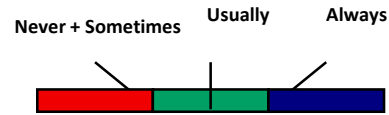


# HCAHPS: Communication with Nurses

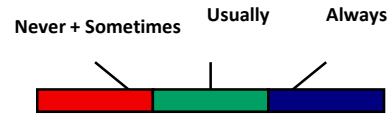
(Represents patients discharged between July 2020 and June 2021)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,262	2,403,144	5	15	80
<b>Region</b>					
New England	162	114,609	4	15	81
Mid-Atlantic	360	292,825	5	17	78
South Atlantic	623	445,116	6	16	78
East North Central	666	399,303	4	15	81
East South Central	339	166,124	5	14	81
West North Central	637	188,319	3	14	83
West South Central	613	270,034	5	15	80
Mountain	381	166,283	4	16	80
Pacific	474	357,651	6	17	77
<b>Bed Size</b>					
6-24 beds	596	56,754	3	12	85
25-49 beds	939	144,004	4	13	83
50-99 beds	649	198,854	4	16	80
100-199 beds	842	480,881	6	17	77
200-299 beds	475	410,310	6	18	76
300-399 beds	294	338,191	6	18	76
400-499 beds	168	224,611	6	18	76
500 or more beds	299	549,539	6	17	77
<b>Teaching Status</b>					
Major Teaching	229	394,213	5	17	78
Minor Teaching	1,729	1,397,217	5	17	78
Non-Teaching	2,304	611,714	4	14	82
<b>Ownership and Control</b>					
Profit	695	325,356	6	16	78
Non-profit	2,611	1,765,149	4	16	80
Government Affiliated	956	312,639	4	15	81
<b>Location</b>					
Rural	1,666	310,360	4	13	83
Urban	2,583	2,083,847	5	17	78

