

# HCAHPS: Communication with Nurses

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,182	3,162,076	4%	17%	79%
<b>Region</b>					
New England	169	139,788	4%	15%	81%
Mid-Atlantic	386	334,719	5%	18%	77%
South Atlantic	623	596,906	5%	17%	78%
East North Central	673	521,060		16%	81%
East South Central	354	217,482	5%	14%	81%
West North Central	540	235,872		15%	82%
West South Central	588	383,618	4%	15%	81%
Mountain	336	261,879	4%	18%	78%
Pacific	477	457,793	5%	19%	76%
<b>Bed Size</b>					
6-24 beds	413	56,815		12%	85%
25-49 beds	855	176,778		15%	82%
50-99 beds	672	274,815	4%	16%	80%
100-199 beds	933	671,048	5%	17%	78%
200-299 beds	504	571,287	5%	18%	77%
300-399 beds	309	440,156	5%	18%	77%
400-499 beds	182	310,187	5%	19%	76%
500 or more beds	267	641,870	5%	18%	77%
<b>Teaching Status</b>					
Major Teaching	235	465,764	5%	18%	77%
Minor Teaching	1,397	1,576,244	5%	17%	78%
Non-Teaching	2,503	1,100,948	4%	16%	80%
<b>Ownership and Control</b>					
Profit	780	533,075	6%	16%	78%
Non-profit	2,523	2,242,537	4%	16%	80%
Government Affiliated	554	293,237	4%	16%	80%
<b>Location</b>					
Rural	1,544	426,548	4%	15%	81%
Urban	2,591	2,716,408	5%	17%	78%

# HCAHPS: Communication with Doctors

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,181	3,162,076	4%	14%	82%
<b>Region</b>					
New England	169	139,788	4%	15%	81%
Mid-Atlantic	386	334,719	5%	16%	79%
South Atlantic	623	596,906	5%	14%	81%
East North Central	673	521,060	4%	14%	82%
East South Central	354	217,482	4%	11%	85%
West North Central	540	235,872	4%	13%	84%
West South Central	588	383,618	4%	12%	84%
Mountain	335	261,879	4%	16%	80%
Pacific	477	457,793	5%	16%	79%
<b>Bed Size</b>					
6-24 beds	412	56,815	4%	11%	86%
25-49 beds	855	176,778	4%	12%	85%
50-99 beds	672	274,815	4%	13%	83%
100-199 beds	933	671,048	5%	15%	80%
200-299 beds	504	571,287	5%	16%	79%
300-399 beds	309	440,156	5%	16%	79%
400-499 beds	182	310,187	5%	17%	78%
500 or more beds	267	641,870	5%	16%	79%
<b>Teaching Status</b>					
Major Teaching	235	465,764	5%	16%	79%
Minor Teaching	1,397	1,576,244	5%	15%	80%
Non-Teaching	2,502	1,100,948	4%	13%	83%
<b>Ownership and Control</b>					
Profit	780	533,075	5%	14%	81%
Non-profit	2,523	2,242,537	4%	15%	81%
Government Affiliated	553	293,237	4%	13%	83%
<b>Location</b>					
Rural	1,543	426,548	4%	13%	84%
Urban	2,591	2,716,408	5%	15%	80%

# HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,180	3,162,076	9%	23%	68%
<b>Region</b>					
New England	169	139,788	8%	24%	68%
Mid-Atlantic	386	334,719	11%	25%	64%
South Atlantic	623	596,906	11%	24%	65%
East North Central	673	521,060	7%	23%	70%
East South Central	354	217,482	10%	21%	69%
West North Central	540	235,872	5%	22%	73%
West South Central	588	383,618	9%	21%	70%
Mountain	336	261,879	8%	23%	69%
Pacific	475	457,793	10%	26%	64%
<b>Bed Size</b>					
6-24 beds	411	56,815	4%	16%	80%
25-49 beds	855	176,778	6%	20%	74%
50-99 beds	672	274,815	8%	23%	69%
100-199 beds	933	671,048	10%	25%	65%
200-299 beds	504	571,287	11%	26%	63%
300-399 beds	309	440,156	11%	27%	62%
400-499 beds	182	310,187	12%	27%	61%
500 or more beds	267	641,870	12%	26%	62%
<b>Teaching Status</b>					
Major Teaching	235	465,764	12%	26%	62%
Minor Teaching	1,396	1,576,244	10%	25%	65%
Non-Teaching	2,502	1,100,948	8%	22%	70%
<b>Ownership and Control</b>					
Profit	780	533,075	10%	23%	67%
Non-profit	2,523	2,242,537	9%	23%	68%
Government Affiliated	552	293,237	8%	22%	70%
<b>Location</b>					
Rural	1,543	426,548	7%	21%	72%
Urban	2,590	2,716,408	10%	25%	65%

