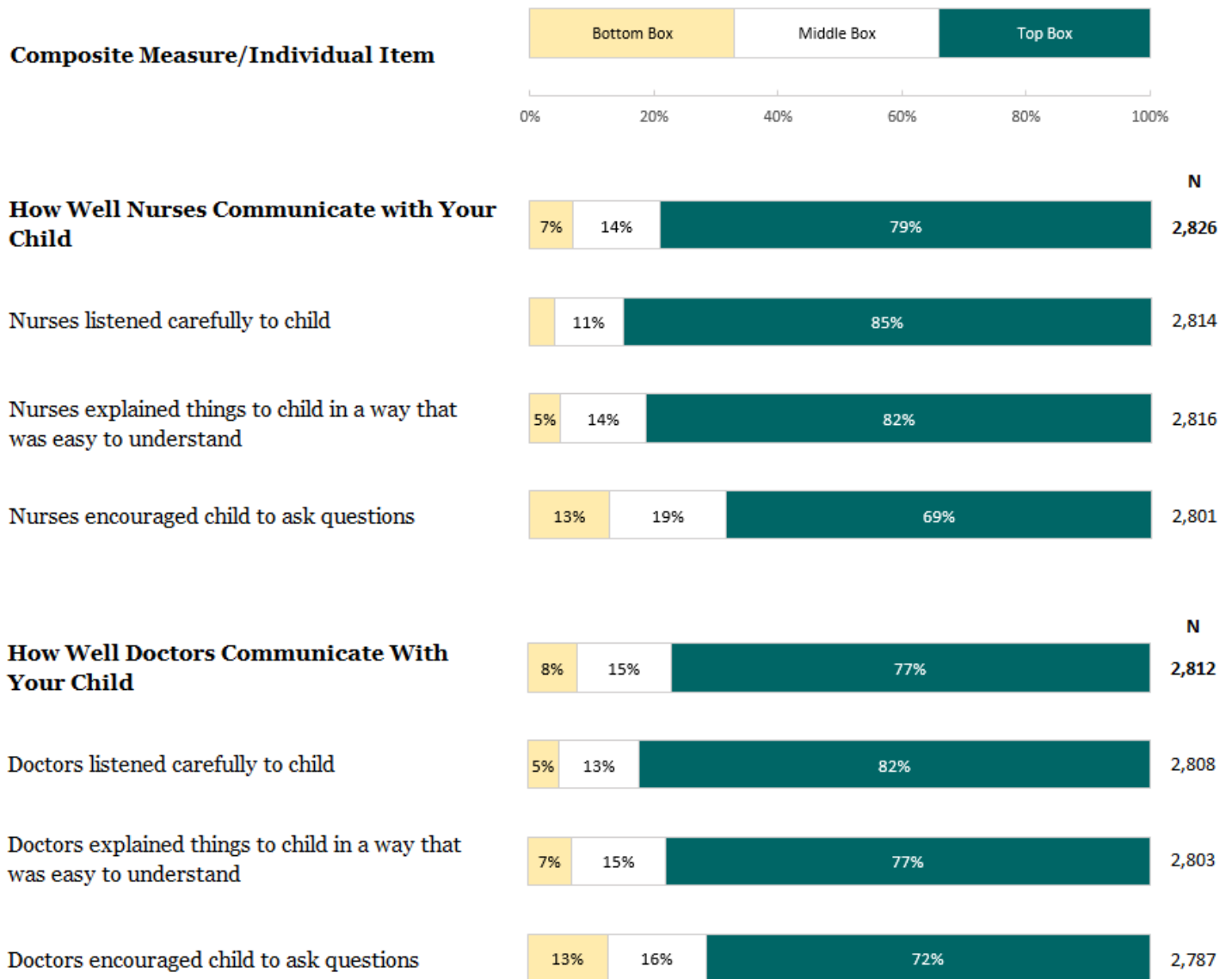
Note: Percentages less than 5% are not shown in the bar charts. See Appendix D for the definition of composite measures, individual items, and ratings, including the response scale used for each item. See Appendix E for more information on how the results were calculated.

