

HCAHPS: Communication with Nurses

(Represents patients discharged between July 2017 and June 2018)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,315	2,861,652	4	16	80
Region					
New England	168	131,694	4	14	82
Mid-Atlantic	379	293,277	5	16	79
South Atlantic	634	548,534	5	16	79
East North Central	683	465,412	4	14	82
East South Central	345	200,198	5	14	81
West North Central	626	223,878	3	14	83
West South Central	603	350,196	4	14	82
Mountain	364	211,113	5	16	79
Pacific	483	428,803	5	18	77
Bed Size					
6-24 beds	518	59,167	3	11	86
25-49 beds	936	169,449	3	14	83
50-99 beds	676	234,761	4	15	81
100-199 beds	897	564,842	5	17	78
200-299 beds	494	492,704	5	17	78
300-399 beds	306	441,012	5	18	77
400-499 beds	170	268,846	6	17	77
500 or more beds	284	621,072	5	17	78
Teaching Status					
Major Teaching	232	436,048	5	17	78
Minor Teaching	1,547	1,528,116	5	16	79
Non-Teaching	2,506	888,941	4	14	82
Ownership and Control					
Profit	748	472,070	6	15	79
Non-profit	2,607	2,030,819	4	16	80
Government Affiliated	930	350,216	4	15	81
Location					
Rural	1,669	377,872	4	14	82
Urban	2,612	2,473,981	5	16	79

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2017 and June 2018)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,315	2,861,652	5	14	81
Region					
New England	168	131,694	4	15	81
Mid-Atlantic	379	293,277	5	17	78
South Atlantic	634	548,534	6	14	80
East North Central	683	465,412	4	15	81
East South Central	345	200,198	5	11	84
West North Central	626	223,878	3	13	84
West South Central	603	350,196	4	13	83
Mountain	364	211,113	5	15	80
Pacific	483	428,803	6	15	79
Bed Size					
6-24 beds	518	59,167	3	11	86
25-49 beds	936	169,449	4	12	84
50-99 beds	676	234,761	4	14	82
100-199 beds	897	564,842	6	15	79
200-299 beds	494	492,704	6	16	78
300-399 beds	306	441,012	6	16	78
400-499 beds	170	268,846	5	17	78
500 or more beds	284	621,072	5	16	79
Teaching Status					
Major Teaching	232	436,048	5	16	79
Minor Teaching	1,547	1,528,116	5	15	80
Non-Teaching	2,506	888,941	4	13	83
Ownership and Control					
Profit	748	472,070	6	14	80
Non-profit	2,607	2,030,819	4	15	81
Government Affiliated	930	350,216	4	13	83
Location					
Rural	1,669	377,872	4	12	84
Urban	2,612	2,473,981	5	15	80

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2017 and June 2018)

