

# HCAHPS: Communication with Nurses

(Represents patients discharged between July 2010 and June 2011)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	3,851	2,786,920	5%	18%	77%
<b>Region</b>					
New England	175	135,576	4%	18%	78%
Mid-Atlantic	377	309,150	6%	20%	74%
South Atlantic	604	481,446	6%	18%	76%
East North Central	629	513,879	4%	18%	78%
East South Central	333	183,137	5%	16%	79%
West North Central	416	224,253	4%	18%	79%
West South Central	554	335,269	5%	17%	78%
Mountain	282	195,342	5%	19%	76%
Pacific	435	389,675	6%	22%	72%
<b>Bed Size</b>					
6-24 beds	260	50,148	4%	13%	84%
25-49 beds	638	183,496	4%	16%	80%
50-99 beds	655	298,787	5%	17%	78%
100-199 beds	923	625,341	6%	19%	75%
200-299 beds	541	518,765	6%	20%	74%
300-399 beds	340	394,886	6%	20%	74%
400-499 beds	175	203,884	6%	20%	74%
500 or more beds	273	492,420	6%	20%	74%
<b>Teaching Status</b>					
Major teaching	274	440,165	6%	20%	74%
Minor teaching	793	772,105	5%	20%	75%
Non-teaching	2,738	1,555,457	5%	18%	77%
<b>Ownership and Control</b>					
Profit	742	467,199	6%	18%	76%
Non-profit	2,380	1,992,609	5%	18%	77%
Government Affiliated	683	307,919	5%	18%	77%
<b>Location</b>					
Rural	1,352	500,682	4%	17%	79%
Urban	2,453	2,267,045	6%	19%	75%

# HCAHPS: Communication with Doctors

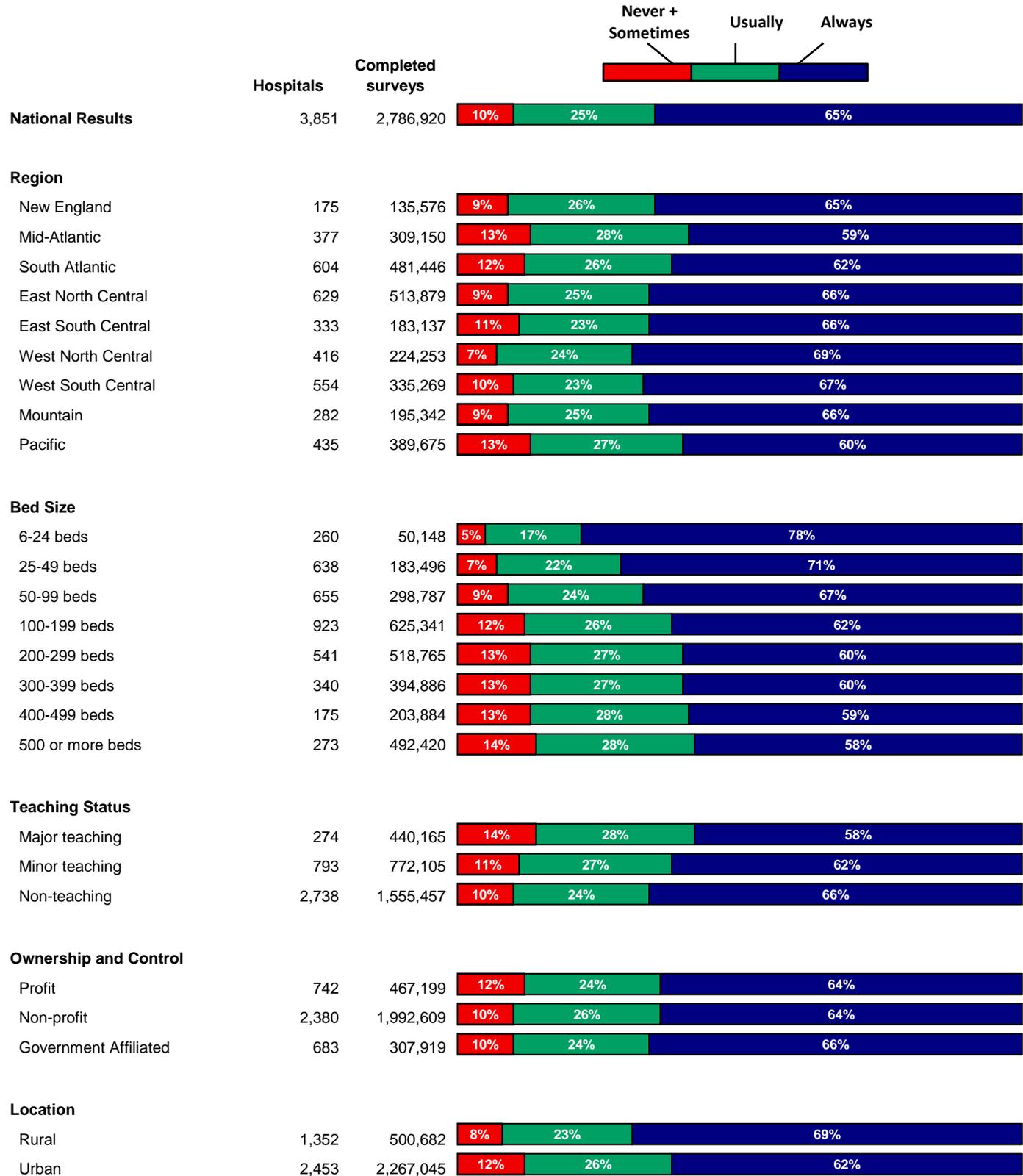
(Represents patients discharged between July 2010 and June 2011)



