HCAHPS Response Rate* by Survey Mode

(October 2026 Public Reporting: Patients discharged from January 2025 to December 2025)

	Mail Only	Phone Only	Mail-Phone	Web-Mail	Web-Phone	Web-Mail-Phone
Average	22%	26%	24%	23%	24%	32%
90th percentile	35%	36%	32%	31%	38%	40%
75th percentile	27%	33%	26%	27%	25%	36%
50th percentile	21%	27%	24%	23%	20%	32%
25th percentile	16%	20%	21%	19%	18%	27%

*Hospital Response Rate = Completed Surveys / Eligible Sampled Patients

NOTES

Response Rate by Survey Mode is based on hospitals with at least **50 sampled surveys** in each quarter and includes hospitals that employed the same mode across all four quarters.

Effective January 2025, HCAHPS may be administered using six survey modes: Mail Only, Phone Only, Mail-Phone, Web-Mail, Web-Phone, and Web-Mail-Phone.

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