# HCAHPS: Communication with Doctors

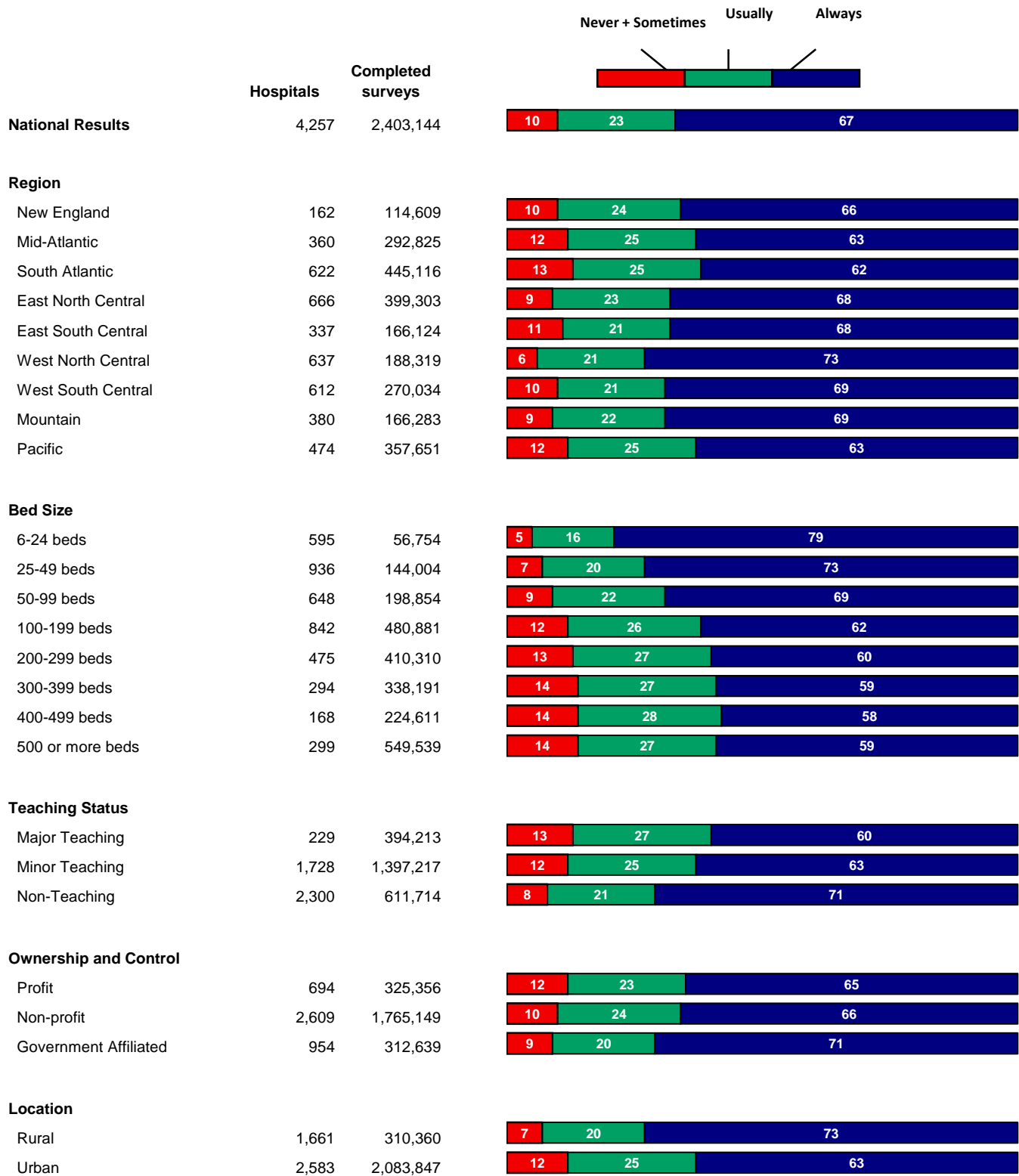
(Represents patients discharged between July 2020 and June 2021)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,262	2,403,144	5	15	80
<b>Region</b>					
New England	162	114,609	5	15	80
Mid-Atlantic	360	292,825	6	17	77
South Atlantic	623	445,116	6	16	78
East North Central	666	399,303	5	15	80
East South Central	339	166,124	5	12	83
West North Central	637	188,319	3	13	84
West South Central	613	270,034	5	13	82
Mountain	381	166,283	5	15	80
Pacific	474	357,651	6	16	78
<b>Bed Size</b>					
6-24 beds	596	56,754	4	10	86
25-49 beds	939	144,004	4	13	83
50-99 beds	649	198,854	5	14	81
100-199 beds	842	480,881	6	16	78
200-299 beds	475	410,310	6	17	77
300-399 beds	294	338,191	6	17	77
400-499 beds	168	224,611	6	17	77
500 or more beds	299	549,539	6	17	77
<b>Teaching Status</b>					
Major Teaching	229	394,213	5	17	78
Minor Teaching	1,729	1,397,217	6	16	78
Non-Teaching	2,304	611,714	5	13	82
<b>Ownership and Control</b>					
Profit	695	325,356	6	15	79
Non-profit	2,611	1,765,149	5	15	80
Government Affiliated	956	312,639	4	13	83
<b>Location</b>					
Rural	1,666	310,360	4	12	84
Urban	2,583	2,083,847	6	16	78

