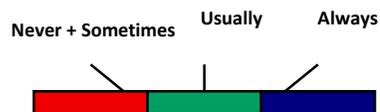


HCAHPS: Communication with Nurses

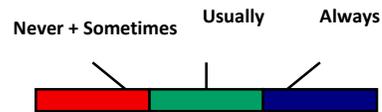
(Represents patients discharged between July 2022 and June 2023)



| | Hospitals | Completed surveys | Never + Sometimes | Usually | Always |
|------------------------------|-----------|-------------------|-------------------|---------|--------|
| National Results | 4,244 | 2,243,383 | 5 | 16 | 79 |
| Region | | | | | |
| 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 |
| East 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 |
| Bed Size | | | | | |
| 6-24 beds | 595 | 48,731 | 2 | 12 | 86 |
| 25-49 beds | 942 | 132,602 | 3 | 15 | 82 |
| 50-99 beds | 646 | 191,285 | 4 | 16 | 80 |
| 100-199 beds | 833 | 468,512 | 6 | 18 | 76 |
| 200-299 beds | 471 | 374,028 | 6 | 19 | 75 |
| 300-399 beds | 294 | 308,335 | 6 | 20 | 74 |
| 400-499 beds | 166 | 204,116 | 7 | 19 | 74 |
| 500 or more beds | 297 | 515,774 | 6 | 19 | 75 |
| Teaching Status | | | | | |
| Major Teaching | 227 | 375,941 | 6 | 18 | 76 |
| Minor Teaching | 1,714 | 1,281,931 | 6 | 18 | 76 |
| Non-Teaching | 2,303 | 585,511 | 4 | 15 | 81 |
| Ownership and Control | | | | | |
| Profit | 687 | 302,772 | 6 | 17 | 77 |
| Non-profit | 2,606 | 1,632,916 | 5 | 16 | 79 |
| Government Affiliated | 951 | 307,695 | 4 | 15 | 81 |
| Location | | | | | |
| Rural | 1,666 | 292,680 | 3 | 15 | 82 |
| Urban | 2,553 | 1,940,598 | 5 | 18 | 77 |

HCAHPS: Communication with Doctors

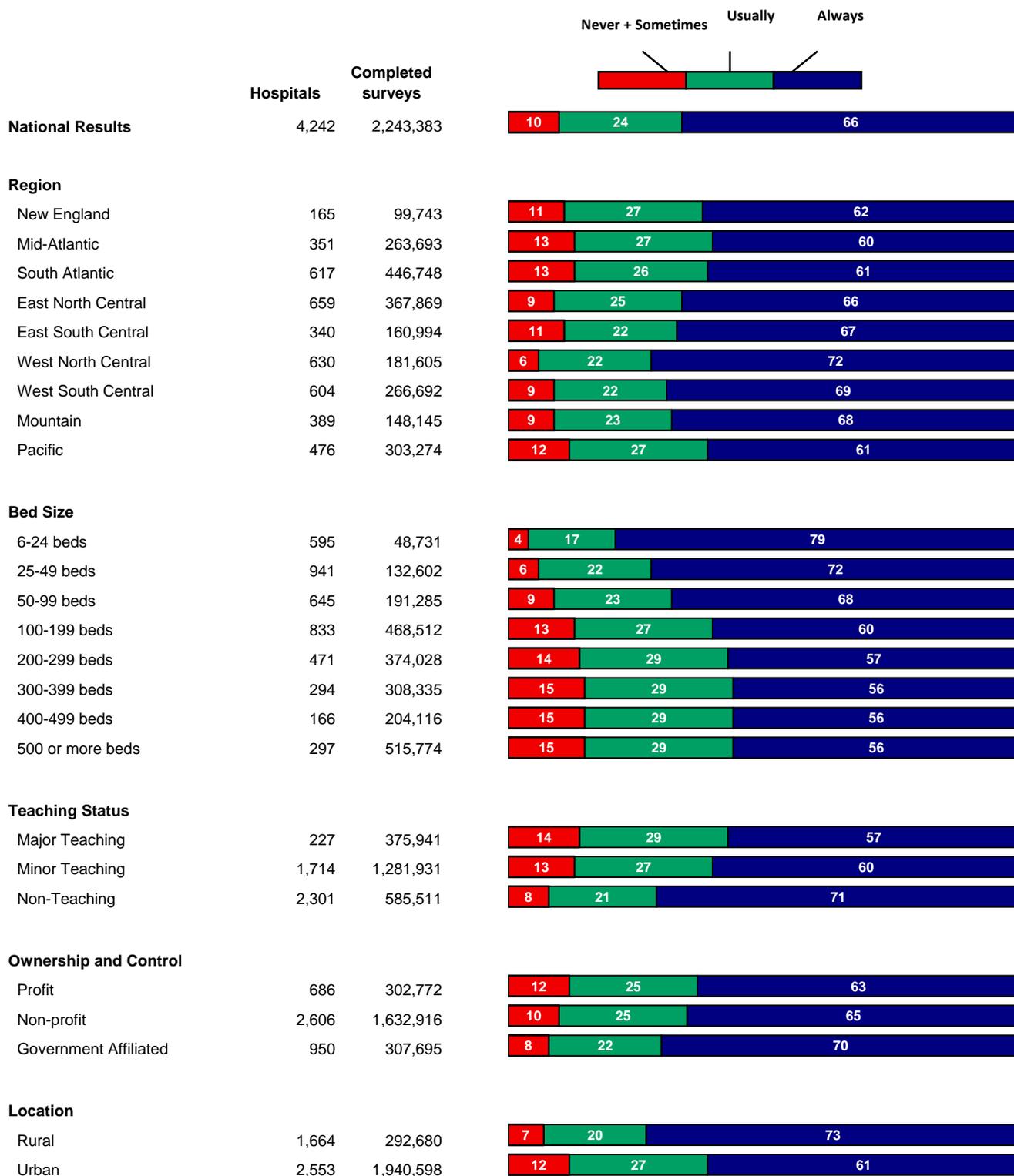
(Represents patients discharged between July 2022 and June 2023)