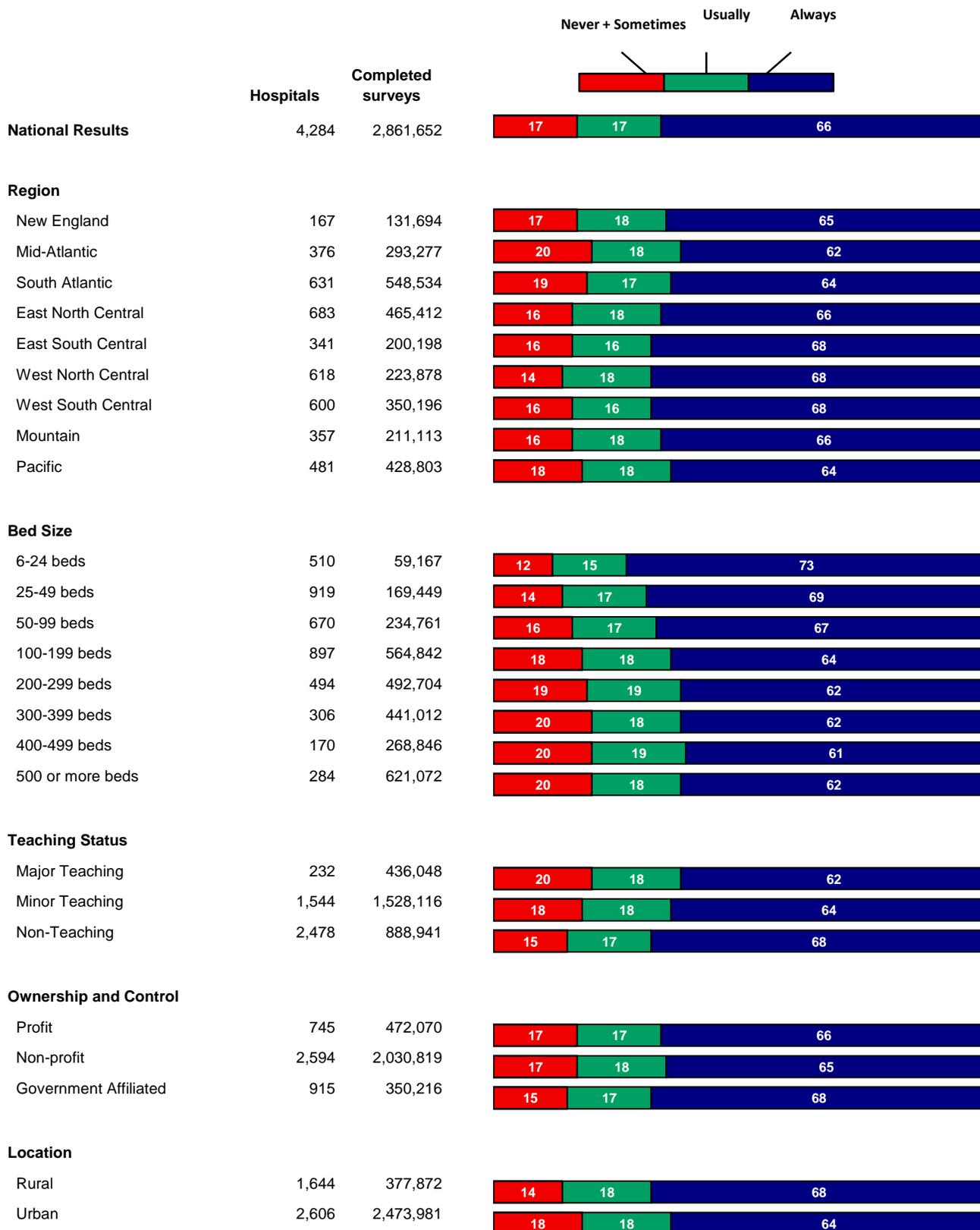
Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,313	2,861,652	9	21	70
Region					
New England	168	131,694	8	24	68
Mid-Atlantic	379	293,277	11	24	65
South Atlantic	634	548,534	11	22	67
East North Central	683	465,412	7	22	71
East South Central	345	200,198	10	18	72
West North Central	625	223,878	5	20	75
West South Central	603	350,196	8	19	73
Mountain	363	211,113	8	20	72
Pacific	483	428,803	10	24	66
Bed Size					
6-24 beds	518	59,167	4	15	81
25-49 beds	934	169,449	6	18	76
50-99 beds	676	234,761	8	20	72
100-199 beds	897	564,842	10	24	66
200-299 beds	494	492,704	11	25	64
300-399 beds	306	441,012	12	25	63
400-499 beds	170	268,846	12	26	62
500 or more beds	284	621,072	11	27	62
Teaching Status					
Major Teaching	232	436,048	11	27	62
Minor Teaching	1,546	1,528,116	10	24	66
Non-Teaching	2,505	888,941	7	20	73
Ownership and Control					
Profit	747	472,070	10	20	70
Non-profit	2,607	2,030,819	8	23	69
Government Affiliated	929	350,216	8	19	73
Location					
Rural	1,668	377,872	6	19	75
Urban	2,611	2,473,981	10	23	67