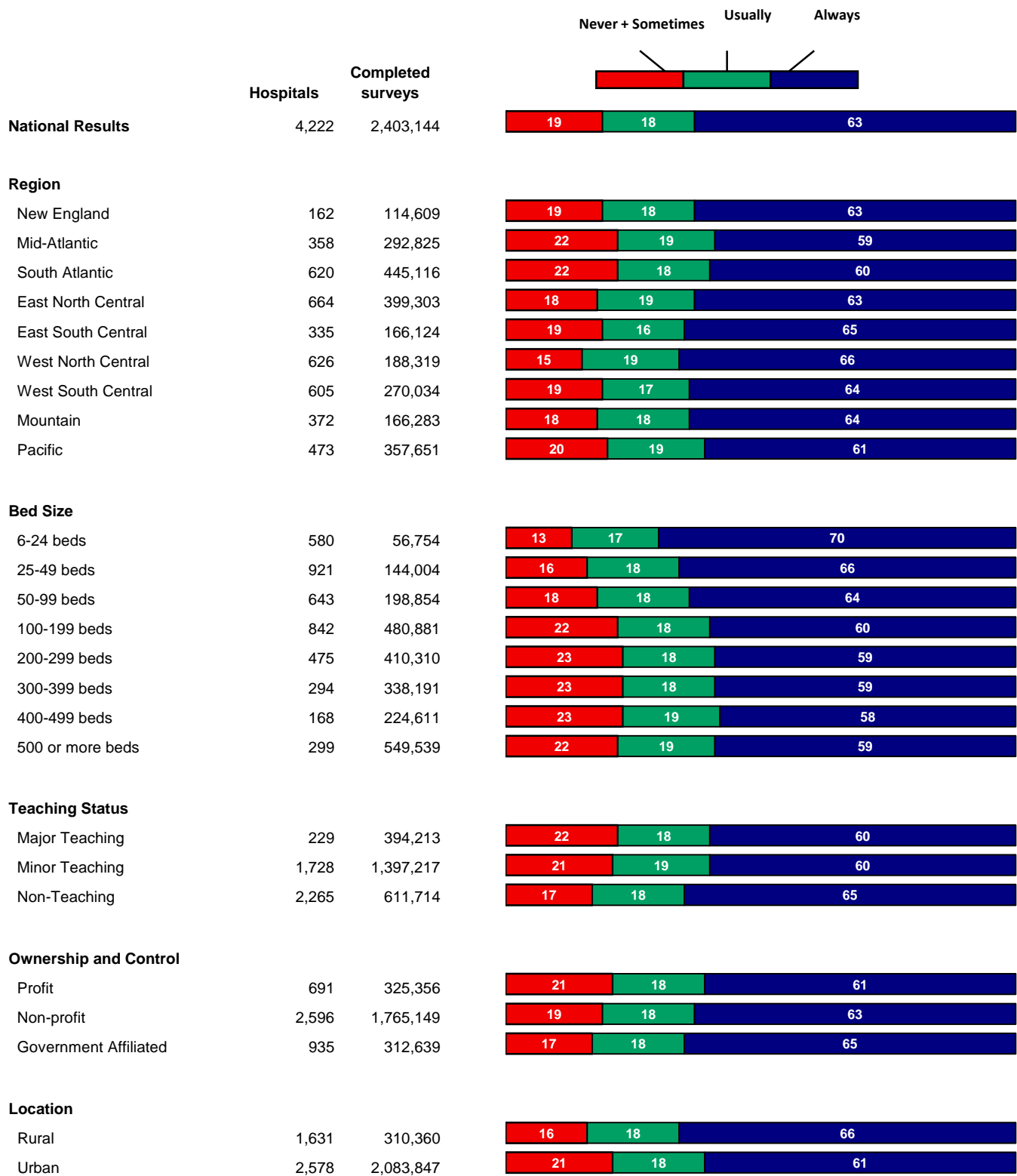
# HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2020 and June 2021)