Child HCAHPS 2021 Results: Communication with Parent Measures (continued)



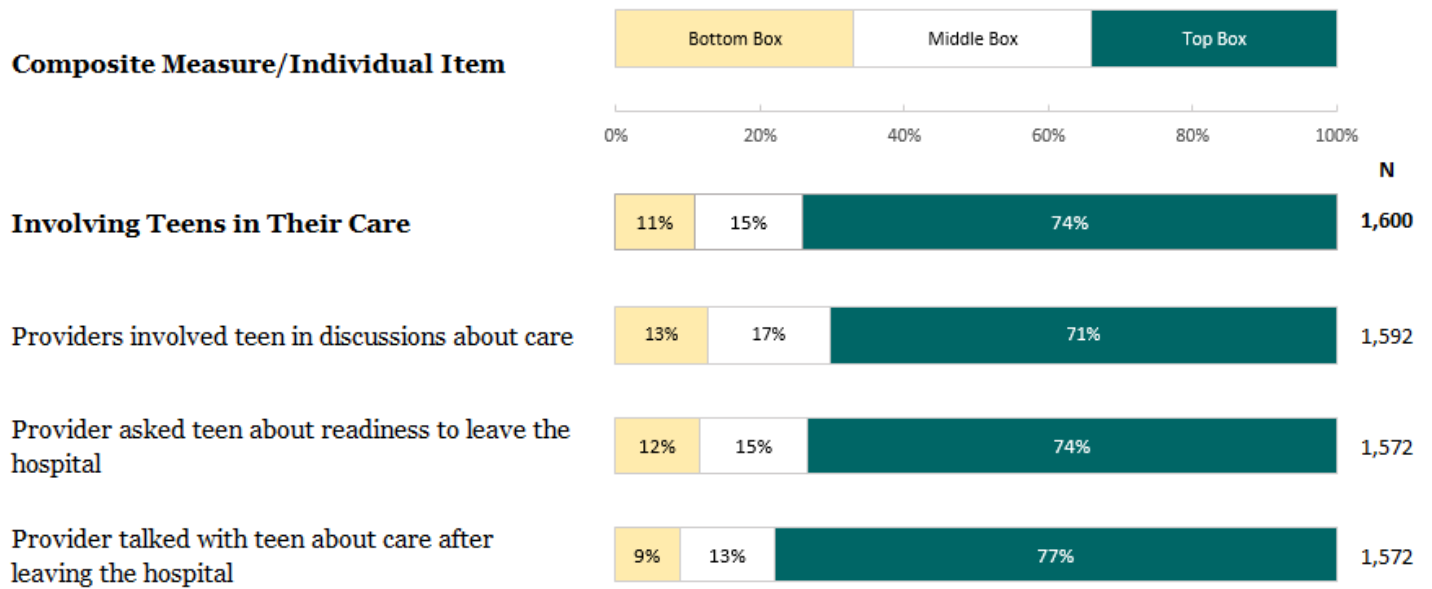
Note: Percentages less than 5% are not shown in the bar charts. See Appendix D for the definition of composite measures, individual items, and ratings, including the response scale used for each item. See Appendix E for more information on how the results were calculated.

