

After years of development and testing, the Agency for Healthcare Research and Quality has released the long-awaited Child HCAHPS Survey. This survey is designed to measure the experiences of pediatric inpatients and their families, and was created by the Center of Excellence for Pediatric Quality Measurement at Boston Children’s Hospital and the CAHPS Consortium. Please contact any member of your HealthStream team to learn more.

Who is Required to Participate	The survey is available for voluntary use and is not currently required. However, AHRQ and CMS have indicated that they will conduct a pilot to determine if they will include the Child HCAHPS Survey in the Pediatric Quality Measures Program.
The Survey	The Child Hospital Survey complements the adult HCAHPS Survey and asks parents about communication with doctors, communication with nurses, hospital environment, the age-appropriateness of care, pain management, and other domains that are important aspects of a child’s care. The survey includes 18 measures organized into five general topics: Communication with Parent, Communication with Child, Attention to Safety and Comfort, Hospital Environment, and Global Ratings. The survey is considerably longer than the HCAHPS survey, and takes about 15 minutes to complete.
HealthStream’s Recommendation for Pediatric Hospitals	HealthStream has developed an abridged version of the Child HCAHPS Survey for pediatric hospitals. Our survey is comparable to the adult HCAHPS survey, which takes respondents about 8 minutes to complete. HealthStream is able to support customers that want to use our version of the Child HCAHPS Survey, as well as those who prefer to administer the full survey (62 questions). <i>HealthStream recommends that pediatric units within acute care hospitals continue to administer the adult HCAHPS survey. HealthStream’s HCAHPS Survey includes the necessary text substitutions to accommodate the parents of pediatric patients, and use of this survey provides continuity across all inpatient units.</i>
Data Collection Frequency	AHRQ recommends the survey be administered on a continuous basis, exactly like HCAHPS.
Eligibility	The parents of children younger than 18 years of age, whose admission includes at least one overnight stay, a non-psychiatric principle diagnosis at discharge and child is alive at time of discharge are eligible to participate in the survey.
Targeted Number of Completes	CMS recommends 100 completes annually at a minimum. HealthStream recommends 300 completed surveys annually, which will allow segmentation by unit and parallels CMS’s requirement for HCAHPS.
Public Reporting	Because this survey is voluntary, there is no provision for public reporting of results at this time.
HealthStream Reporting & Support	HealthStream will provide a comprehensive report with comparisons to national benchmarks, percentile ranks and identification of priorities for improvement. Facilities will have access to our complete library of best practices and improvement tools.
AHRQ Documentation	https://www.cahps.ahrq.gov/surveys-guidance/hospital/about/child_hp_survey.html