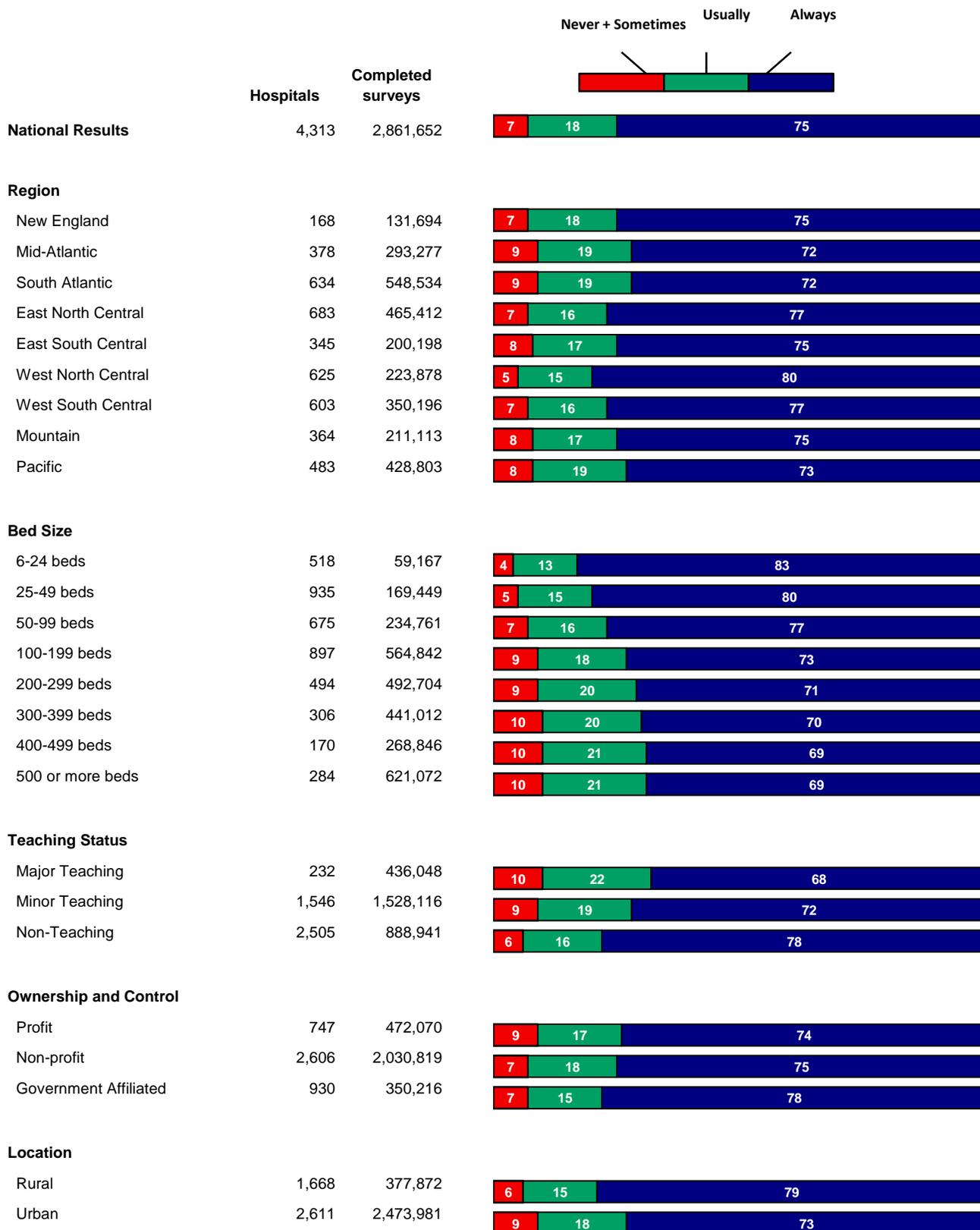
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2017 and June 2018)



