

Name: \_\_\_\_\_

# HCAHPS

G S E D U C A T I O N J C H L V G  
C S T B X L C A E J E A N G S K M  
E S R W B D L O Z A U E T A R M V  
C E F K I W J A G U W Y J K G I E  
O N C L O R T N O C N I A P H M B  
R I R O Y B R W T H S J J V P R S  
D L F E M Z L C E L P K B T Z S K  
S N Z O D M E E C A K J H A T M X  
D A E C L P U B Y Z L D P C K L W  
T E P M S L E N L L F D E K N C E  
E L K E M C O M I N I F H S V P S  
I C R F T O F W R C F S V W W P N  
U R L O V P C K U E A P T K C C O  
Q L R F L U I E E P H T N E F D P  
N J H M Q I T D R S Q J I O N W S  
I G J G I O I O J N S E D O H E E  
Y J J W W S L K T L T X F Q N E R

COMMUNICATION

PAINCONTROL

SIDEEFFECTS

CLEANLINESS

EDUCATION

RECOMMEND

FOLLOWUP

RESPONSE

RESPECT

LISTEN

QUIET

RATE