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# HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2010 and June 2011)



# HCAHPS: Pain Management

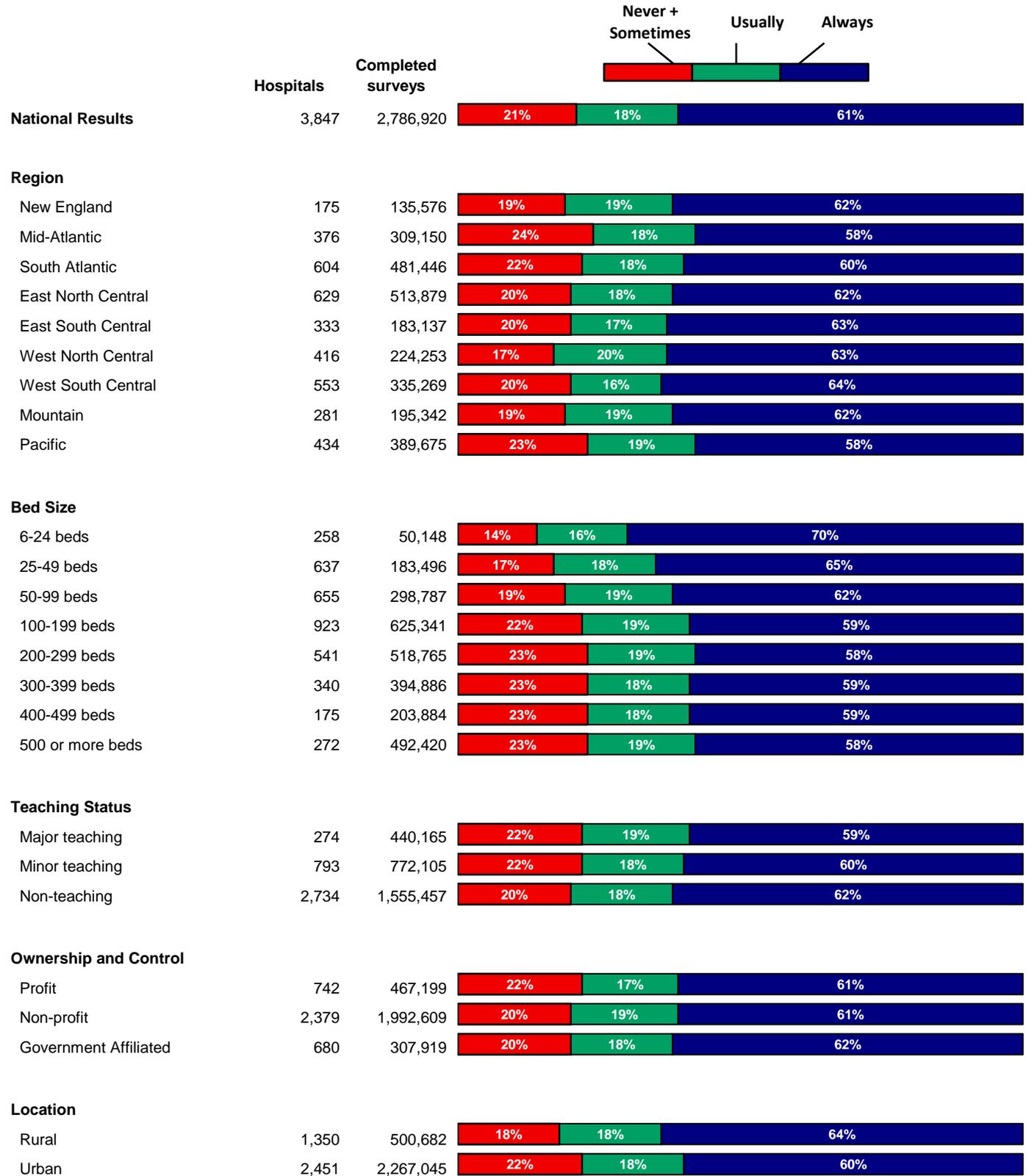
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# HCAHPS: Communication About Medicines