Child HCAHPS 2021 Results: Communication with Child Measures



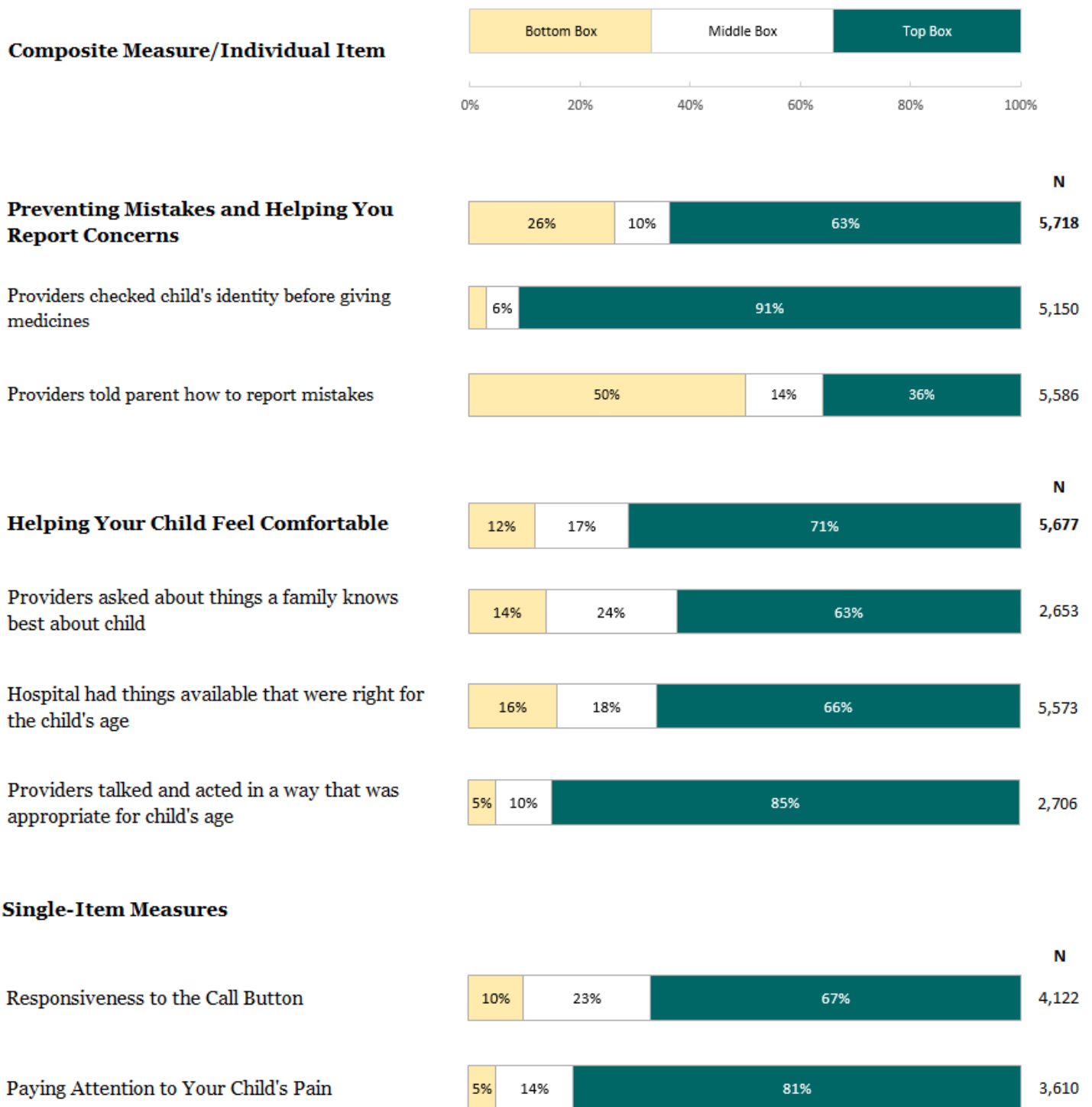
Note: Percentages less than 5% are not shown in the bar charts. See Appendix D for the definition of composite measures, individual items, and ratings, including the response scale used for each item. See Appendix E for more information on how the results were calculated.

Child HCAHPS 2021 Results: Communication with Child Measures (continued)

