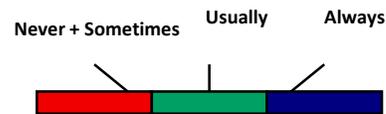


HCAHPS: Communication with Nurses

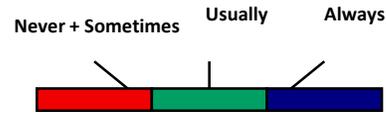
(Represents patients discharged between July 2018 and June 2019)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,288	2,782,967	4	15	81
Region					
New England	167	128,380	3	15	82
Mid-Atlantic	377	301,386	5	16	79
South Atlantic	632	549,891	5	16	79
East North Central	673	452,280	3	15	82
East South Central	343	182,452	5	13	82
West North Central	633	220,702	3	13	84
West South Central	605	329,353	4	14	82
Mountain	376	205,767	4	16	80
Pacific	478	410,979	5	17	78
Bed Size					
6-24 beds	520	57,970	2	12	86
25-49 beds	934	160,966	3	14	83
50-99 beds	685	231,101	4	14	82
100-199 beds	889	555,623	5	16	79
200-299 beds	489	476,940	5	17	78
300-399 beds	307	417,549	5	17	78
400-499 beds	169	263,728	5	18	77
500 or more beds	284	613,278	5	17	78
Teaching Status					
Major Teaching	237	437,848	5	16	79
Minor Teaching	1,589	1,525,743	5	16	79
Non-Teaching	2,462	819,376	4	14	82
Ownership and Control					
Profit	729	453,544	5	16	79
Non-profit	2,608	1,997,561	4	15	81
Government Affiliated	951	331,862	4	14	82
Location					
Rural	1,689	360,345	3	14	83
Urban	2,588	2,416,810	5	16	79

