HCAHPS: Communication with Nurses

(Represents patients discharged between July 2022 and June 2023)

| | - | · | Never + Someti | usually Always |
|----------------------|-----------|-------------------|-------------------|----------------|
| | Hospitals | Completed surveys | ivever / sometime | |
| National Results | 4,244 | 2,243,383 | 5 16 | 79 |
| egion | | | | |
| New England | 165 | 99,743 | 5 16 | 79 |
| Mid-Atlantic | 351 | 263,693 | 6 17 | 77 |
| South Atlantic | 617 | 446,748 | 6 17 | 77 |
| East North Central | 659 | 367,869 | 4 16 | 80 |
| ast South Central | 341 | 160,994 | 5 15 | 80 |
| West North Central | 630 | 181,605 | 3 15 | 82 |
| West South Central | 605 | 266,692 | 4 15 | 81 |
| Mountain | 389 | 148,145 | 4 17 | 79 |
| Pacific | 476 | 303,274 | 6 18 | 76 |
| ed Size | | | | |
| i-24 beds | 595 | 48,731 | 2 12 | 86 |
| 5-49 beds | 942 | 132,602 | 3 15 | 82 |
| 0-99 beds | 646 | 191,285 | 4 16 | 80 |
| 00-199 beds | 833 | 468,512 | 6 18 | 76 |
| 00-299 beds | 471 | 374,028 | 6 19 | 75 |
| 00-399 beds | 294 | 308,335 | 6 20 | 74 |
| 00-499 beds | 166 | 204,116 | 7 19 | 74 |
| 00 or more beds | 297 | 515,774 | 6 19 | 75 |
| aching Status | | | | |
| ajor Teaching | 227 | 375,941 | 6 18 | 76 |
| inor Teaching | 1,714 | 1,281,931 | 6 18 | 76 |
| on-Teaching | 2,303 | 585,511 | 4 15 | 81 |
| vnership and Control | | | | |
| rofit | 687 | 302,772 | 6 17 | 77 |
| n-profit | 2,606 | 1,632,916 | 5 16 | 79 |
| overnment Affiliated | 951 | 307,695 | 4 15 | 81 |
| cation | | | | |
| ural | 1,666 | 292,680 | 3 15 | 82 |
| rban | 2,553 | 1,940,598 | 5 18 | 77 |
| Dall | ∠,553 | 1,940,598 | | |

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2022 and June 2023)

| | | | Never + Sometimes Usually Always | | |
|----------------------|-----------|-------------------|----------------------------------|----|--|
| | Hospitals | Completed surveys | 1000 | | |
| ational Results | 4,242 | 2,243,383 | 5 16 | 79 | |
| egion | | | | | |
| New England | 165 | 99,743 | 5 16 | 79 | |
| Mid-Atlantic | 351 | 263,693 | 6 18 | 76 | |
| South Atlantic | 617 | 446,748 | 6 16 | 78 | |
| East North Central | 659 | 367,869 | 5 16 | 79 | |
| ast South Central | 340 | 160,994 | 5 13 | 82 | |
| Vest North Central | 630 | 181,605 | 3 14 | 83 | |
| Vest South Central | 605 | 266,692 | 5 13 | 82 | |
| Mountain | 388 | 148,145 | 5 15 | 80 | |
| Pacific | 476 | 303,274 | 7 17 | 76 | |
| ed Size | | | | | |
| -24 beds | 595 | 48,731 | 3 12 | 85 | |
| 5-49 beds | 941 | 132,602 | 4 13 | 83 | |
| 0-99 beds | 645 | 191,285 | 5 15 | 80 | |
| 00-199 beds | 833 | 468,512 | 6 17 | 77 | |
| 00-299 beds | 471 | 374,028 | 7 18 | 75 | |
| 00-399 beds | 294 | 308,335 | 7 18 | 75 | |
| 00-499 beds | 166 | 204,116 | 6 19 | 75 | |
| 00 or more beds | 297 | 515,774 | 6 18 | 76 | |
| aching Status | | | | | |
| lajor Teaching | 227 | 375,941 | 6 17 | 77 | |
| linor Teaching | 1,714 | 1,281,931 | 6 17 | 77 | |
| on-Teaching | 2,301 | 585,511 | 5 13 | 82 | |
| nership and Control | | | | | |
| Profit | 686 | 302,772 | 7 16 | 77 | |
| on-profit | 2,606 | 1,632,916 | 5 16 | 79 | |
| overnment Affiliated | 950 | 307,695 | 5 13 | 82 | |
| | 100 | , | | | |
| ation | | | 12 | 92 | |
| tural | 1,664 | 292,680 | 4 13 | 83 | |
| ban | 2,553 | 1,940,598 | 6 17 | 77 | |