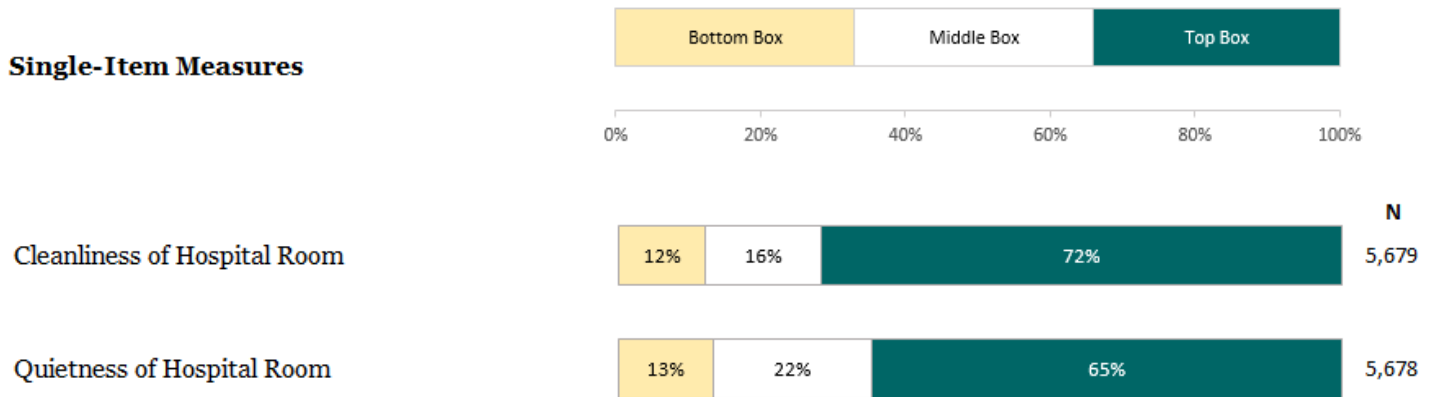


Note: Percentages less than 5% are not shown in the bar charts. See Appendix D for the definition of composite measures, individual items, and ratings, including the response scale used for each item. See Appendix E for more information on how the results were calculated.

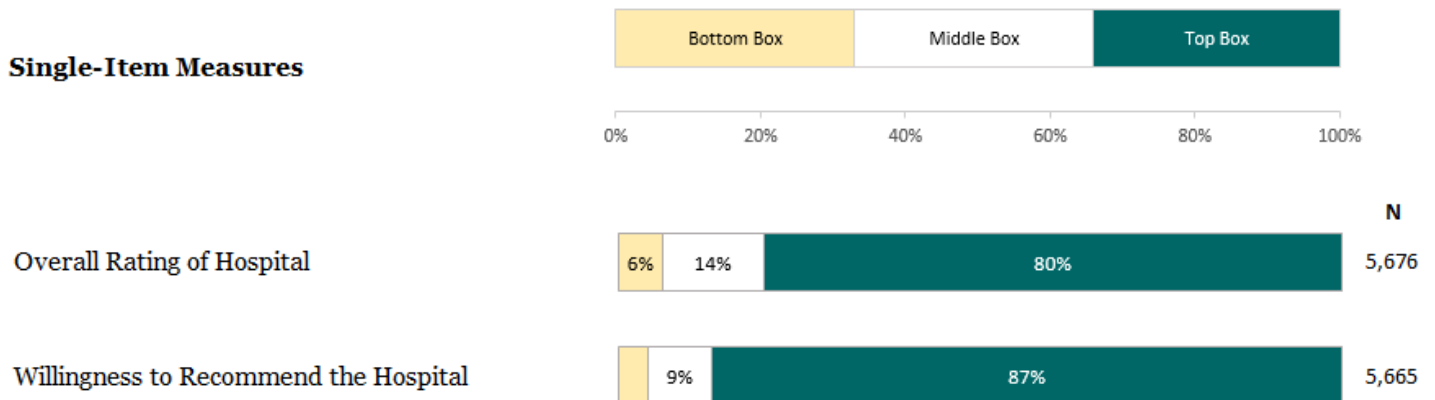
Child HCAHPS 2021 Results: Attention to Safety and Comfort Measures



Child HCAHPS 2021 Results: Hospital Environment Measures



CHILD HCAHPS 2021 Results: Global Ratings Measures



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

APPENDIX A. DISTRIBUTION OF RESPONSES BY RESPONSE MODE

Table A-1. Distribution of 2021 Child HCAHPS Survey Database Respondents by Response Mode

Response Mode	Percent
Mail	22%
Telephone	42%
Web	37%

APPENDIX B. INDIVIDUAL ITEM RESULTS

Table B-1. Individual Item Results

Individual Item	Percent
<i>Q1: Child born during hospital stay</i>	
Yes	12%
No	88%
<i>Q2: Child admitted through Emergency Room</i>	
Yes	60%
No	40%
<i>Q7: Child able to talk with nurses and doctors about his or her care</i>	
Yes	56%
No	44%
<i>Q44: Child 13 years or older during this stay</i>	
Yes	28%
No	72%