| | Hospitals | Completed surveys | Never + Sometimes | Usually | Always |
|------------------------------|-----------|-------------------|-------------------|---------|--------|
| National Results | 4,242 | 2,243,383 | 5 | 16 | 79 |
| Region | | | | | |
| 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 |
| East South Central | 340 | 160,994 | 5 | 13 | 82 |
| West North Central | 630 | 181,605 | 3 | 14 | 83 |
| West South Central | 605 | 266,692 | 5 | 13 | 82 |
| Mountain | 388 | 148,145 | 5 | 15 | 80 |
| Pacific | 476 | 303,274 | 7 | 17 | 76 |
| Bed Size | | | | | |
| 6-24 beds | 595 | 48,731 | 3 | 12 | 85 |
| 25-49 beds | 941 | 132,602 | 4 | 13 | 83 |
| 50-99 beds | 645 | 191,285 | 5 | 15 | 80 |
| 100-199 beds | 833 | 468,512 | 6 | 17 | 77 |
| 200-299 beds | 471 | 374,028 | 7 | 18 | 75 |
| 300-399 beds | 294 | 308,335 | 7 | 18 | 75 |
| 400-499 beds | 166 | 204,116 | 6 | 19 | 75 |
| 500 or more beds | 297 | 515,774 | 6 | 18 | 76 |
| Teaching Status | | | | | |
| Major Teaching | 227 | 375,941 | 6 | 17 | 77 |
| Minor Teaching | 1,714 | 1,281,931 | 6 | 17 | 77 |
| Non-Teaching | 2,301 | 585,511 | 5 | 13 | 82 |
| Ownership and Control | | | | | |
| Profit | 686 | 302,772 | 7 | 16 | 77 |
| Non-profit | 2,606 | 1,632,916 | 5 | 16 | 79 |
| Government Affiliated | 950 | 307,695 | 5 | 13 | 82 |
| Location | | | | | |
| Rural | 1,664 | 292,680 | 4 | 13 | 83 |
| Urban | 2,553 | 1,940,598 | 6 | 17 | 77 |

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2022 and June 2023)



HCAHPS: Communication About Medicines

(Represents patients discharged between July 2022 and June 2023)

