The Centers for Medicare & Medicaid Services (CMS), along with the Agency for Healthcare Research and Quality (AHRQ), developed the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, also known as Hospital CAHPS®, to provide a standardized survey instrument and data collection methodology for measuring patients' perspectives on hospital care. The HCAHPS Survey is administered to a random sample of patients continuously throughout the year. CMS cleans, adjusts and analyzes the data, then publicly reports the results (results on Hospital Compare are up to 6 months delayed).
Press Ganey, an independent surveyor conducts random patient satisfaction surveys through mail for our Inpatients and phone for our Outpatients and ER Patients. As a strategic business partner to more than 10,000 health care organizations across the country, Press Ganey is the leader in helping create continuous, sustainable improvement.