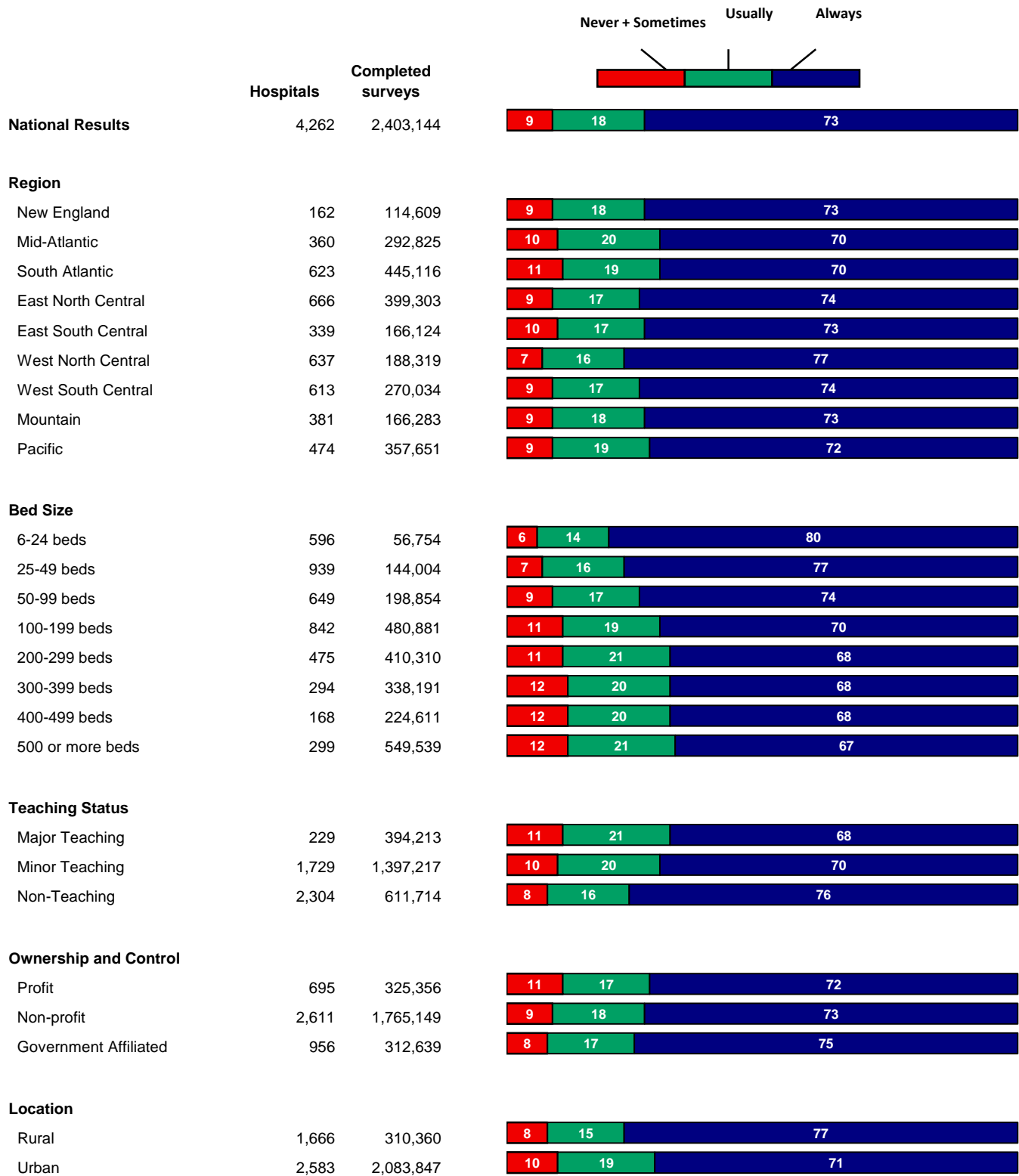
# HCAHPS: Communication About Medicines

(Represents patients discharged between July 2020 and June 2021)