Never + Sometimes Usually Always



| | Hospitals | Completed surveys | Never + Sometimes | Usually | Always |
|------------------------------|-----------|-------------------|-------------------|---------|--------|
| National Results | 4,203 | 2,243,383 | 20 | 19 | 61 |
| Region | | | | | |
| New England | 165 | 99,743 | 21 | 19 | 60 |
| Mid-Atlantic | 351 | 263,693 | 23 | 20 | 57 |
| South Atlantic | 615 | 446,748 | 23 | 18 | 59 |
| East North Central | 656 | 367,869 | 19 | 20 | 61 |
| East South Central | 338 | 160,994 | 19 | 18 | 63 |
| West North Central | 620 | 181,605 | 16 | 19 | 65 |
| West South Central | 595 | 266,692 | 19 | 17 | 64 |
| Mountain | 379 | 148,145 | 19 | 19 | 62 |
| Pacific | 473 | 303,274 | 22 | 20 | 58 |
| Bed Size | | | | | |
| 6-24 beds | 575 | 48,731 | 14 | 17 | 69 |
| 25-49 beds | 926 | 132,602 | 16 | 18 | 66 |
| 50-99 beds | 642 | 191,285 | 19 | 19 | 62 |
| 100-199 beds | 832 | 468,512 | 23 | 19 | 58 |
| 200-299 beds | 471 | 374,028 | 24 | 20 | 56 |
| 300-399 beds | 294 | 308,335 | 24 | 20 | 56 |
| 400-499 beds | 166 | 204,116 | 25 | 19 | 56 |
| 500 or more beds | 297 | 515,774 | 24 | 19 | 57 |
| Teaching Status | | | | | |
| Major Teaching | 227 | 375,941 | 23 | 19 | 58 |
| Minor Teaching | 1,712 | 1,281,931 | 23 | 19 | 58 |
| Non-Teaching | 2,264 | 585,511 | 18 | 18 | 64 |
| Ownership and Control | | | | | |
| Profit | 683 | 302,772 | 22 | 18 | 60 |
| Non-profit | 2,590 | 1,632,916 | 20 | 19 | 61 |
| Government Affiliated | 930 | 307,695 | 18 | 18 | 64 |
| Location | | | | | |
| Rural | 1,631 | 292,680 | 17 | 18 | 65 |
| Urban | 2,547 | 1,940,598 | 22 | 19 | 59 |

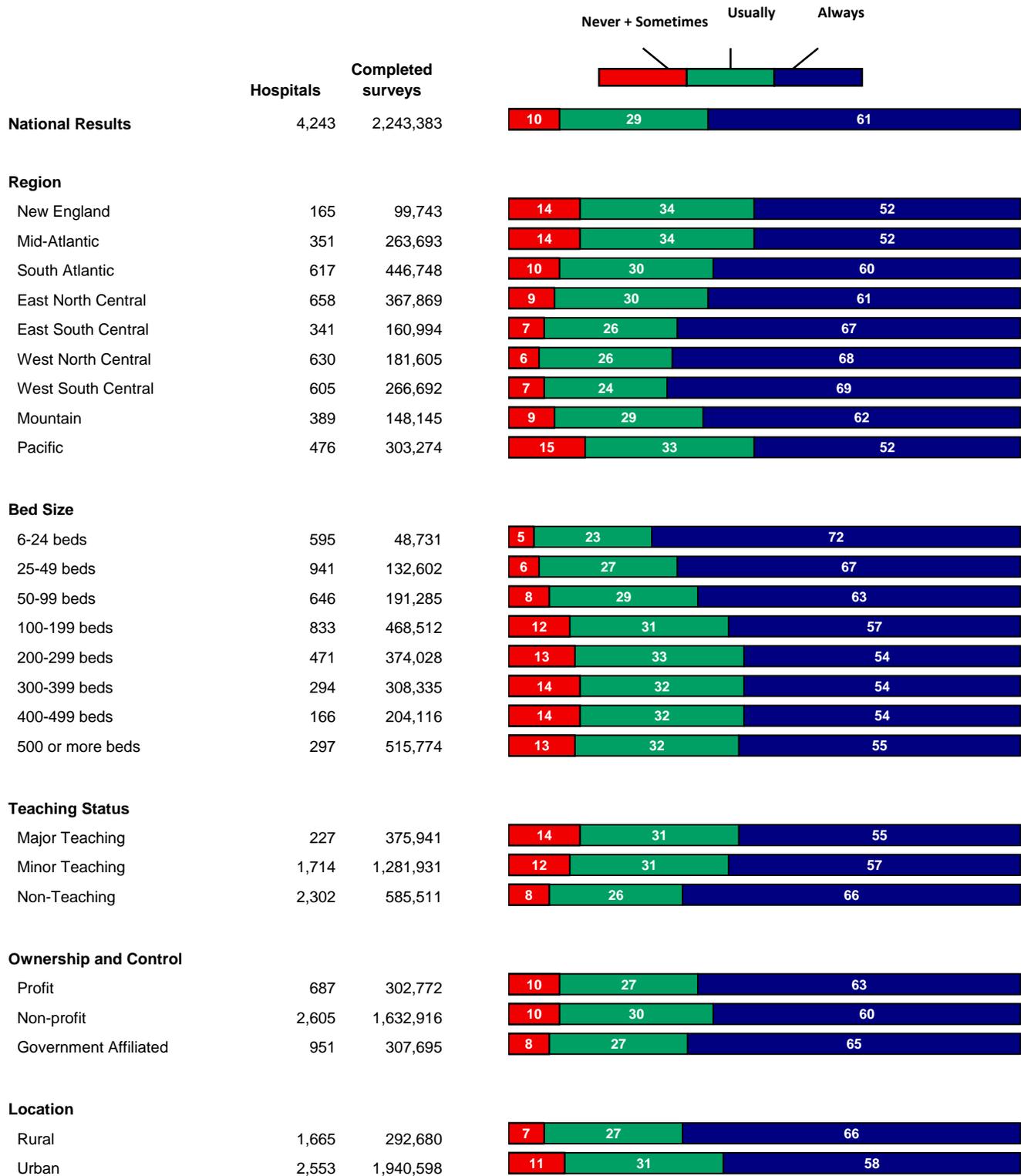
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2022 and June 2023)