(Represents patients discharged between July 2010 and June 2011)



# HCAHPS: Cleanliness of Hospital Environment

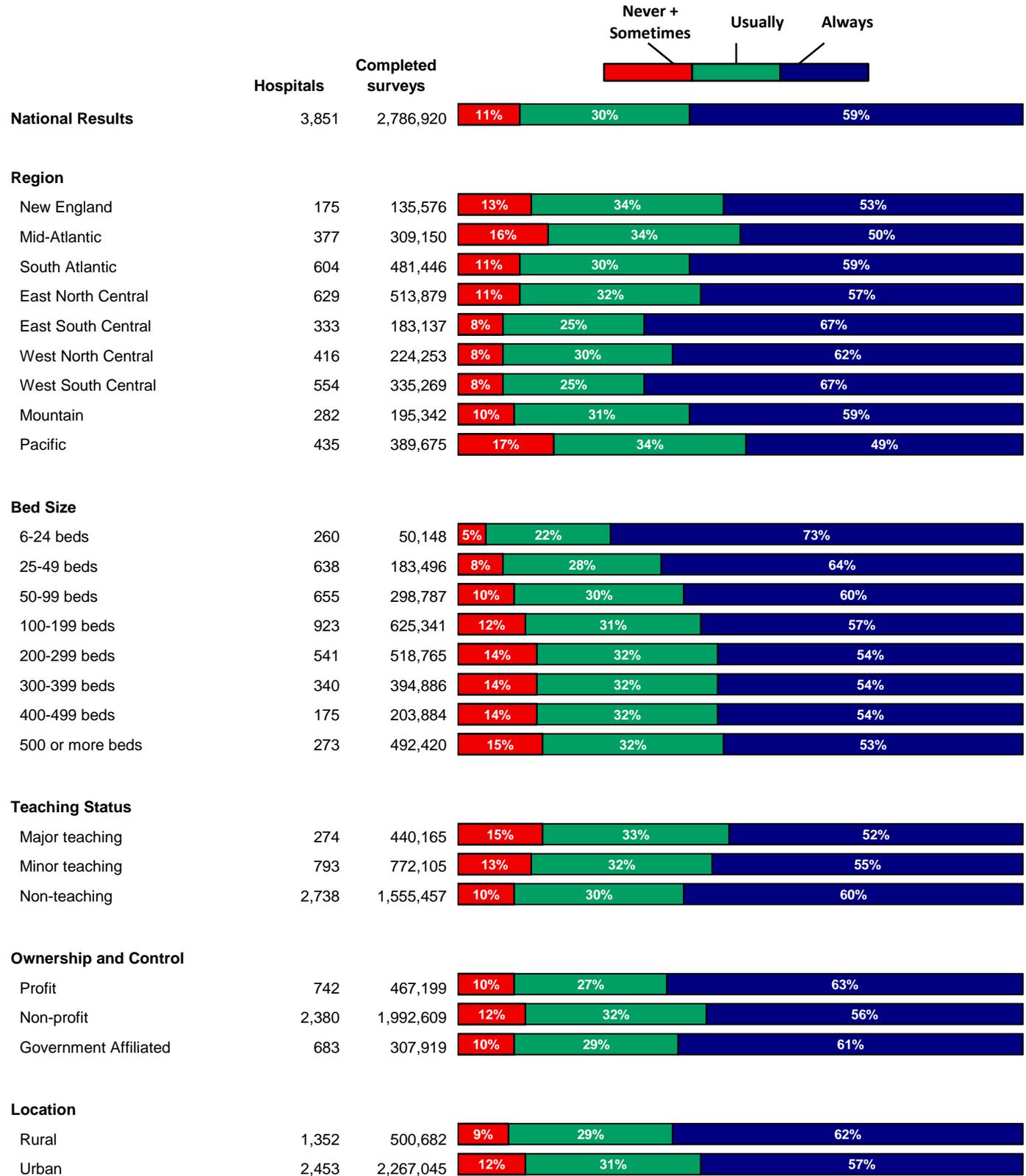
