

4 Ways C.A.R.E. Programming Supports HCAHPS Performance

HCAHPS measures key aspects of the patient's hospital experience, including communication with nurses and doctors, responsiveness of staff, the hospital environment (including quiet at night), care coordination, and understanding of discharge information. Patients interpret their experience through what they see, hear, and feel in the environment around them, as do their families and caregivers.

The C.A.R.E. Channel's calming nature imagery and instrumental music help create a peaceful and restorative atmosphere, supporting the conditions that influence patient perceptions reflected in HCAHPS scores.

1. Enhances Communication & Perception of Respect

(Related to Nurse Communication, Doctor Communication, and Care Coordination)

Clear communication between patients and caregivers is central to patient satisfaction.

HCAHPS measures whether patients feel treated with courtesy and respect, whether staff listen carefully, and whether explanations are easy to understand. It also evaluates how well care teams work together and stay informed about a patient's care.

The environment in which conversations occur plays an important role.

By replacing distracting television programming and unnecessary noise with soothing, non-verbal content, C.A.R.E. Programming helps create a calmer space for dialogue. Patients are better able to focus, listen, and engage, supporting clearer communication, and reinforcing the perception of coordinated respectful care.

When patients receive surveys electronically or complete them online after discharge, their responses are shaped by how they remember those moments of interaction. A calmer communication environment contributes to more positive memories of care.

2. Improves the Hospital Environment

(Related to Quietness and Restfulness of the Hospital Environment)

HCAHPS includes questions about whether the area around the room was quiet and if patients were able to get the rest they needed.

Rest is not a luxury in healthcare; it is an essential part of recovery.

C.A.R.E. replaces the overstimulation of commercial television with continuous nature imagery and soothing music designed to calm the nervous system. Its nighttime starfield, which is introduced with a sunset, provides cues that it is time for sleep and that daytime is over. By masking unwanted environmental noise and reducing sensory overstimulation, C.A.R.E. supports restfulness and reinforces quiet-at-night initiatives. Family members and caregivers, who are now permitted to complete surveys on behalf of patients, experience this environment as well. A calmer room can positively influence their perception of the hospital's overall quality and attentiveness.

3. Supports Responsiveness & Reduces Perceived Waiting

(Related to Responsiveness of Hospital Staff)

Patients are asked whether they received help as soon as they needed it.

Perception plays a powerful role here. Even short waits can feel longer in stressful environments.

C.A.R.E. Programming helps soften the experience of waiting by reducing anxiety and sensory overload. When the room feels calmer, patients are less likely to experience heightened stress during inevitable delays, which can positively influence their perception of responsiveness.

As surveys are delivered across mail, phone, and web-based formats over an extended response window, what remains strongest in memory is not a single moment, but the overall tone of the stay. A steady, calming environment across the continuum of care, from waiting areas to discharge, help reinforce a consistent positive tone.

4. Reinforces Discharge Understanding & Recovery

(Related to Discharge Information and Understanding of Symptoms)

HCAHPS measures patients' understanding of the care they need after leaving the hospital, including instructions and symptoms to watch for.

Discharge conversations often happen in environments filled with distraction and fatigue.

C.A.R.E. helps create a quieter backdrop for important teaching moments. A more peaceful environment supports concentration and comprehension, helping patients better absorb information about medications, follow-up care, and warning signs after discharge.

Through C.A.R.E. Connect, relaxation content can extend beyond the bedside, bringing the same supportive programming to their recovery at home, continuing the healing environment throughout the post-discharge survey response period.

C.A.R.E. Programming helps create supportive, restorative environments that positively shape how patients and families experience and remember their care. By supporting communication conditions, reinforcing quiet-at-night efforts, softening perceptions of waiting, and strengthening discharge teaching moments, C.A.R.E. aligns with key domains reflected in HCAHPS patient experience measures.