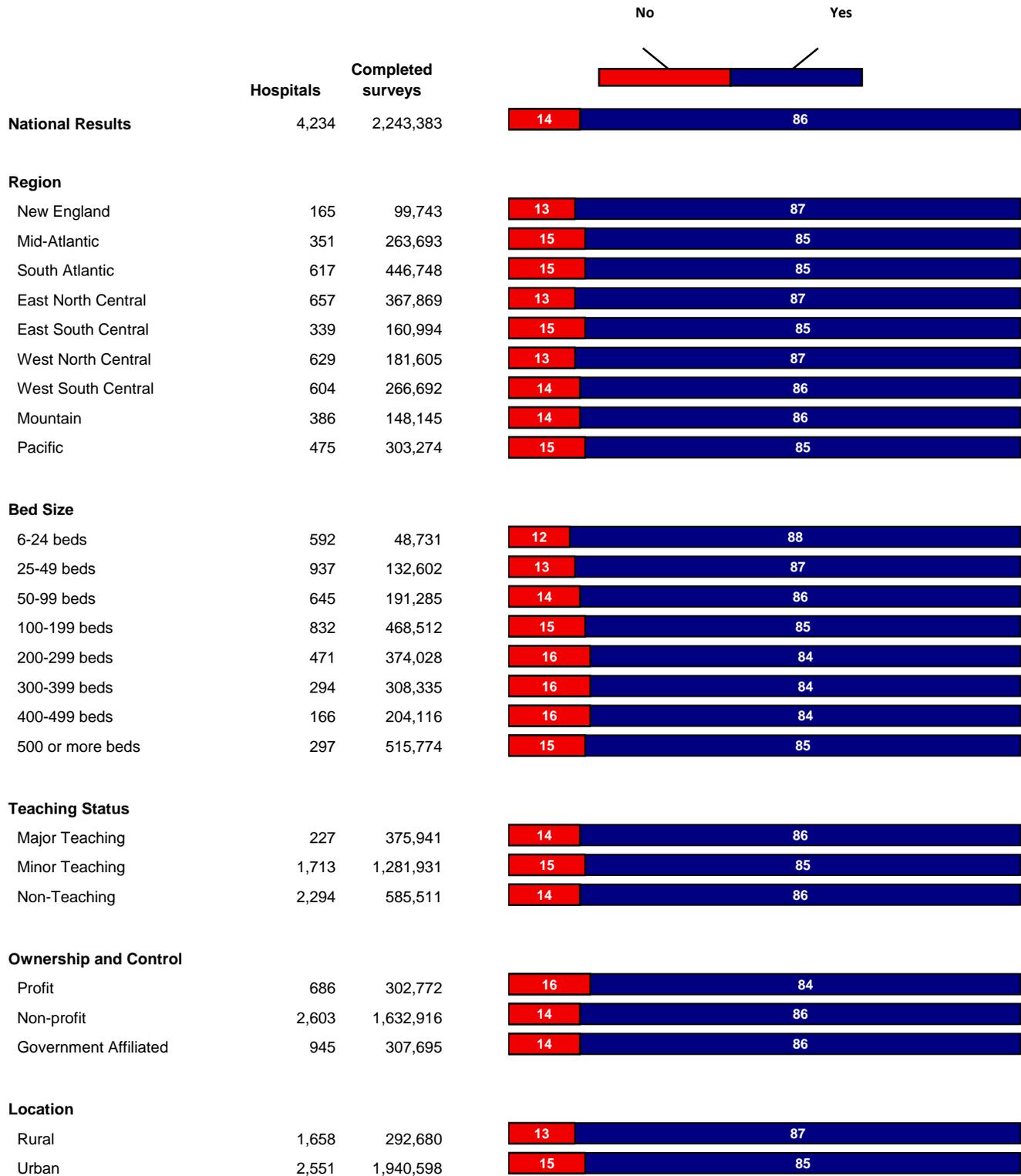
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2022 and June 2023)