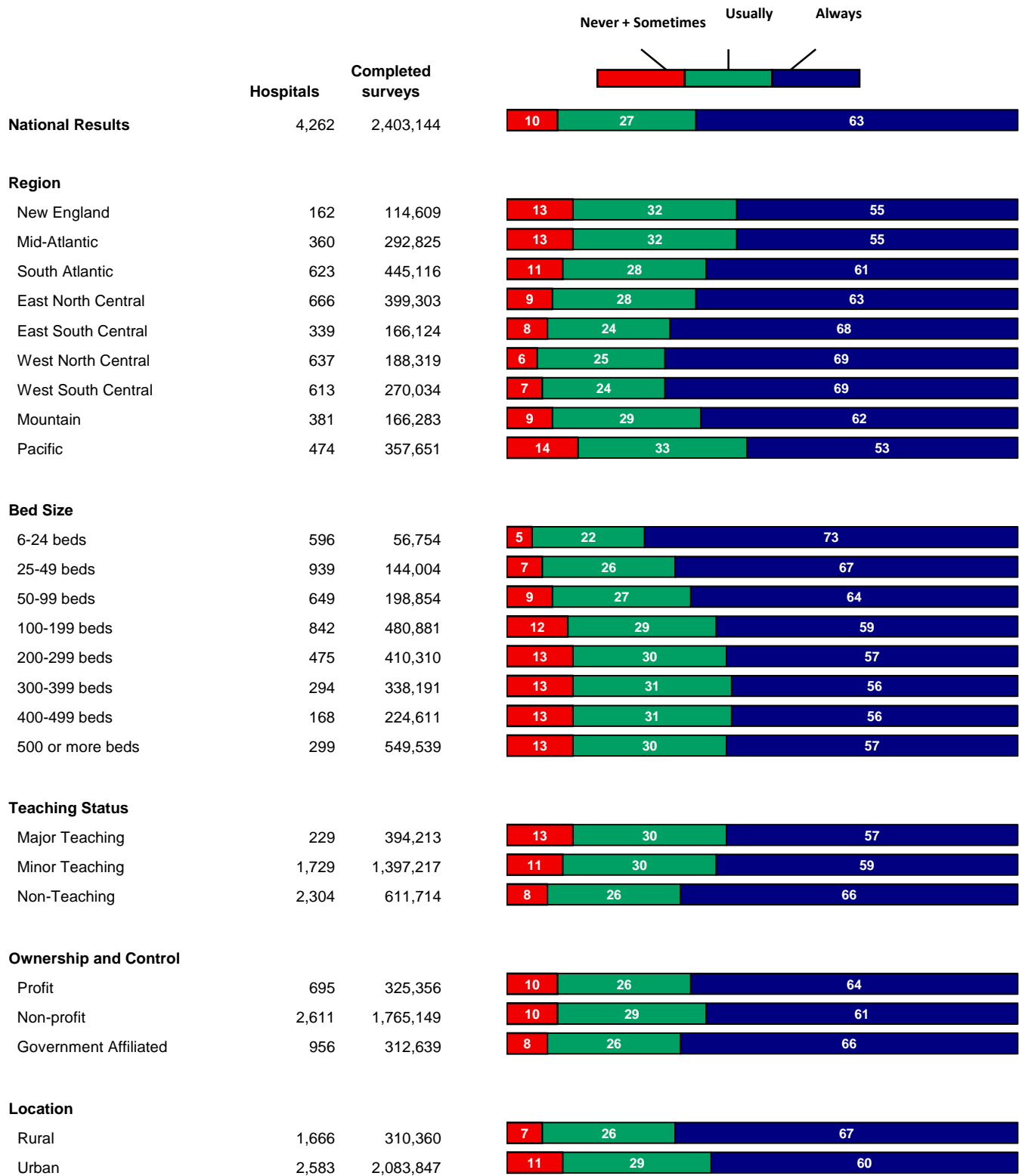
# HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2020 and June 2021)