APPENDIX C. RESPONDENT AND CHILD DEMOGRAPHIC CHARACTERISTICS

Table C-1. 2021 Child HCAHPS Respondent and Child Demographic Characteristics

Demographic Characteristics - Respondent	Percent
Age	
18 – 24	5%
25 – 34	29%
35 – 44	39%
45 – 54	21%
55 – 64	4%
65 – 74	1%
75+	0%
Education	
8th grade or less	4%
Some high school, but did not graduate	5%
High school graduate or GED	17%
Some college or 2-year degree	22%
4-year college graduate	24%
More than 4-year college degree	28%
Relationship to the Child	
Mother	85%
Father	12%
Grandmother	1%
Grandfather	0%
Other Relative or Legal Guardian	1%
Someone else	1%
Preferred Language	
English	83%
Spanish	15%
Chinese	0%
Vietnamese	0%
Korean	0%
Russian	0%
Other Language	2%
Demographic Characteristics - Child	Percent
Child's Gender	
Male	52%
Female	48%
Child's Age	
Less than 1 year	25%
1 - 3 years	17%
4 - 7 years	13%

Demographic Characteristics - Child	Percent
<i>Child's Age (continued)</i>	
8 - 12 years	17%
13+ years	29%
<i>Child's Hispanic/Latino origin</i>	
Yes, Hispanic or Latino	34%
No, not Hispanic or Latino	66%
<i>Child's Race</i>	
White	70%
African-American	10%
Asian	7%
Native Hawaiian/Pacific Islander	0%
American Indian/Native Alaskan	1%
Other	2%
Multi-racial	10%
<i>Child's Health Status</i>	
Excellent	39%
Very Good	30%
Good	20%
Fair	9%
Poor	2%

APPENDIX D. 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 D-1. Communication with Parent Measures

Communication Between You and Your Child's Nurses Composite Measure		Response Options
Q14	Nurses listened carefully to parent	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q15	Nurses explained things to parent in a way that was easy to understand	
Q16	Nurses treated parent with courtesy and respect	
Communication Between You and Your Child's Doctors Composite Measure		Response Options
Q17	Doctors listened carefully to parent	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q18	Doctors explained things to parent in a way that was easy to understand	
Q19	Doctors treated parent with courtesy and respect	
Communication About Your Child's Medicines Composite Measure		Response Options
Q5	Parent was asked about child's prescription medicines	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Q6	Parent was asked about child's vitamins, herbal medicines, and over-the-counter medicines	
Q39	Providers explained how child should take new medicines after leaving the hospital	
Q40	Providers explained side effects of new medicines to be taken after leaving the hospital	
Keeping You Informed About Your Child's Care Composite Measure		Response Options
Q23	Providers kept parent informed about care	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q25	Providers gave parent enough information about test results	

Table D-1. Communication with Parent Measures (continued)

Preparing You and Your Child to Leave the Hospital Composite Measure		Response Options
Q36	Provider asked parent about child’s readiness to leave the hospital	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Q37	Provider talked with parent about care after leaving the hospital	
Q41	Provider explained when child can resume regular activities	
Q42	Provider explained symptoms or problems to look for after leaving the hospital	
Q43	Parent received written information about symptoms or problems to look for after leaving the hospital	
Privacy When Talking With Doctors, Nurses, and Other Providers Single-Item Measure		Response Options
Q20	Parent had privacy when discussing child’s care with providers	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Keeping You Informed About Your Child’s Care in the ER Single-Item Measure		Response Options
Q4	Parent kept informed about child’s care in emergency room	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No

Table D-2. Communication with Child Measures

How Well Nurses Communicate With Your Child Composite Measure		Response Options
Q8	Nurses listened carefully to child	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q9	Nurses explained things to child in a way that was easy to understand	
Q10	Nurses encouraged child to ask questions	
How Well Doctors Communicate With Your Child Composite Measure		Response Options
Q11	Doctors listened carefully to child	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q12	Doctors explained things to child in a way that was easy to understand	
Q13	Doctors encouraged child to ask questions	
Involving Teens in Their Care Composite Measure		Response Options
Q45	Providers involved teen in discussions about care	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q46	Provider asked teen about readiness to leave the hospital	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Q47	Provider talked with teen about care after leaving the hospital	

Table D-3. Attention to Safety and Comfort Measures

Preventing Mistakes and Helping You Report Concerns Composite Measure		Response Options
Q29	Providers checked child’s identity before giving medicines	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Q30	Providers told parent how to report mistakes	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Helping Your Child Feel Comfortable Composite Measure		Response Options
Q21	Providers asked about things a family knows best about child	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Q35	Hospital had things available that were right for child’s age	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No
Q22	Providers talked and acted in a way that was appropriate for child’s age	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Responsiveness to the Call Button Single-Item Measure		Response Options
Q27	Parent or child got help after pressing call button	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Paying Attention to Your Child’s Pain Single-Item Measure		Response Options
Q32	Providers asked about child’s pain	<ul style="list-style-type: none"> • Yes, definitely • Yes, somewhat • No