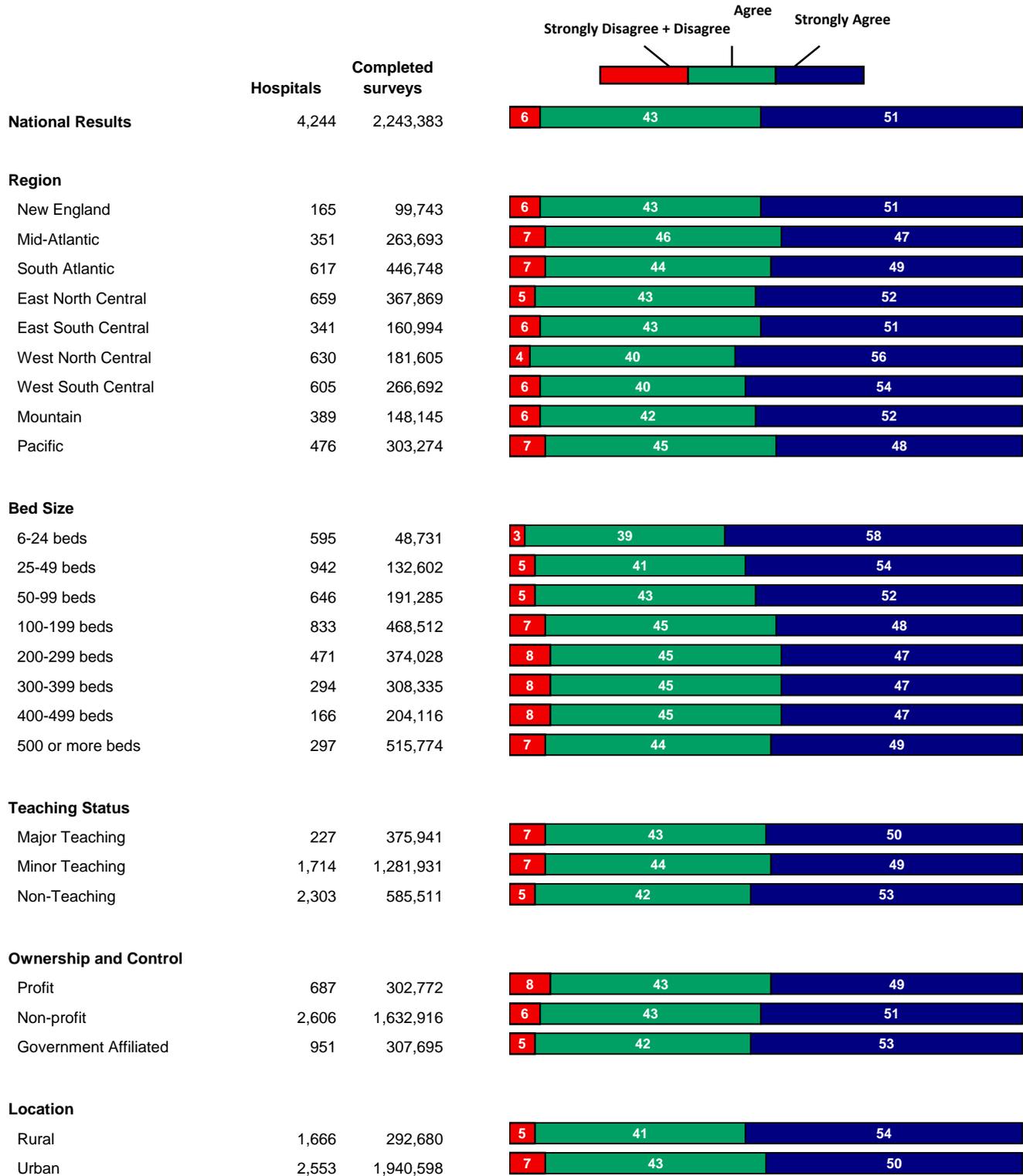
HCAHPS: Discharge Information

(Represents patients discharged between July 2022 and June 2023)