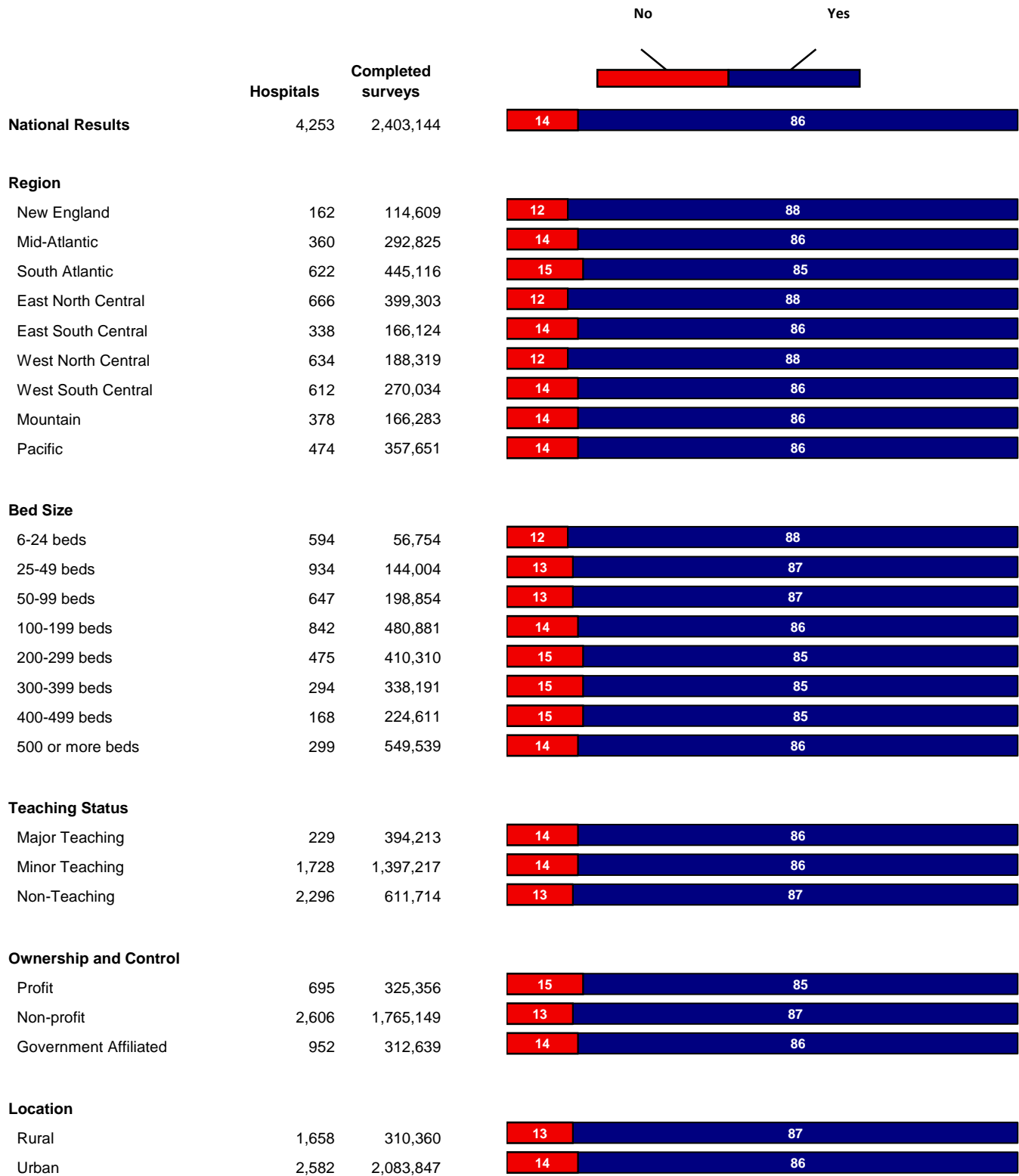
# HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2020 and June 2021)



# HCAHPS: Discharge Information

(Represents patients discharged between July 2020 and June 2021)