# HCAHPS: Pain Management

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,172	3,162,076	7%	22%	71%
<b>Region</b>					
New England	168	139,788	6%	23%	71%
Mid-Atlantic	386	334,719	8%	23%	69%
South Atlantic	622	596,906	8%	22%	70%
East North Central	673	521,060	6%	22%	72%
East South Central	354	217,482	8%	20%	72%
West North Central	539	235,872	5%	23%	72%
West South Central	586	383,618	6%	21%	73%
Mountain	333	261,879	6%	24%	70%
Pacific	475	457,793	7%	24%	69%
<b>Bed Size</b>					
6-24 beds	406	56,815	5%	19%	76%
25-49 beds	854	176,778	6%	21%	73%
50-99 beds	670	274,815	6%	23%	71%
100-199 beds	933	671,048	7%	23%	70%
200-299 beds	504	571,287	7%	24%	69%
300-399 beds	309	440,156	7%	24%	69%
400-499 beds	182	310,187	8%	24%	68%
500 or more beds	267	641,870	7%	24%	69%
<b>Teaching Status</b>					
Major Teaching	235	465,764	7%	24%	69%
Minor Teaching	1,396	1,576,244	7%	23%	70%
Non-Teaching	2,494	1,100,948	6%	22%	72%
<b>Ownership and Control</b>					
Profit	780	533,075	8%	21%	71%
Non-profit	2,520	2,242,537	6%	23%	71%
Government Affiliated	548	293,237	6%	22%	72%
<b>Location</b>					
Rural	1,537	426,548	6%	22%	72%
Urban	2,588	2,716,408	7%	23%	70%

# HCAHPS: Communication About Medicines

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,160	3,162,076	18%	17%	65%
<b>Region</b>					
New England	168	139,788	17%	18%	65%
Mid-Atlantic	385	334,719	21%	18%	61%
South Atlantic	622	596,906	20%	17%	63%
East North Central	673	521,060	17%	17%	66%
East South Central	354	217,482	18%	16%	66%
West North Central	533	235,872	15%	19%	66%
West South Central	586	383,618	17%	17%	66%
Mountain	332	261,879	17%	18%	65%
Pacific	472	457,793	19%	19%	62%
<b>Bed Size</b>					
6-24 beds	401	56,815	13%	16%	71%
25-49 beds	851	176,778	15%	17%	68%
50-99 beds	668	274,815	17%	18%	65%
100-199 beds	932	671,048	19%	18%	63%
200-299 beds	504	571,287	20%	18%	62%
300-399 beds	309	440,156	20%	18%	62%
400-499 beds	182	310,187	21%	18%	61%
500 or more beds	267	641,870	20%	18%	62%
<b>Teaching Status</b>					
Major Teaching	235	465,764	20%	18%	62%
Minor Teaching	1,396	1,576,244	19%	18%	63%
Non-Teaching	2,483	1,100,948	17%	17%	66%
<b>Ownership and Control</b>					
Profit	775	533,075	19%	17%	64%
Non-profit	2,520	2,242,537	18%	18%	64%
Government Affiliated	544	293,237	17%	17%	66%
<b>Location</b>					
Rural	1,528	426,548	16%	17%	67%
Urban	2,586	2,716,408	19%	18%	63%

# HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2014 and June 2015)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,181	3,162,076	8%	19%	73%
<b>Region</b>					
New England	169	139,788	7%	19%	74%
Mid-Atlantic	386	334,719	9%	20%	71%
South Atlantic	623	596,906	10%	19%	71%
East North Central	673	521,060	7%	17%	76%
East South Central	354	217,482	10%	17%	73%
West North Central	540	235,872	6%	17%	77%
West South Central	588	383,618	8%	18%	74%
Mountain	335	261,879	8%	19%	73%
Pacific	477	457,793	9%	20%	71%
<b>Bed Size</b>					
6-24 beds	412	56,815	6%	14%	80%
25-49 beds	855	176,778	6%	16%	78%
50-99 beds	672	274,815	8%	17%	75%
100-199 beds	933	671,048	9%	20%	71%
200-299 beds	504	571,287	10%	20%	70%
300-399 beds	309	440,156	10%	21%	69%
400-499 beds	182	310,187	11%	22%	67%
500 or more beds	267	641,870	10%	22%	68%
<b>Teaching Status</b>					
Major Teaching	235	465,764	11%	21%	68%
Minor Teaching	1,397	1,576,244	9%	20%	71%
Non-Teaching	2,502	1,100,948	8%	17%	75%
<b>Ownership and Control</b>					
Profit	780	533,075	10%	18%	72%
Non-profit	2,523	2,242,537	8%	19%	73%
Government Affiliated	553	293,237	8%	17%	75%
<b>Location</b>					
Rural	1,543	426,548	7%	16%	77%
Urban	2,591	2,716,408	9%	19%	72%

# HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2014 and June 2015)

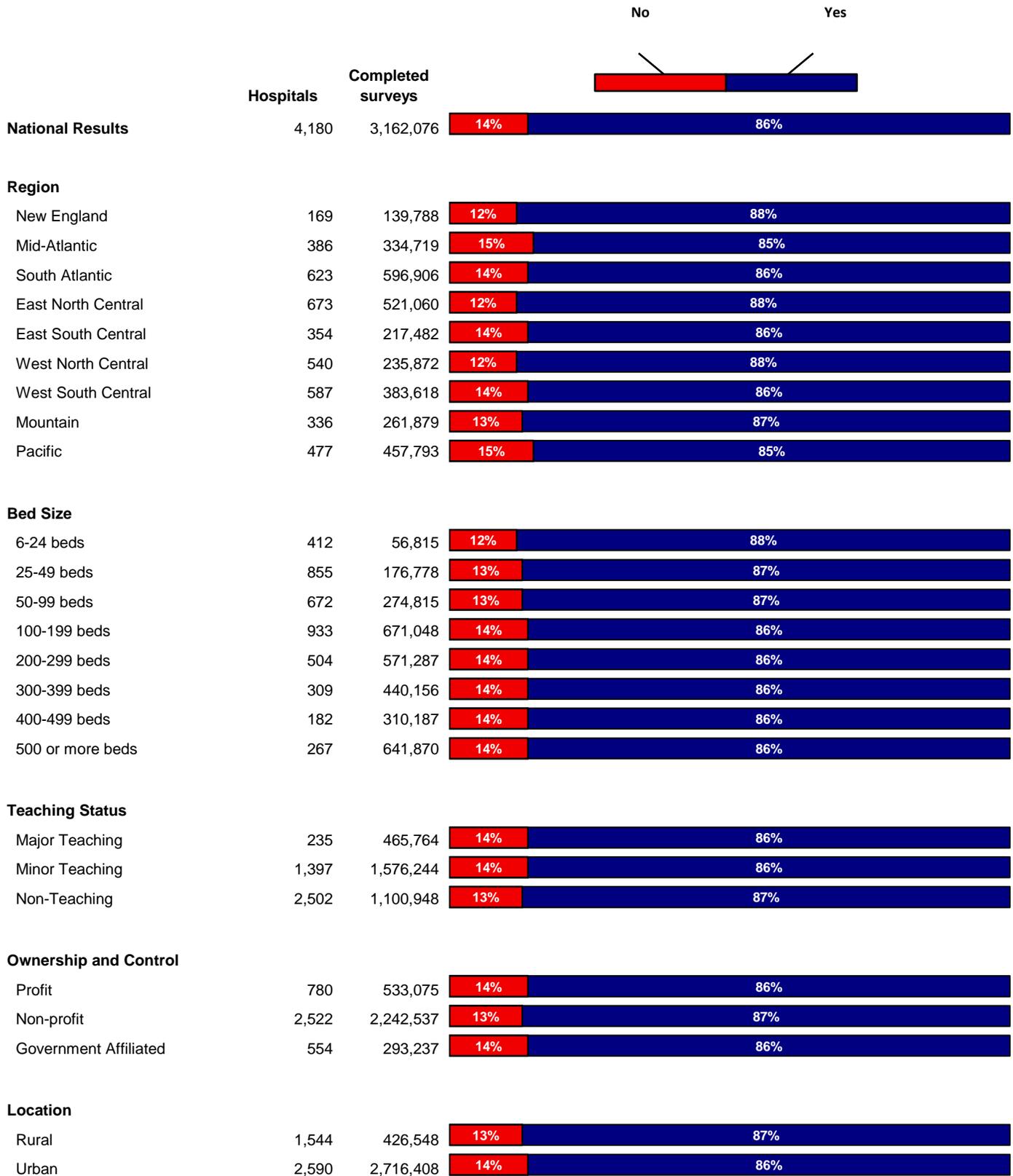
Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,182	3,162,076	9%	29%	62%
<b>Region</b>					
New England	169	139,788	12%	33%	55%
Mid-Atlantic	386	334,719	14%	33%	53%
South Atlantic	623	596,906	10%	28%	62%
East North Central	673	521,060	9%	30%	61%
East South Central	354	217,482	6%	25%	69%
West North Central	540	235,872	6%	27%	67%
West South Central	588	383,618	6%	25%	69%
Mountain	336	261,879	9%	30%	61%
Pacific	477	457,793	14%	33%	53%
<b>Bed Size</b>					
6-24 beds	413	56,815	5%	22%	73%
25-49 beds	855	176,778	6%	28%	66%
50-99 beds	672	274,815	8%	29%	63%
100-199 beds	933	671,048	11%	30%	59%
200-299 beds	504	571,287	12%	31%	57%
300-399 beds	309	440,156	12%	31%	57%
400-499 beds	182	310,187	12%	32%	56%
500 or more beds	267	641,870	12%	31%	57%
<b>Teaching Status</b>					
Major Teaching	235	465,764	13%	32%	55%
Minor Teaching	1,397	1,576,244	11%	30%	59%
Non-Teaching	2,503	1,100,948	8%	28%	64%
<b>Ownership and Control</b>					
Profit	780	533,075	9%	26%	65%
Non-profit	2,523	2,242,537	10%	30%	60%
Government Affiliated	554	293,237	8%	27%	65%
<b>Location</b>					
Rural	1,544	426,548	7%	28%	65%
Urban	2,591	2,716,408	10%	30%	60%

# HCAHPS: Discharge Information

(Represents patients discharged between July 2014 and June 2015)



# HCAHPS: Care Transition

(Represents patients discharged between July 2014 and June 2015)

Strongly Disagree + Disagree      Agree      Strongly Agree



	Hospitals	Completed surveys	Strongly Disagree + Disagree	Agree	Strongly Agree
<b>National Results</b>	4,181	3,162,076	5%	43%	52%
<b>Region</b>					
New England	169	139,788	4%	43%	53%
Mid-Atlantic	386	334,719	6%	45%	49%
South Atlantic	623	596,906	6%	43%	51%
East North Central	673	521,060	5%	41%	54%
East South Central	354	217,482	6%	42%	52%
West North Central	540	235,872	4%	41%	55%
West South Central	587	383,618	5%	41%	54%
Mountain	336	261,879	5%	42%	53%
Pacific	477	457,793	6%	44%	50%
<b>Bed Size</b>					
6-24 beds	412	56,815	4%	37%	59%
25-49 beds	855	176,778	5%	41%	54%
50-99 beds	672	274,815	5%	43%	52%
100-199 beds	933	671,048	6%	44%	50%
200-299 beds	504	571,287	6%	44%	50%
300-399 beds	309	440,156	6%	44%	50%
400-499 beds	182	310,187	6%	44%	50%
500 or more beds	267	641,870	6%	42%	52%
<b>Teaching Status</b>					
Major Teaching	235	465,764	6%	42%	52%
Minor Teaching	1,397	1,576,244	6%	43%	51%
Non-Teaching	2,502	1,100,948	5%	42%	53%
<b>Ownership and Control</b>					
Profit	780	533,075	7%	42%	51%
Non-profit	2,522	2,242,537	5%	43%	52%
Government Affiliated	554	293,237	5%	42%	53%
<b>Location</b>					
Rural	1,544	426,548	5%	42%	53%
Urban	2,590	2,716,408	6%	42%	52%

# HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2014 and June 2015)

0-6      7-8      9-10



	Hospitals	Completed surveys	0-6	7-8	9-10
<b>National Results</b>	4,182	3,162,076	8%	21%	71%
<b>Region</b>					
New England	169	139,788	7%	22%	71%
Mid-Atlantic	386	334,719	10%	24%	66%
South Atlantic	623	596,906	9%	22%	69%
East North Central	673	521,060	7%	20%	73%
East South Central	354	217,482	8%	20%	72%
West North Central	540	235,872	6%	19%	75%
West South Central	588	383,618	7%	20%	73%
Mountain	336	261,879	8%	21%	71%
Pacific	477	457,793	9%	22%	69%
<b>Bed Size</b>					
6-24 beds	413	56,815	5%	17%	78%
25-49 beds	855	176,778	6%	21%	73%
50-99 beds	672	274,815	8%	21%	71%
100-199 beds	933	671,048	9%	22%	69%
200-299 beds	504	571,287	9%	22%	69%
300-399 beds	309	440,156	9%	22%	69%
400-499 beds	182	310,187	9%	22%	69%
500 or more beds	267	641,870	8%	21%	71%
<b>Teaching Status</b>					
Major Teaching	235	465,764	8%	21%	71%
Minor Teaching	1,397	1,576,244	8%	22%	70%
Non-Teaching	2,503	1,100,948	7%	21%	72%
<b>Ownership and Control</b>					
Profit	780	533,075	9%	21%	70%
Non-profit	2,523	2,242,537	7%	21%	72%
Government Affiliated	554	293,237	7%	22%	71%
<b>Location</b>					
Rural	1,544	426,548	7%	21%	72%
Urban	2,591	2,716,408	8%	21%	71%

# HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2014 and June 2015)

Definitely No + Probably No    Probably Yes    Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
<b>National Results</b>	4,182	3,162,076	5%	24%	71%
<b>Region</b>					
New England	169	139,788	4%	22%	74%
Mid-Atlantic	386	334,719	6%	27%	67%
South Atlantic	623	596,906	6%	25%	69%
East North Central	673	521,060	4%	24%	72%
East South Central	354	217,482	5%	25%	70%
West North Central	540	235,872	5%	22%	75%
West South Central	588	383,618	5%	22%	73%
Mountain	336	261,879	5%	24%	71%
Pacific	477	457,793	6%	24%	70%
<b>Bed Size</b>					
6-24 beds	413	56,815	5%	19%	78%
25-49 beds	855	176,778	4%	24%	72%
50-99 beds	672	274,815	5%	25%	70%
100-199 beds	933	671,048	6%	25%	69%
200-299 beds	504	571,287	6%	24%	70%
300-399 beds	309	440,156	6%	23%	71%
400-499 beds	182	310,187	5%	24%	71%
500 or more beds	267	641,870	5%	21%	74%
<b>Teaching Status</b>					
Major Teaching	235	465,764	5%	21%	74%
Minor Teaching	1,397	1,576,244	5%	24%	71%
Non-Teaching	2,503	1,100,948	5%	24%	71%
<b>Ownership and Control</b>					
Profit	780	533,075	7%	23%	70%
Non-profit	2,523	2,242,537	5%	23%	72%
Government Affiliated	554	293,237	5%	25%	70%
<b>Location</b>					
Rural	1,544	426,548	4%	26%	70%
Urban	2,591	2,716,408	5%	23%	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 2014 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2015".

### 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).

<http://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

*Month, Date, Year the page was accessed.*