

## Insights About Child HCAHPS Survey Comments on Pediatric Inpatient Experiences

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- Child HCAHPS open-ended question:
  - ▶ “Is there anything else you would like to say about the care your child received during this hospital stay?”
- Fielded the 6-item narrative item set (NIS)
- Compared content and actionability of narrative comments
- Compared with Child HCAHPS close-ended questions
  - ▶ Unique associations with overall hospital rating and willingness to recommend the hospital

# Child HCAHPS Survey Narrative Data Should Be Used Along With Closed-ended Data

- Most comments refer to Child HCAHPS survey content
  - ▶ 50% of comments from single item versus 82% from NIS
  - ▶ Most comments were about
    - *Treated with courtesy and respect*
    - *Explaining care at discharge*
    - *Being kept informed*
  - ▶ More negative comments from NIS than single question
    - *61% versus 43% of comments included a negative remark*
- Actionable comments
  - ▶ 39% of single item versus 69% of NIS
  - ▶ NIS *what the parent wished had gone differently* item yielded most-actionable narratives
- Valence and actionability of comments were associated with global ratings, controlling for closed-ended questions, child and respondent characteristics