HCAHPS: Communication with Doctors

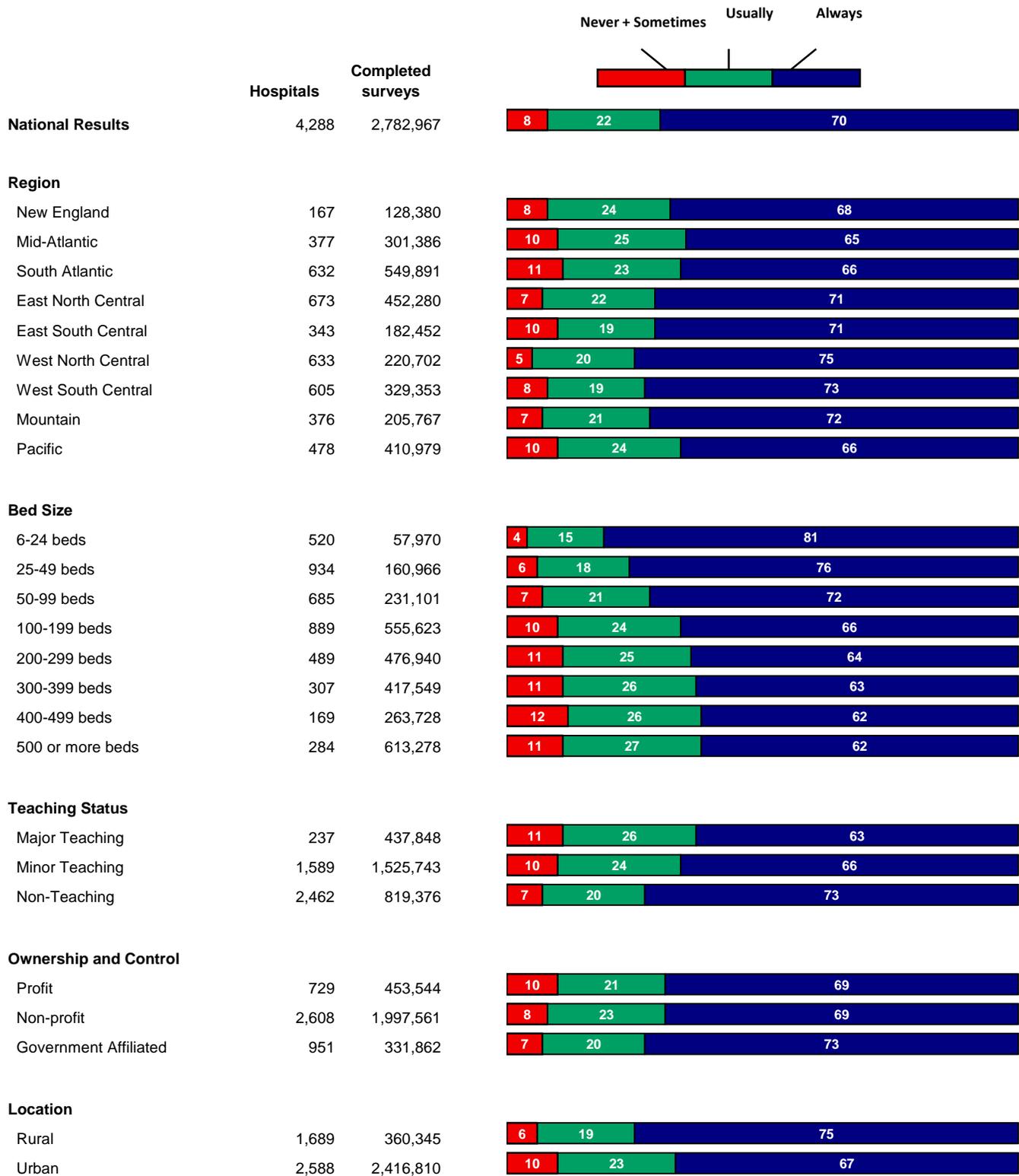
(Represents patients discharged between July 2018 and June 2019)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
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West North Central	633	220,702	3	12	85
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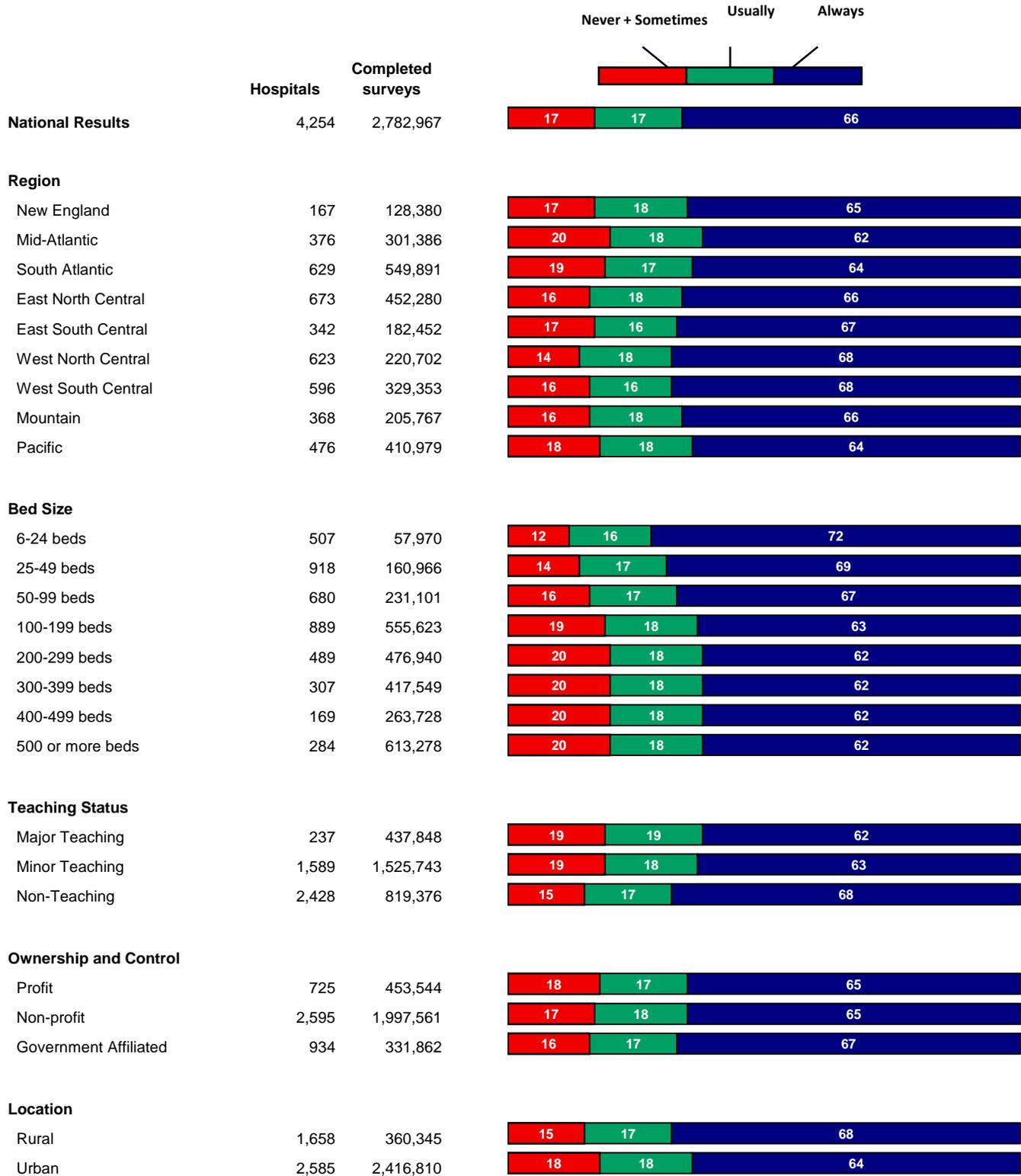
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2018 and June 2019)