# HCAHPS: Care Transition

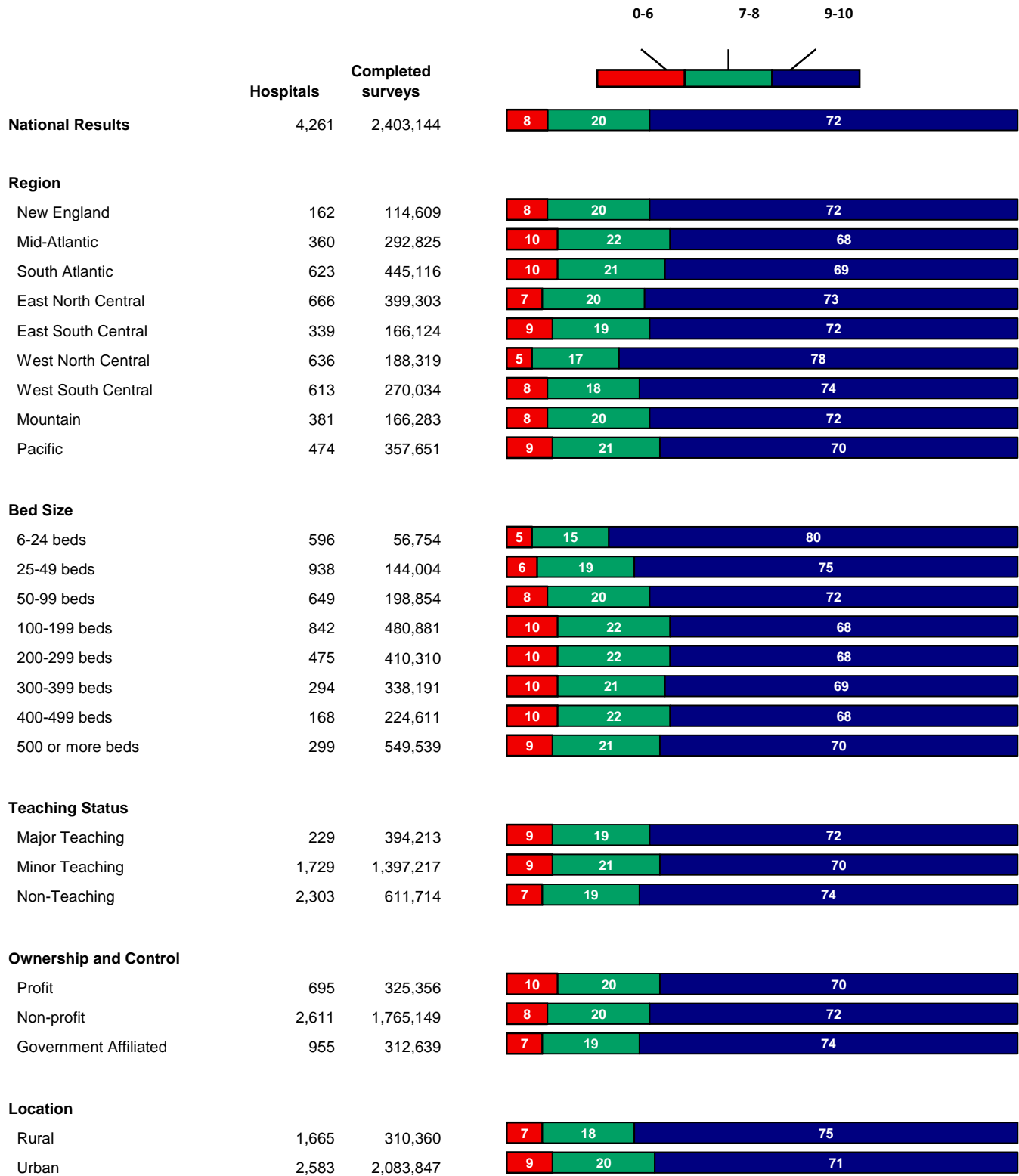
(Represents patients discharged between July 2020 and June 2021)