Table D-4. Hospital Environment Measures

Cleanliness of Hospital Room Single-Item Measure		Response Options
Q33	Room and bathroom were kept clean	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always
Quietness of Hospital Room Single-Item Measure		Response Options
Q34	Room was quiet at night	<ul style="list-style-type: none"> • Never • Sometimes • Usually • Always

Table D-5. Global Ratings Measures

Overall Rating of Hospital Single-Item Measure		Response Options
Q48	Rating of Hospital	• 0-10
Willingness to Recommend the Hospital Single-Item Measure		Response Options
Q49	Recommend hospital to family and friends	<ul style="list-style-type: none"> • Definitely no • Probably no • Probably yes • Definitely yes

APPENDIX E. HOW RESULTS ARE CALCULATED

This appendix provides an overview of how the results were calculated.

Survey Inclusion Rules for the Database

Both complete and partially complete records are included in the Child HCAHPS Survey Database. A completed record has responses to 50 percent or more of the key 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 items. A list of the key items can be found in the [Fielding the CAHPS Child Hospital Survey](#) guidelines.

Levels of Results

Child HCAHPS Survey Database results are calculated at the respondent level only for the pilot year. A respondent is defined as an individual who has completed or partially completed a Child HCAHPS Survey. Respondent-level survey results are calculated across *all* respondents in the Database, ignoring their association with a particular hospital or pediatric department.

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

Table E-1. Top Box and Proportional Score Crosswalk to Child HCAHPS Response Scales

Response Scale	Bottom Box Score	Middle Box Score	Top Box Score
3-point Yes, No	No	Yes, somewhat	Yes, definitely
4-point response scale	Never, Sometimes	Usually	Always
Global ratings	0-6	7-8	9-10

Note: The top box and proportional scoring results exclude missing in the calculation of percentages.

Calculating top box and other proportional scores for an individual survey item: Top box and other proportional 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., $(400 \div 1,000) * 100 = 40\%$].

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 E-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 percent + 72 percent + 70 percent] ÷ 3 = 70 percent). The same method is used for the other proportional scores.

Table E-2. Sample Calculation of Top Box and Proportional Scores

Survey: Child HCAHPS Survey Composite Measure: Communication Between You and Your Child’s Doctors Composite Measure

Items in Composite Measure	Response Scale	Bottom Box Score (Never, 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 computation, each item is given equal weight when calculating the composite measure results. Computationally, this 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 because there is no evidence to suggest that any item is more important than another.

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

Table E-3. Sample Calculation of Top Box and Proportional Scores with Different Response Scales

Item in Composite	Response Scale	Bottom Box Score (Never, Sometimes or No)	Middle Box Score (Usually or Yes, Somewhat)	Top Box Score (Always, Yes, definitely)
Providers involved teen in discussions about care	Never Sometimes Usually Always	10%	25%	65%
Provider asked teen about readiness to leave hospital	Yes, definitely Yes, somewhat No	5%	40%	55%
Provider talked with teen about care after leaving the hospital	Yes, definitely Yes, somewhat No	15%	10%	75%
Composite Proportional Score	--	10% = (10% + 5% + 15%) / 3	25% = (25% + 40% + 10%) / 3	65% = (65% + 55% + 75%) / 3

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:

- too few respondents responding to an item,
- a hospital or pediatric department having too few completed surveys, or
- too few hospitals for a particular reporting category.

The rules for data suppression and exclusion are described below.

1. Item Suppression

- a. If there are fewer than 20 valid responses available for any item, the item’s results are suppressed.

2. Hospital Suppression

- a. If there are fewer than 20 completed surveys for a given hospital the hospital is excluded from the Database.

3. Reporting Category Suppression

- a. If there are fewer than 10 hospitals in a given characteristic (e.g., region), we do not show results for the characteristic. Given the limited number of hospitals in the 2021 Child HCAHPS Database, no breakouts by hospital characteristics are provided.



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