



2024 Child Hospital Survey Database



The 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Child Hospital Survey Database includes 7,250 survey responses voluntarily submitted by 40 hospitals.



High Scoring Measures



Communication Between You and Your Child's Doctors

87%

of respondents reported that doctors always listened carefully, explained things clearly, and treated parents with courtesy and respect.



Privacy When Talking with Doctors, Nurses, and Other Providers

87%

of respondents reported they always had privacy when discussing their child's care with doctors, nurses, and other providers

Low Scoring Measures



Preventing Mistakes and Helping You Report Concerns

62%

of respondents reported providers always checked their child's identity before giving them medicines and told them how to report mistakes.



Quietness of Hospital Room

66%

of respondents reported that the area around their child's hospital room was always quiet at night.



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Global Ratings



Overall Rating of Hospital

79%

of respondents rated the hospital stay positively



Willingness to Recommend the Hospital

84%

of respondents reported they would recommend the hospital to their family and friends

High Scoring Items



Doctors Treated Parent with Courtesy and Respect

92%

of respondents reported that during this hospital stay, doctors treated parent with courtesy and respect



Explaining Medications

92%

of respondents report providers explained how the child should take new medicines after leaving the hospital

Low Scoring Items



Providers Told Parents How to Report Mistakes

33%

of respondents reported providers told parent how to report mistakes



Asked About Things a Family Knows Best

59%

of respondents reported providers asked parent about the types of things that a family might know best about their child

To view the full 2024 Chartbook:

<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2024-child-hcahps-chartbook.pdf>

For more information on the CAHPS Child Hospital Survey Database:

<https://www.ahrq.gov/cahps/cahps-database/index.html>