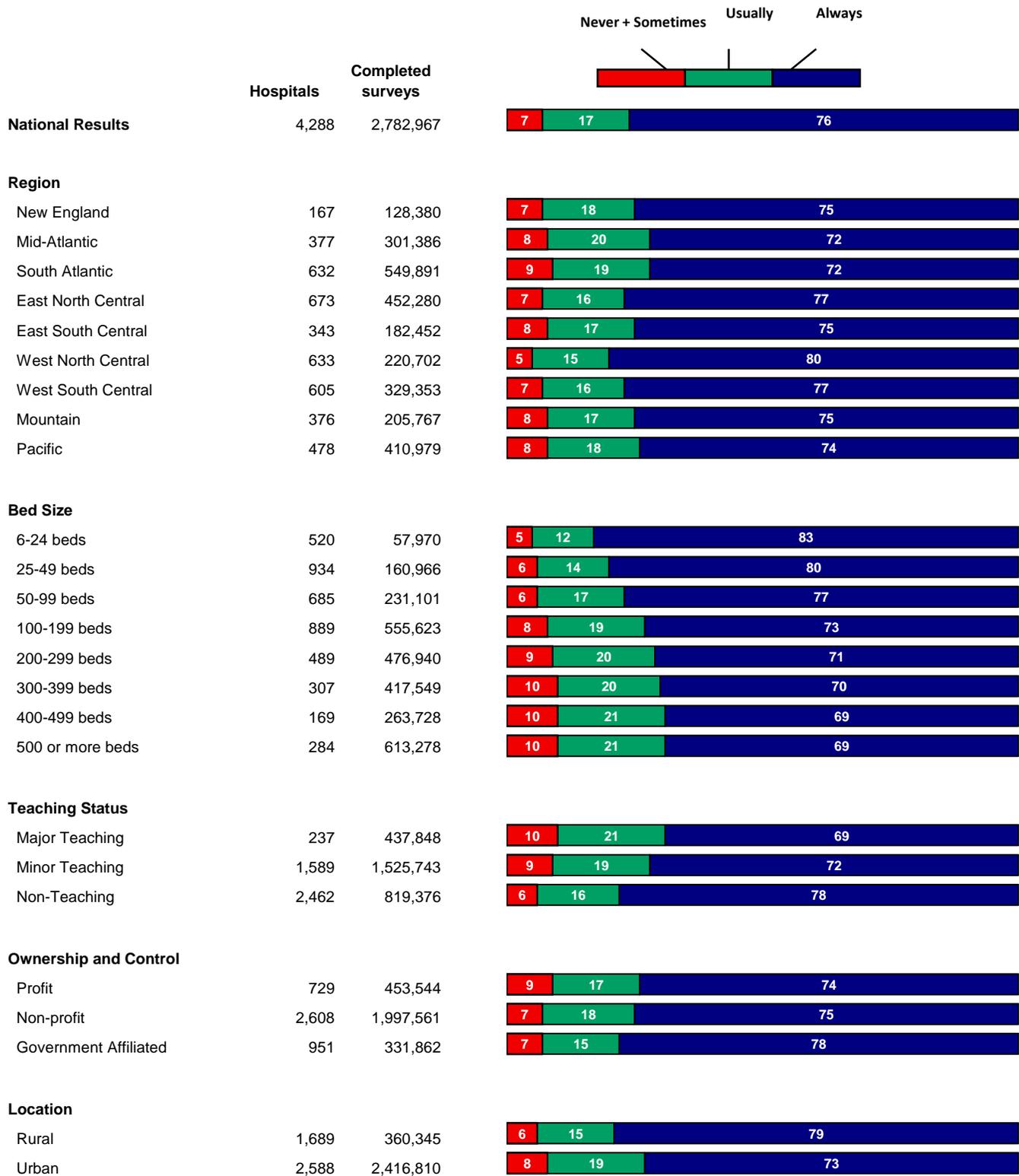
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2018 and June 2019)