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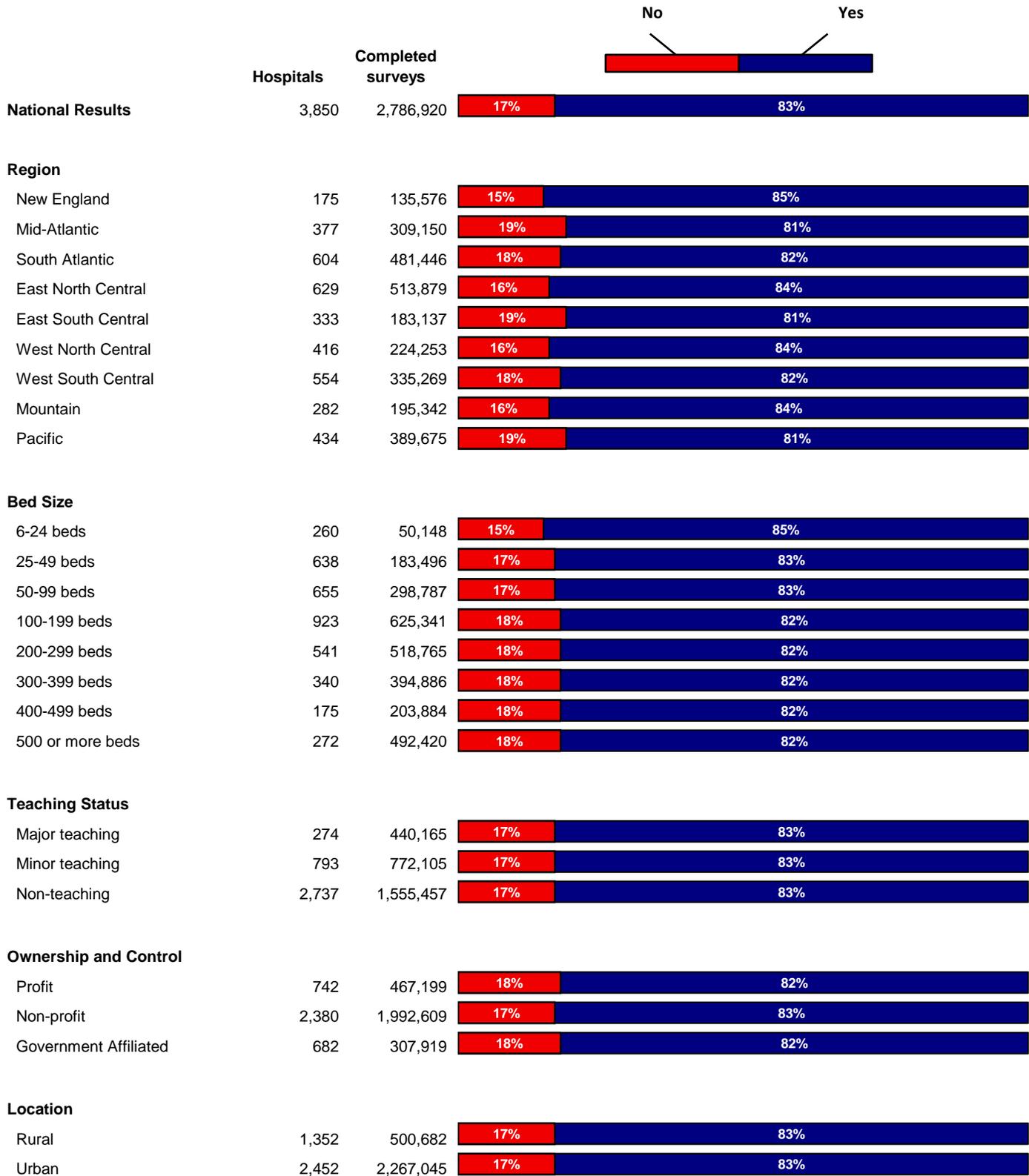
# HCAHPS: Quietness of Hospital Environment