HCAHPS: Responsiveness of Hospital Staff (Represents patients discharged between July 2022 and June 2023)

| | Hospitals | Completed surveys |
|--------------------------|-----------|-------------------|
| National Results | 4,242 | 2,243,383 |
| Post of | | |
| Region | 405 | 00.742 |
| New England Mid-Atlantic | 165 | 99,743 |
| | 351 | 263,693 |
| South Atlantic | 617 | 446,748 |
| East North Central | 659 | 367,869 |
| East South Central | 340 | 160,994 |
| West South Central | 630 | 181,605 |
| West South Central | 604 | 266,692 |
| Mountain | 389 | 148,145 |
| Pacific | 476 | 303,274 |
| Bed Size | | |
| 6-24 beds | 595 | 48,731 |
| 6-24 beds 25-49 beds | 941 | 132,602 |
| 50-99 beds | 645 | 191,285 |
| 100-199 beds | 833 | 468,512 |
| 200-299 beds | 471 | 374,028 |
| 300-399 beds | 294 | 308,335 |
| 400-499 beds | 166 | 204,116 |
| 500 or more beds | 297 | 515,774 |
| Joo of filore beds | 291 | 515,774 |
| Teaching Status | | |
| Major Teaching | 227 | 375,941 |
| Minor Teaching | 1,714 | 1,281,931 |
| Non-Teaching | 2,301 | 585,511 |
| Ownership and Control | | |
| Profit | 686 | 302,772 |
| Non-profit | 2,606 | 1,632,916 |
| Government Affiliated | 950 | 307,695 |
| Government Attiliated | 900 | 507,095 |
| Location | | |
| Rural | 1,664 | 292,680 |
| Urban | 2,553 | 1,940,598 |

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HCAHPS: Communication About Medicines

(Represents patients discharged between July 2022 and June 2023)

| | npleted rveys |
|---------------------------|------------------|
| | ,243,383 |
| | |
| Region | |
| New England 165 | 99,743 |
| Mid-Atlantic 351 | 263,693 |
| South Atlantic 615 | 446,748 |
| | 367,869 |
| East South Central 338 | 160,994 |
| West North Central 620 | 181,605 |
| West South Central 595 | 266,692 |
| Mountain 379 | 148,145 |
| Pacific 473 | 303,274 |
| | |
| Bed Size | |
| 6-24 beds 575 | 48,731 |
| 25-49 beds 926 | 132,602 |
| 50-99 beds 642 | 191,285 |
| 100-199 beds 832 | 468,512 |
| 200-299 beds 471 | 374,028 |
| 300-399 beds 294 | 308,335 |
| 400-499 beds 166 | 204,116 |
| 500 or more beds 297 | 515,774 |
| | |
| Teaching Status | |
| Major Teaching 227 | 375,941 |
| Minor Teaching 1,712 1, | ,281,931 |
| Non-Teaching 2,264 | 585,511 |
| | |
| Ownership and Control | |
| Profit 683 | 302,772 |
| Non-profit 2,590 1 | ,632,916 |
| Government Affiliated 930 | 307,695 |
| | |
| Location | |
| Rural 1,631 | 292,680 |
| Urban 2,547 1, | ,940,598 |

HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2022 and June 2023)

| | | | Never + Sometimes | Usually Alwa |
|----------------------|-----------|-------------------|-------------------|--------------|
| | Hospitals | Completed surveys | | |
| itional Results | 4,244 | 2,243,383 | 10 18 | 72 |
| gion | | | | |
| New England | 165 | 99,743 | 10 19 | 71 |
| 1id-Atlantic | 351 | 263,693 | 11 20 | 69 |
| South Atlantic | 617 | 446,748 | 12 19 | 69 |
| ast North Central | 659 | 367,869 | 9 19 | 72 |
| ast South Central | 341 | 160,994 | 10 18 | 72 |
| Vest North Central | 630 | 181,605 | 7 16 | 77 |
| West South Central | 605 | 266,692 | 9 16 | 75 |
| Mountain | 389 | 148,145 | 9 18 | 73 |
| Pacific | 476 | 303,274 | 10 19 | 71 |
| ed Size | | | | |
| -24 beds | 595 | 48,731 | 6 13 | 81 |
| 5-49 beds | 942 | 132,602 | 7 16 | 77 |
| 0-99 beds | 646 | 191,285 | 9 17 | 74 |
| 00-199 beds | 833 | 468,512 | 11 20 | 69 |
| 00-299 beds | 471 | 374,028 | 12 21 | 67 |
| 00-399 beds | 294 | 308,335 | 13 21 | 66 |
| 00-499 beds | 166 | 204,116 | 13 22 | 65 |
| 00 or more beds | 297 | 515,774 | 13 22 | 65 |
| aching Status | | | | |
| ajor Teaching | 227 | 375,941 | 13 21 | 66 |
| linor Teaching | 1,714 | 1,281,931 | 11 20 | 69 |
| on-Teaching | 2,303 | 585,511 | 8 16 | 76 |
| vnership and Control | | | | |
| Profit | 687 | 302,772 | 11 18 | 71 |
| on-profit | 2,606 | 1,632,916 | 10 18 | 72 |
| overnment Affiliated | 951 | 307,695 | 8 17 | 75 |
| ocation | | | | |
| Rural | 1,666 | 292,680 | 7 16 | 77 |
| ·ban | 2,553 | 1,940,598 | 11 19 | 70 |

HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2022 and June 2023)

| | Hospitals | Completed surveys |
|-----------------------|-----------|-------------------|
| National Results | 4,243 | 2,243,383 |
| | | |
| Region | | |
| New England | 165 | 99,743 |
| Mid-Atlantic | 351 | 263,693 |
| South Atlantic | 617 | 446,748 |
| East North Central | 658 | 367,869 |
| East South Central | 341 | 160,994 |
| West North Central | 630 | 181,605 |
| West South Central | 605 | 266,692 |
| Mountain | 389 | 148,145 |
| Pacific | 476 | 303,274 |
| | | |
| Bed Size | | |
| 6-24 beds | 595 | 48,731 |
| 25-49 beds | 941 | 132,602 |
| 50-99 beds | 646 | 191,285 |
| 100-199 beds | 833 | 468,512 |
| 200-299 beds | 471 | 374,028 |
| 300-399 beds | 294 | 308,335 |
| 400-499 beds | 166 | 204,116 |
| 500 or more beds | 297 | 515,774 |
| | | |
| Teaching Status | | |
| Major Teaching | 227 | 375,941 |
| Minor Teaching | 1,714 | 1,281,931 |
| Non-Teaching | 2,302 | 585,511 |
| | | |
| Ownership and Control | | |
| Profit | 687 | 302,772 |
| Non-profit | 2,605 | 1,632,916 |
| Government Affiliated | 951 | 307,695 |
| | | |
| Location | | |
| Rural | 1,665 | 292,680 |
| Urban | 2,553 | 1,940,598 |
| | | |