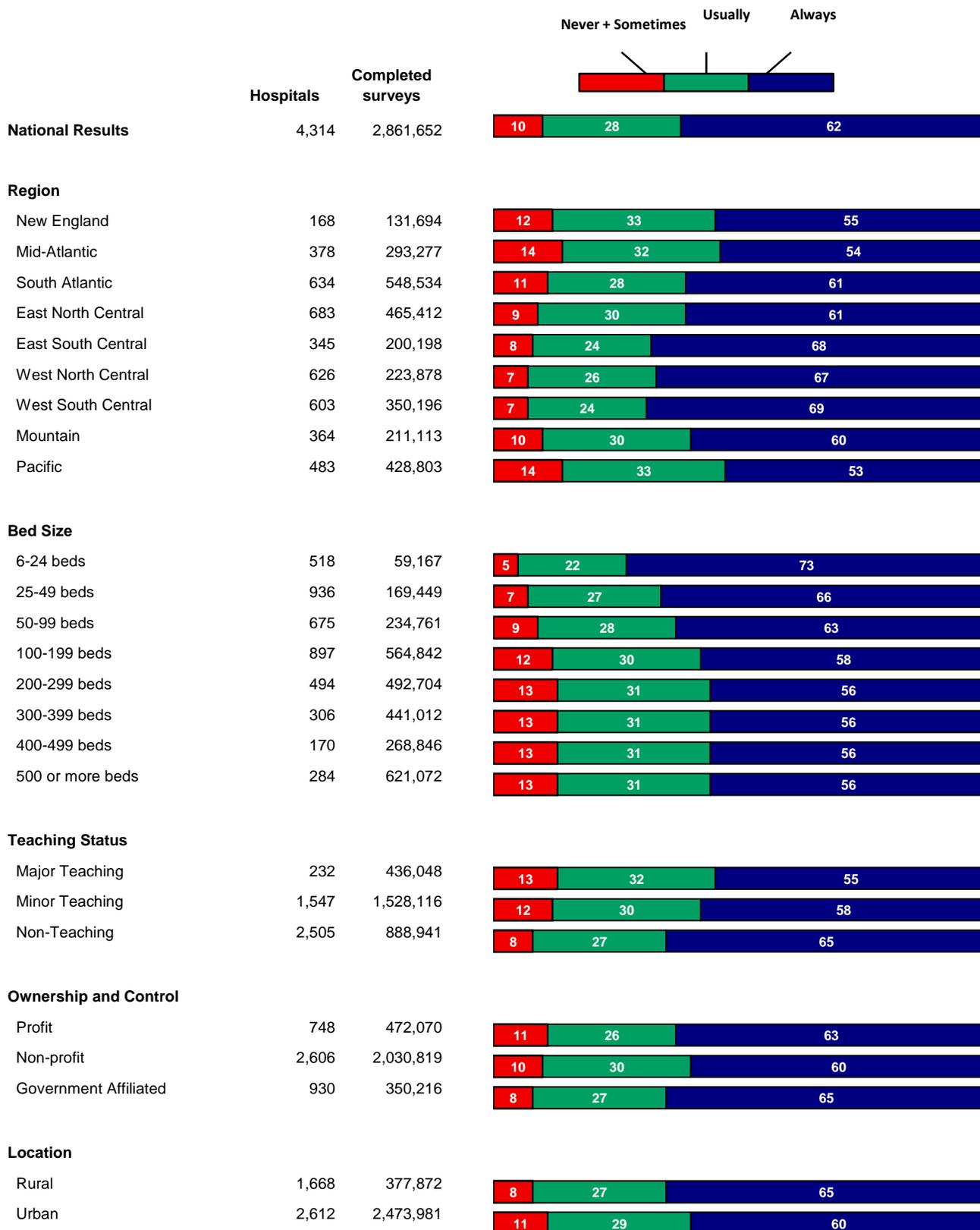
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2017 and June 2018)



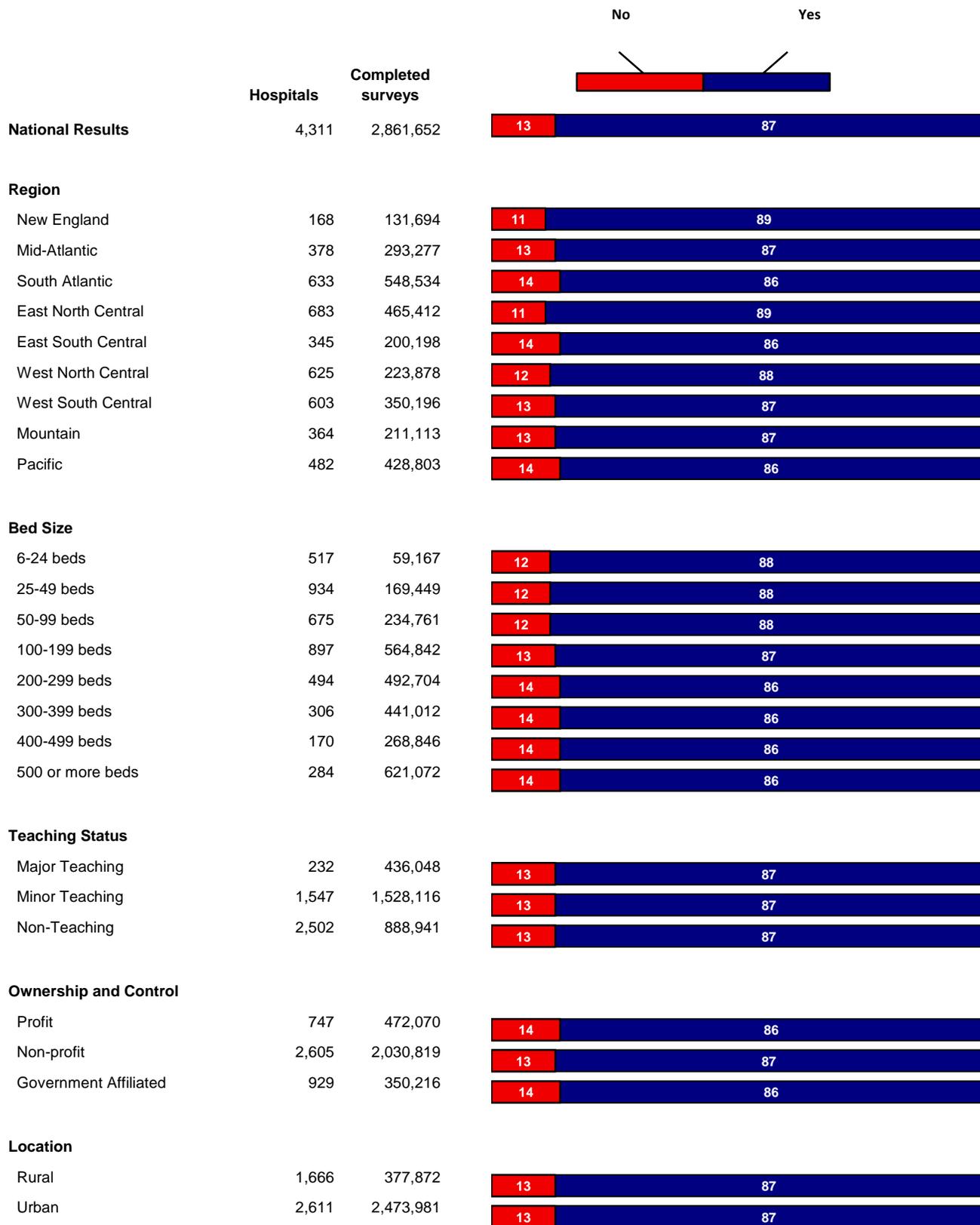
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2017 and June 2018)