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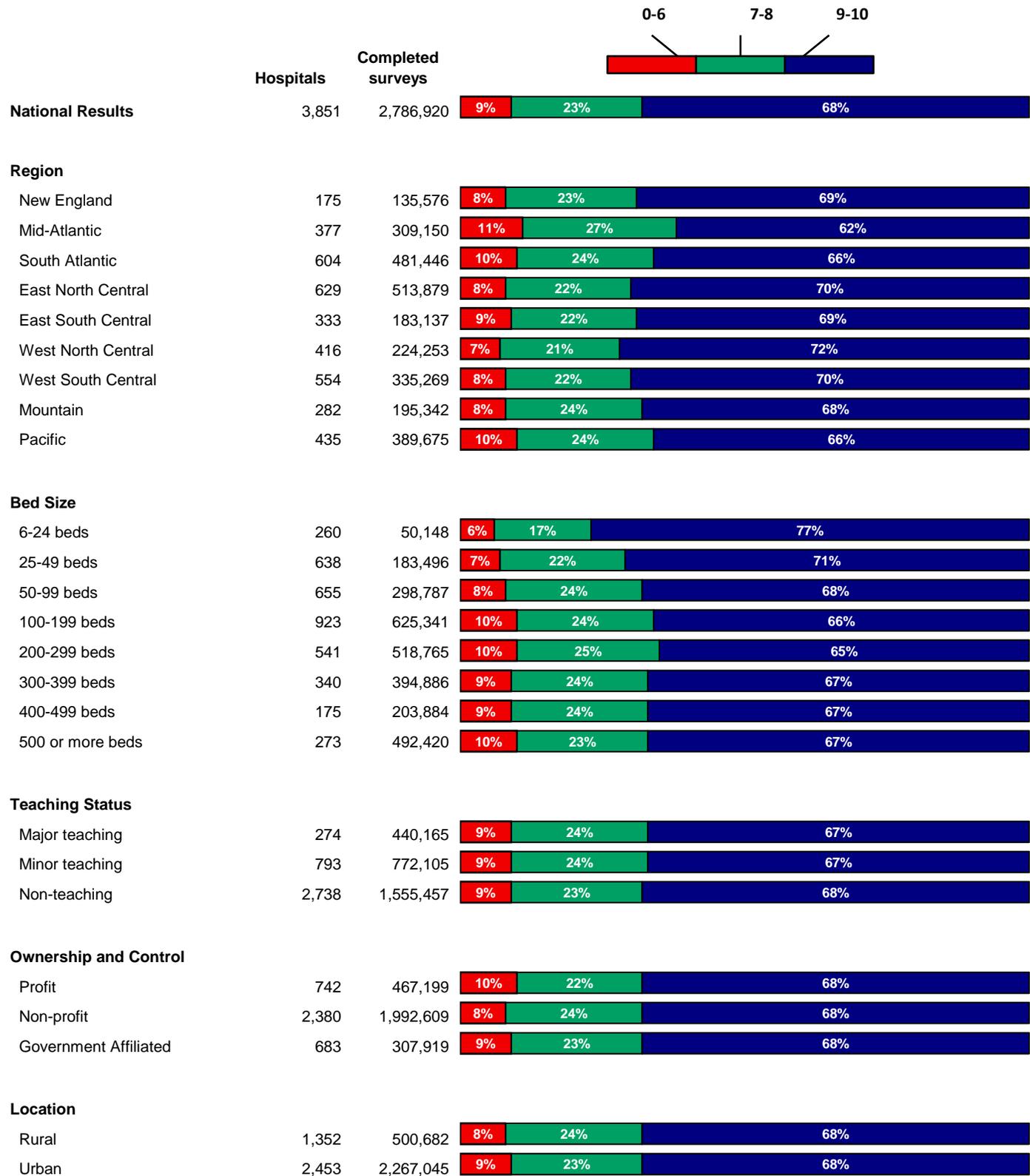
# HCAHPS: Discharge Information

(Represents patients discharged between July 2010 and June 2011)



# HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2010 and June 2011)



# HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2010 and June 2011)

Definitely No + Probably No      Probably Yes      Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
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## 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 2010 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2012".

### 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).