HCAHPS: Discharge Information (Represents patients discharged between July 2022 and June 2023)

| | | | No Yes |
|-----------------------|-----------|-------------------|--------|
| | | | |
| | Hospitals | Completed surveys | |
| National Results | 4,234 | 2,243,383 | 14 86 |
| National Modulo | .,20 : | 2,2 .0,000 | |
| Region | | | |
| New England | 165 | 99,743 | 13 87 |
| Mid-Atlantic | 351 | 263,693 | 15 85 |
| South Atlantic | 617 | 446,748 | 15 85 |
| East North Central | 657 | 367,869 | 13 87 |
| East South Central | 339 | 160,994 | 15 85 |
| West North Central | 629 | 181,605 | 13 87 |
| West South Central | 604 | 266,692 | 14 86 |
| Mountain | 386 | 148,145 | 14 86 |
| Pacific | 475 | 303,274 | 15 85 |
| | | | |
| Bed Size | | | |
| 6-24 beds | 592 | 48,731 | 12 88 |
| 25-49 beds | 937 | 132,602 | 13 87 |
| 50-99 beds | 645 | 191,285 | 14 86 |
| 100-199 beds | 832 | 468,512 | 15 85 |
| 200-299 beds | 471 | 374,028 | 16 84 |
| 300-399 beds | 294 | 308,335 | 16 84 |
| 400-499 beds | 166 | 204,116 | 16 84 |
| 500 or more beds | 297 | 515,774 | 15 85 |
| | | | |
| Teaching Status | | | |
| Major Teaching | 227 | 375,941 | 14 86 |
| Minor Teaching | 1,713 | 1,281,931 | 15 85 |
| Non-Teaching | 2,294 | 585,511 | 14 86 |
| | | | |
| Ownership and Control | | | |
| Profit | 686 | 302,772 | 16 84 |
| Non-profit | 2,603 | 1,632,916 | 14 86 |
| Government Affiliated | 945 | 307,695 | 14 86 |
| | | | |
| Location | | | |
| Rural | 1,658 | 292,680 | 13 87 |
| Urban | 2,551 | 1,940,598 | 15 85 |

HCAHPS: Care Transition

(Represents patients discharged between July 2022 and June 2023)

| | | | Agree Strongly Disagree + Disagree Strongly Agree | | | |
|---------------------|-----------|-------------------|---|----------------------|--|----|
| | Hospitals | Completed surveys | Strong | ly Disagree + Disagr | | |
| ational Results | 4,244 | 2,243,383 | 6 | 43 | | |
| egion | | | | | | |
| New England | 165 | 99,743 | 6 | 43 | | |
| lid-Atlantic | 351 | 263,693 | 7 | 46 | | |
| outh Atlantic | 617 | 446,748 | 7 | 44 | | |
| ast North Central | 659 | 367,869 | 5 | 43 | | |
| ast South Central | 341 | 160,994 | 6 | 43 | | ; |
| est North Central | 630 | 181,605 | 4 | 40 | | 56 |
| est South Central | 605 | 266,692 | 6 | 40 | | 54 |
| ountain | 389 | 148,145 | 6 | 42 | | 5 |
| acific | 476 | 303,274 | 7 | 45 | | ı |
| l Size | | | | | | |
| 4 beds | 595 | 48,731 | 3 | 39 | | 58 |
| -49 beds | 942 | 132,602 | 5 | 41 | | 54 |
| 99 beds | 646 | 191,285 | 5 | 43 | | 5: |
| -199 beds | 833 | 468,512 | 7 | 45 | | |
|)-299 beds | 471 | 374,028 | 8 | 45 | | |
| -399 beds | 294 | 308,335 | 8 | 45 | | |
|)-499 beds | 166 | 204,116 | 8 | 45 | | |
| or more beds | 297 | 515,774 | 7 | 44 | | |
| ching Status | | | | | | |
| jor Teaching | 227 | 375,941 | 7 | 43 | | |
| nor Teaching | 1,714 | 1,281,931 | 7 | 44 | | |
| n-Teaching | 2,303 | 585,511 | 5 | 42 | | 53 |
| nership and Control | | | | | | |
| ofit | 687 | 302,772 | 8 | 43 | | |
| n-profit | 2,606 | 1,632,916 | 6 | 43 | | 5 |
| vernment Affiliated | 951 | 307,695 | 5 | 42 | | 5: |
| | 30. | , | | | | |
| ation | | | 5 | 41. | | 54 |
| ıral | 1,666 | 292,680 | 5 | 41 | | |
| n | 2,553 | 1,940,598 | 7 | 43 | | |