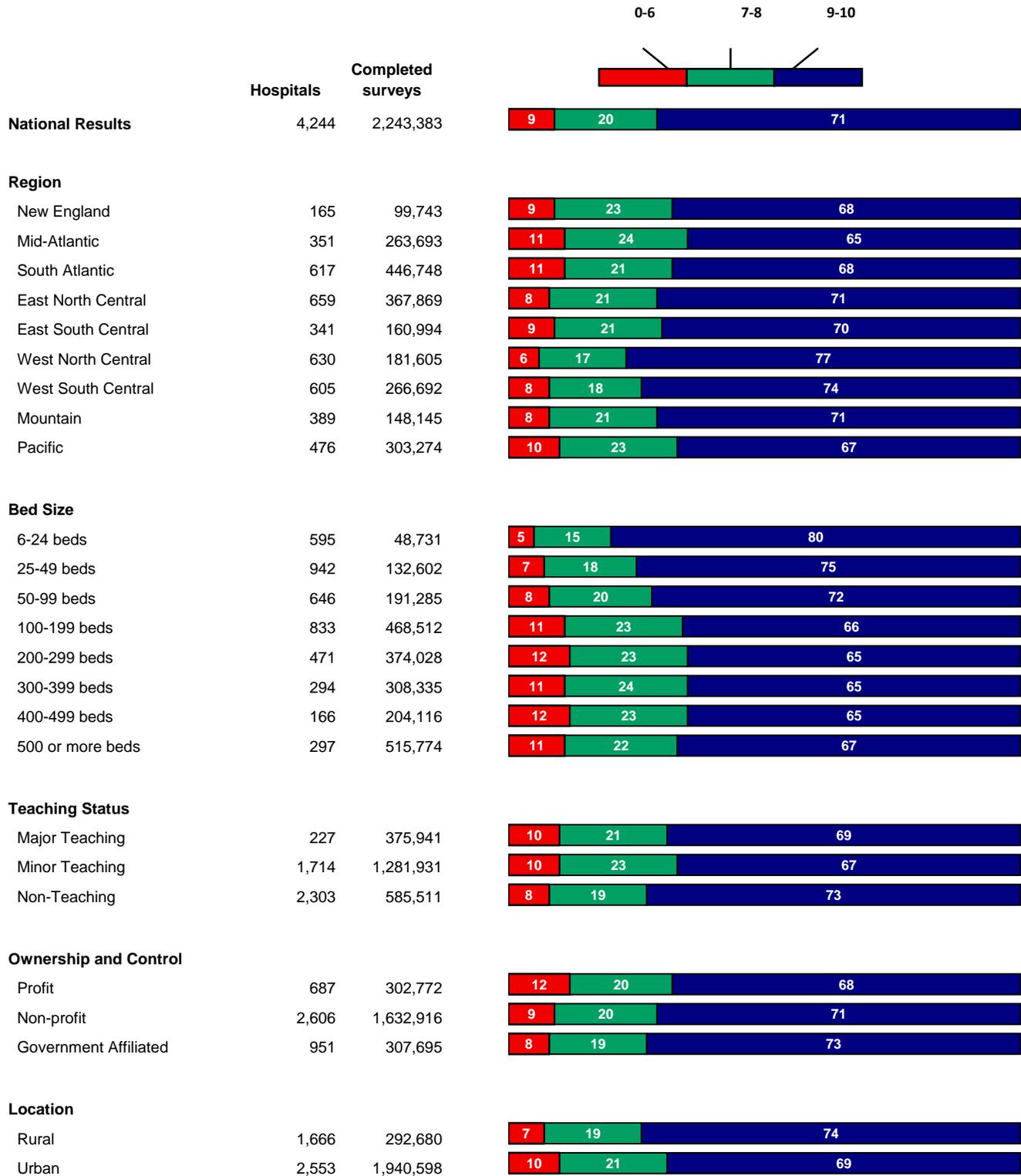
HCAHPS: Care Transition

(Represents patients discharged between July 2022 and June 2023)