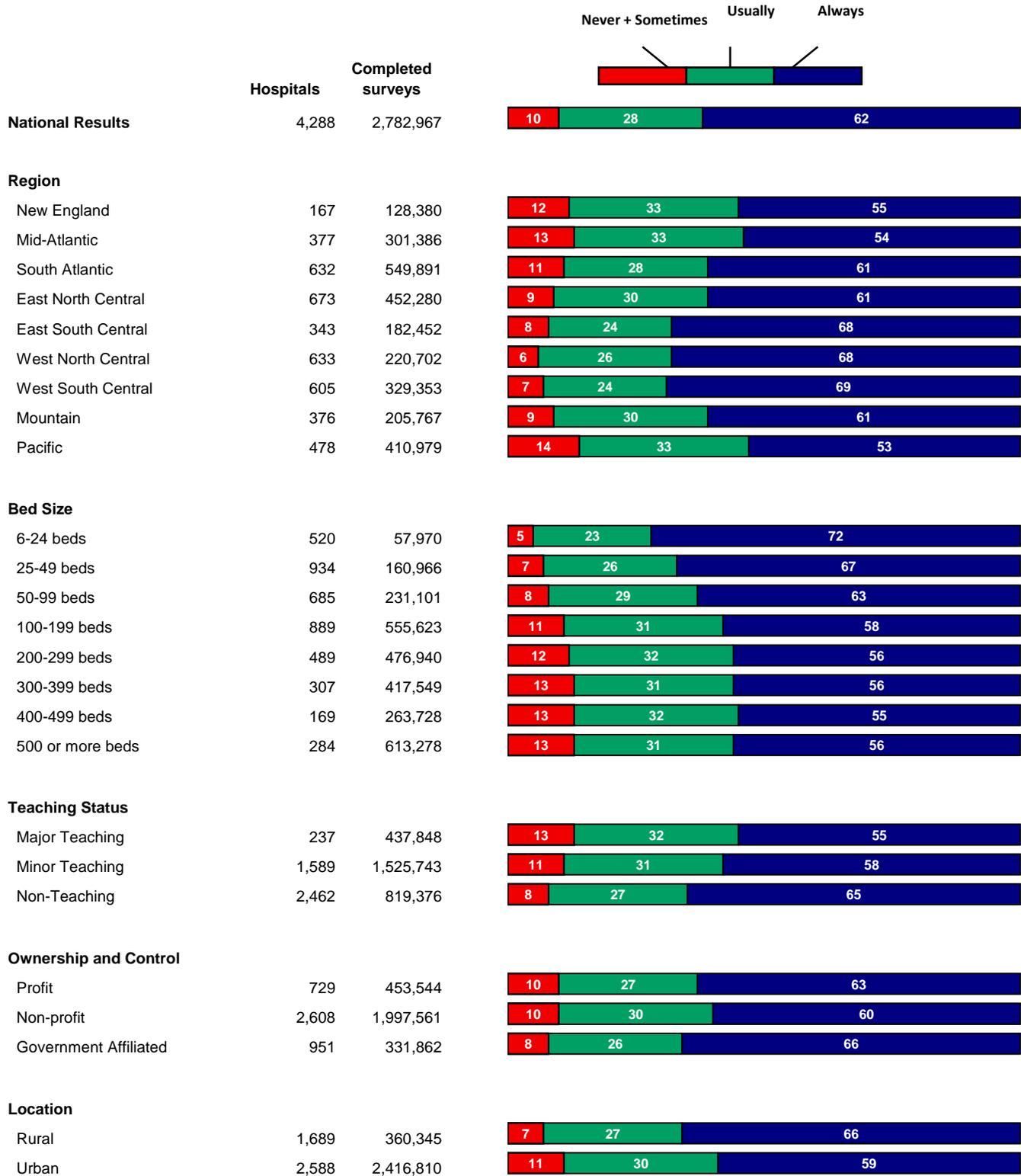
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2018 and June 2019)