HCAHPS: Hospital Rating

(Represents patients discharged between July 2022 and June 2023)

| ` ' | Ü | , |
|---------------------------|-----------|-----------|
| | | |
| | | Completed |
| | Hospitals | surveys |
| National Results | 4,244 | 2,243,383 |
| | | |
| Region | | |
| New England | 165 | 99,743 |
| Mid-Atlantic | 351 | 263,693 |
| South Atlantic | 617 | 446,748 |
| East North Central | 659 | 367,869 |
| East South Central | 341 | 160,994 |
| West North Central | 630 | 181,605 |
| West South Central | 605 | 266,692 |
| Mountain | 389 | 148,145 |
| Pacific | 476 | 303,274 |
| | | |
| Bed Size | | |
| 6-24 beds | 595 | 48,731 |
| 25-49 beds | 942 | 132,602 |
| 50-99 beds | 646 | 191,285 |
| 100-199 beds | 833 | 468,512 |
| 200-299 beds | 471 | 374,028 |
| 300-399 beds | 294 | 308,335 |
| 400-499 beds | 166 | 204,116 |
| 500 or more beds | 297 | 515,774 |
| | | |
| Teaching Status | | |
| Major Teaching | 227 | 375,941 |
| Minor Teaching | 1,714 | 1,281,931 |
| Non-Teaching | 2,303 | 585,511 |
| Ŭ | , | -,- |
| Ownership and Control | | |
| Profit | 687 | 302,772 |
| Non-profit | 2,606 | 1,632,916 |
| Government Affiliated | 951 | 307,695 |
| 2370/////Orie / Williatou | 551 | 001,000 |
| Location | | |
| Rural | 1,666 | 292,680 |
| Urban | 2,553 | 1,940,598 |
| OIDan | 2,553 | 1,940,598 |

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2022 and June 2023)

| | | | Definitely No + Probably No Probably Yes Definitely Yes | | |
|-----------------------|-----------|-------------------|---|----|--|
| | Hospitals | Completed surveys | | | |
| National Results | 4,244 | 2,243,383 | 6 25 | 69 | |
| Region | | | | | |
| New England | 165 | 99,743 | 6 26 | 68 | |
| Mid-Atlantic | 351 | 263,693 | 8 28 | 64 | |
| South Atlantic | 617 | 446,748 | 8 26 | 66 | |
| East North Central | 659 | 367,869 | 6 25 | 69 | |
| East South Central | 341 | 160,994 | 7 25 | 68 | |
| West North Central | 630 | 181,605 | 3 23 | 74 | |
| West South Central | 605 | 266,692 | 6 22 | 72 | |
| Mountain | 389 | 148,145 | 6 24 | 70 | |
| Pacific | 476 | 303,274 | 7 26 | 67 | |
| | | | | | |
| Bed Size | | | | | |
| 6-24 beds | 595 | 48,731 | 3 19 | 78 | |
| 25-49 beds | 942 | 132,602 | 5 24 | 71 | |
| 50-99 beds | 646 | 191,285 | 6 25 | 69 | |
| 100-199 beds | 833 | 468,512 | 8 27 | 65 | |
| 200-299 beds | 471 | 374,028 | 8 28 | 64 | |
| 300-399 beds | 294 | 308,335 | 8 27 | 65 | |
| 400-499 beds | 166 | 204,116 | 8 26 | 66 | |
| 500 or more beds | 297 | 515,774 | 7 24 | 69 | |
| Teaching Status | | | | | |
| Major Teaching | 227 | 375,941 | 6 24 | 70 | |
| Minor Teaching | 1,714 | 1,281,931 | 7 26 | 67 | |
| Non-Teaching | 2,303 | 585,511 | 5 24 | 71 | |
| Ownership and Control | | | | | |
| Profit | 687 | 302,772 | 9 25 | 66 | |
| Non-profit | 2,606 | 1,632,916 | 6 25 | 69 | |
| Government Affiliated | 951 | 307,695 | 5 25 | 70 | |
| Location | | | | | |
| Location | 4 600 | 202 600 | 5 25 | 70 | |
| Rural | 1,666 | 292,680 | 7 25 | 68 | |
| Urban | 2,553 | 1,940,598 | 20 | | |

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.hcahpsonline.org Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.