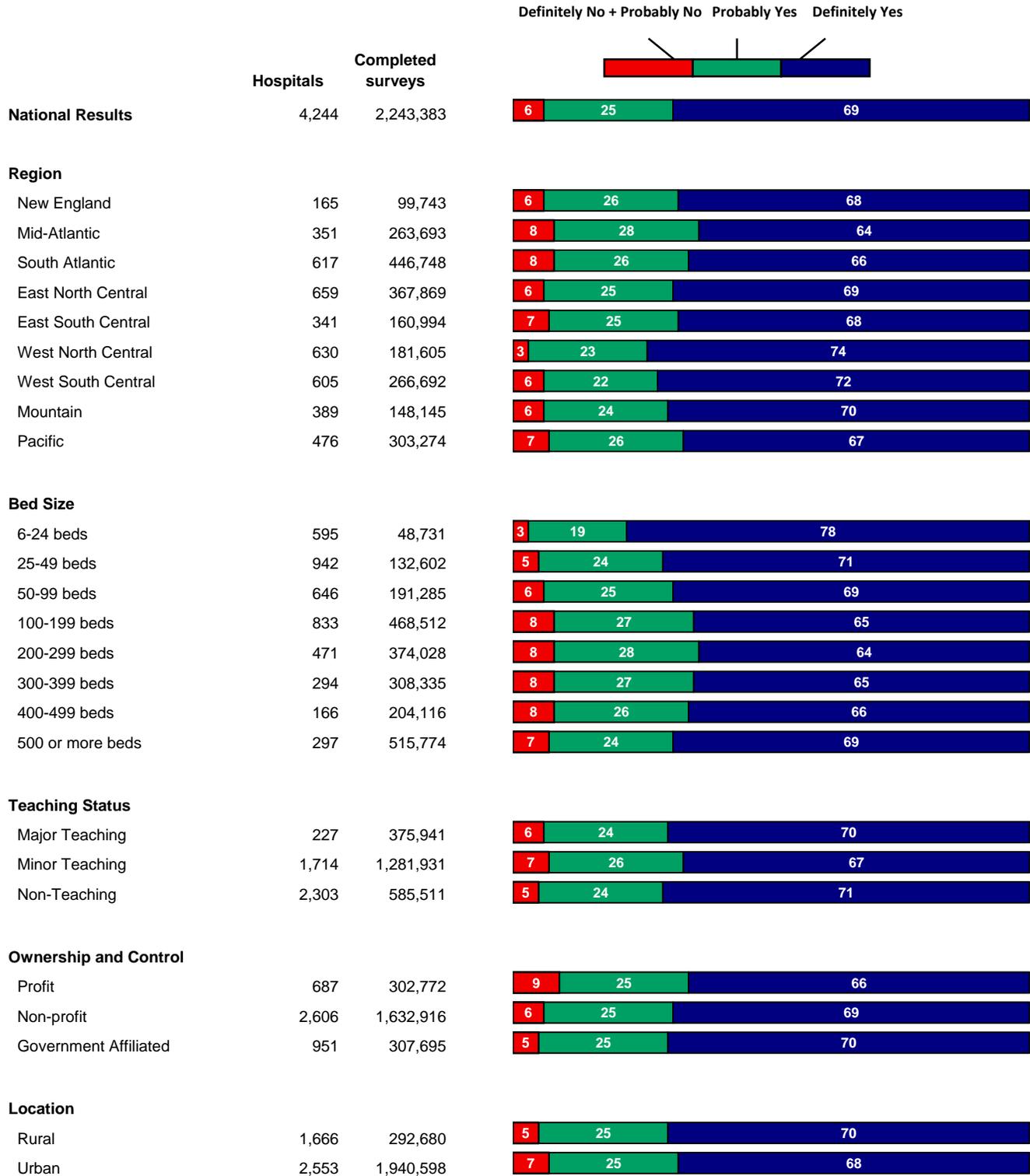
HCAHPS: Hospital Rating

(Represents patients discharged between July 2022 and June 2023)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2022 and June 2023)



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.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.