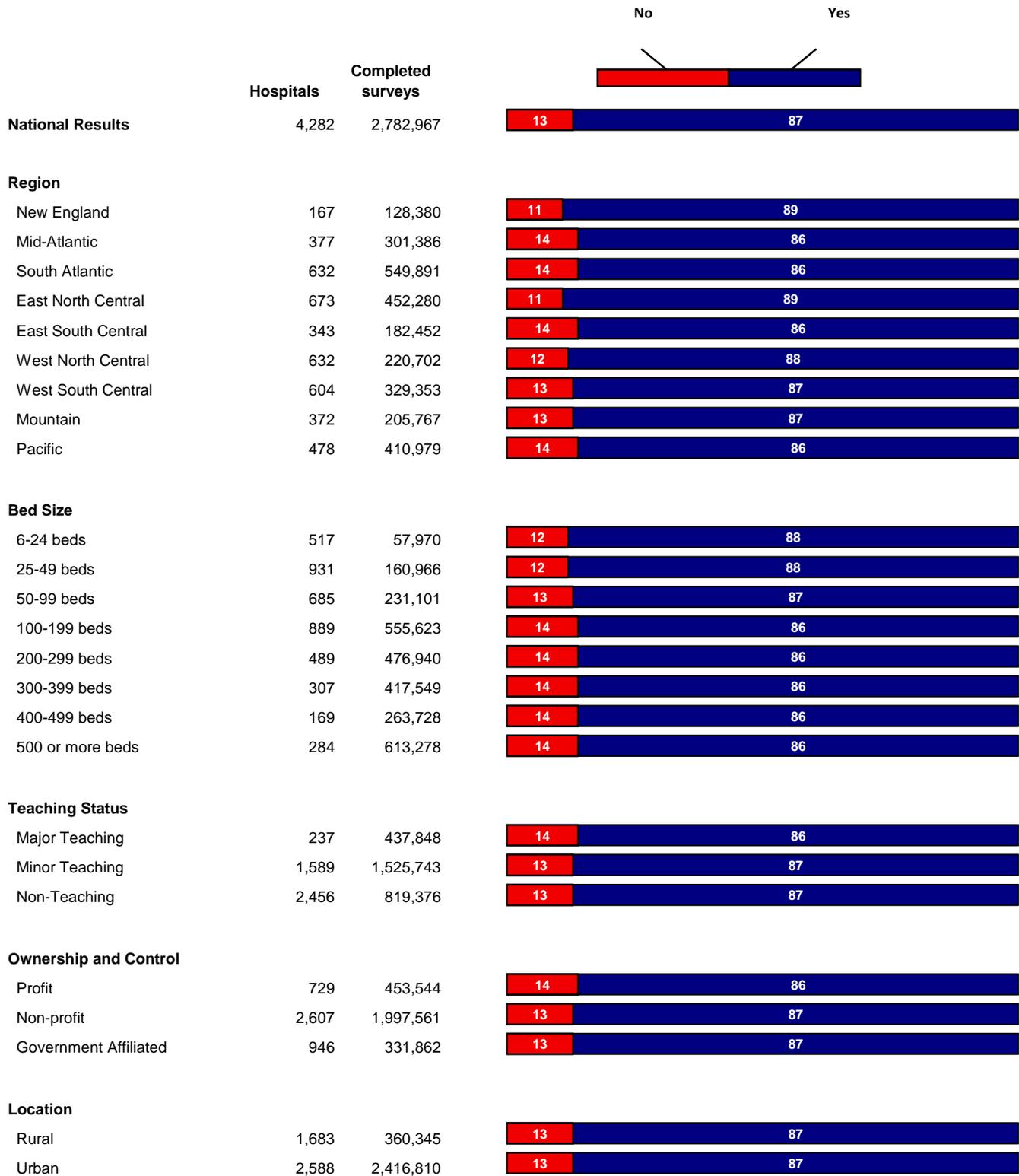
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2018 and June 2019)