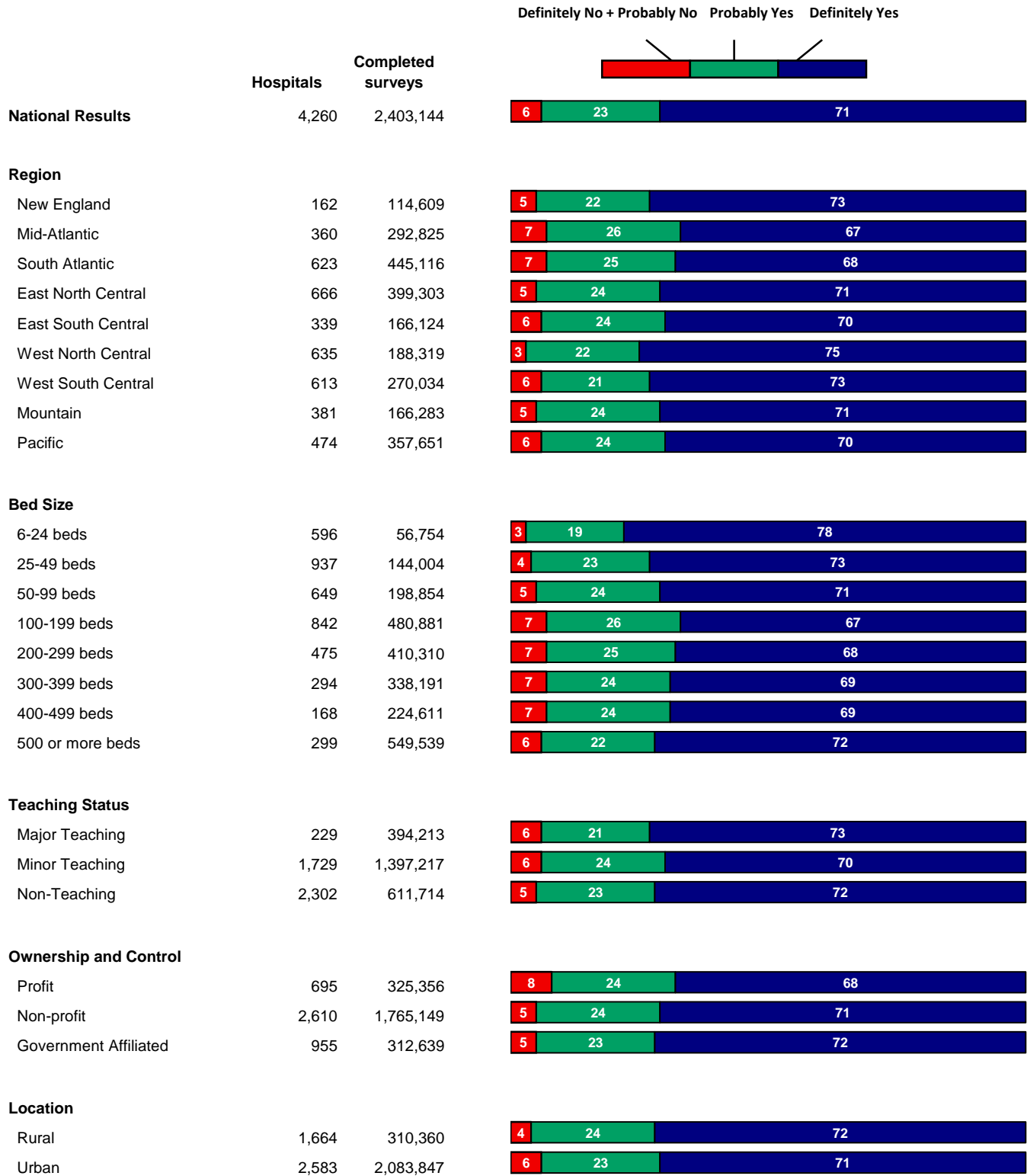
# HCAHPS: Hospital Rating

(Represents patients discharged between July 2020 and June 2021)



# HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2020 and June 2021)



## APPENDIX: HCAHPS Hospital Characteristics Comparison Charts

The hospital characteristic variables utilized to create the HCAHPS Hospital Characteristics Comparison Charts were derived from a survey of hospitals conducted by the American Hospital Association (AHA).

### **Region**

Groups of states as defined by the United States Census Bureau.

**New England:** CT, MA, ME, NH, RI, VT

**Mid-Atlantic:** NJ, NY, PA

**South Atlantic:** DC, DE, FL, GA, MD, NC, SC, VA, WV

**East North Central:** IL, IN, MI, OH, WI

**East South Central:** AL, KY, MS, TN

**West North Central:** IA, KS, MN, MO, NE, ND, SD

**West South Central:** AR, LA, OK, TX

**Mountain:** AZ, CO, ID, MT, NM, NV, UT, WY

**Pacific:** AK, CA, HI, OR, WA

### **Bed Size**

Self-reported by hospitals participating in the AHA general survey.

### **Teaching Status**

**Major teaching** hospitals are those with Council of Teaching Hospitals (COTH) designation. **Minor teaching** hospitals are those either approved to participate in residency and/or internship training by the Accreditation Council for Graduate Medical Education (ACGME), or those with medical school affiliation reported to the American Medical Association (AMA). **Non-teaching** hospitals are those without COTH, ACGME, or medical school (AMA) affiliation.

### **Ownership and Control**

Organization or authority that is responsible for establishing policy for overall operation of the hospital.

**Profit:** Investor; Corporation, Investor; Individual, Investor; Partnership

**Non-Profit:** Church Operated, Other Not-For-Profit

**Government Affiliated:** City, City-County, State, Hospital District or Authority, Public Health Service Indian Service, Public Health Service (other than Indian Service)

### **Location**

Derived from hospital's defined Core-Based Statistical Area (CBSA)

**Rural:** Rural and Micropolitan CBSAs

**Urban:** Metro and Division CBSAs.

For additional information about the AHA survey, please visit [www.ahadata.com](http://www.ahadata.com).

<https://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.  
*Month, Date, Year the page was accessed.*