HCAHPS: Discharge Information

(Represents patients discharged between July 2017 and June 2018)



HCAHPS: Care Transition

(Represents patients discharged between July 2017 and June 2018)



HCAHPS: Hospital Rating

(Represents patients discharged between July 2017 and June 2018)

0-6 7-8 9-10



	Hospitals	Completed surveys	0-6	7-8	9-10
National Results	4,314	2,861,652	8	19	73
Region					
New England	168	131,694	7	20	73
Mid-Atlantic	378	293,277	9	23	68
South Atlantic	634	548,534	9	21	70
East North Central	683	465,412	7	19	74
East South Central	345	200,198	8	19	73
West North Central	626	223,878	6	17	77
West South Central	603	350,196	7	18	75
Mountain	364	211,113	8	19	73
Pacific	483	428,803	9	21	70
Bed Size					
6-24 beds	518	59,167	5	15	80
25-49 beds	936	169,449	7	18	75
50-99 beds	675	234,761	8	19	73
100-199 beds	897	564,842	9	21	70
200-299 beds	494	492,704	9	21	70
300-399 beds	306	441,012	9	21	70
400-499 beds	170	268,846	9	20	71
500 or more beds	284	621,072	8	20	72
Teaching Status					
Major Teaching	232	436,048	8	20	72
Minor Teaching	1,547	1,528,116	8	21	71
Non-Teaching	2,505	888,941	7	19	74
Ownership and Control					
Profit	748	472,070	9	19	72
Non-profit	2,606	2,030,819	7	20	73
Government Affiliated	930	350,216	7	20	73
Location					
Rural	1,668	377,872	7	19	74
Urban	2,612	2,473,981	8	20	72

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2017 and June 2018)

Definitely No + Probably No Probably Yes Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
National Results	4,315	2,861,652	5	23	72
Region					
New England	168	131,694	4	22	74
Mid-Atlantic	379	293,277	6	27	67
South Atlantic	634	548,534	6	24	70
East North Central	683	465,412	4	24	72
East South Central	345	200,198	5	24	71
West North Central	626	223,878	3	21	76
West South Central	603	350,196	5	21	74
Mountain	364	211,113	5	23	72
Pacific	483	428,803	6	23	71
Bed Size					
6-24 beds	518	59,167	3	18	79
25-49 beds	936	169,449	4	23	73
50-99 beds	676	234,761	5	23	72
100-199 beds	897	564,842	6	25	69
200-299 beds	494	492,704	6	24	70
300-399 beds	306	441,012	6	23	71
400-499 beds	170	268,846	6	22	72
500 or more beds	284	621,072	5	22	73
Teaching Status					
Major Teaching	232	436,048	5	21	74
Minor Teaching	1,547	1,528,116	5	24	71
Non-Teaching	2,506	888,941	5	23	72
Ownership and Control					
Profit	748	472,070	7	22	71
Non-profit	2,607	2,030,819	5	23	72
Government Affiliated	930	350,216	5	23	72
Location					
Rural	1,669	377,872	4	24	72
Urban	2,612	2,473,981	6	22	72

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 in 2015 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2017".

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.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.
Month, Date, Year the page was accessed.