HCAHPS: Discharge Information

(Represents patients discharged between July 2018 and June 2019)



HCAHPS: Care Transition

(Represents patients discharged between July 2018 and June 2019)



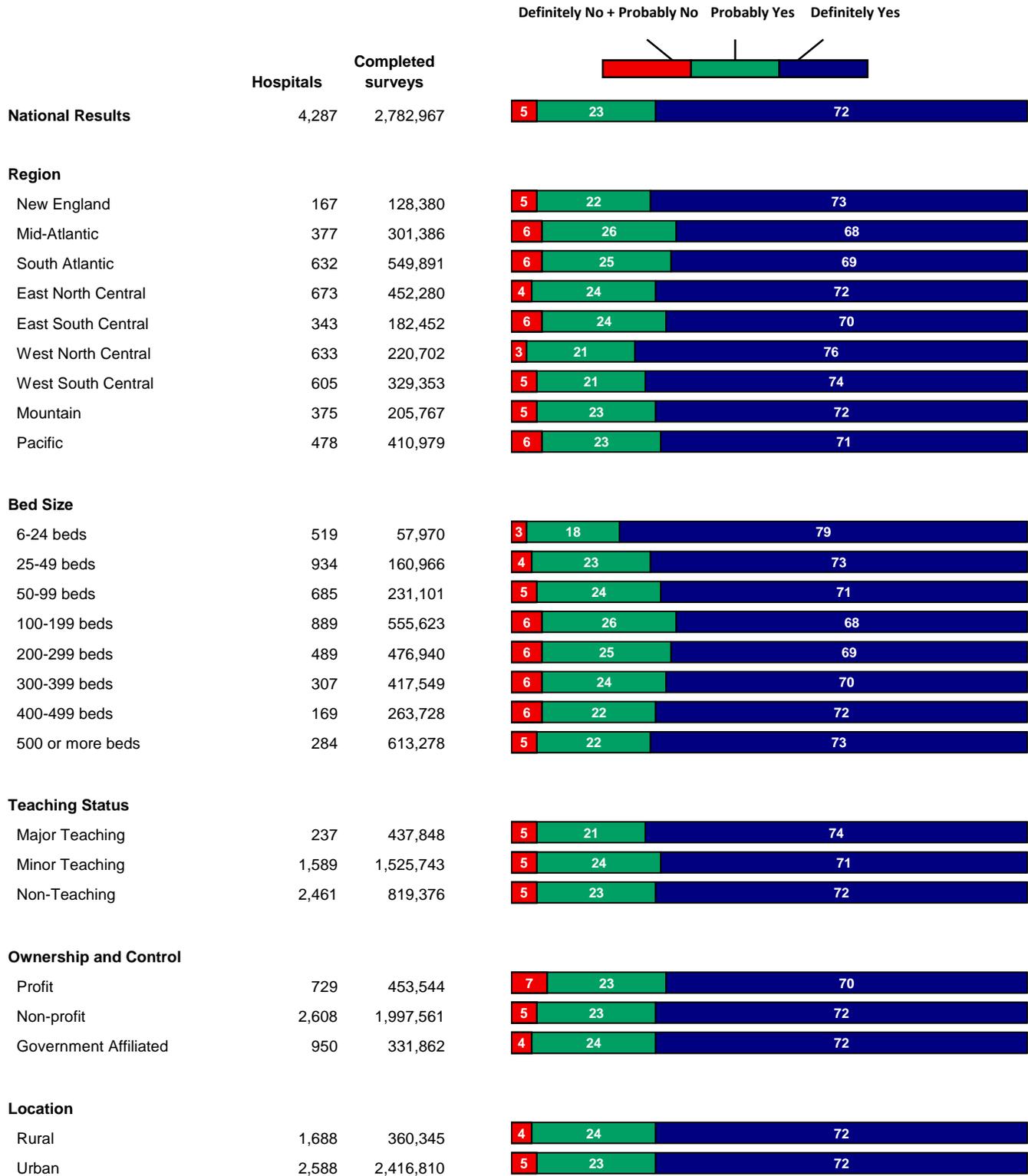
HCAHPS: Hospital Rating

(Represents patients discharged between July 2018 and June 2019)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2018 and June 2019)



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); see "AHA Hospital Survey: 2019".

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.