### **HCAHPS: Communication with Nurses**

(Represents patients discharged between July 2016 and June 2017)

		Completed		
	Hospitals	surveys		
National Results	4,316	2,997,228	<mark>4%</mark> 16%	80%
Region				
-	169	135,135	16%	81%
New England Mid-Atlantic	379	291,809	<b>5%</b> 16%	79%
South Atlantic			5% 16%	79%
East North Central	635 692	577,729 490,655	15%	82%
East South Central	356	213,110	<b>5%</b> 14%	81%
West North Central		230,886	14%	83%
West North Central	611		<b>4%</b> 14%	82%
	599	369,635		02% 79%
Mountain	357	217,597	4% 17%	
Pacific	483	447,424	<mark>5%</mark> 18%	77%
Bed Size				
6-24 beds	487	60,132	12%	86%
25-49 beds	928	176,703	14%	83%
50-99 beds	687	247,663	<mark>4%</mark> 15%	81%
100-199 beds	917	603,925	5% 17%	78%
200-299 beds	505	547,654	5% 17%	78%
300-399 beds	303	432,687	5% 18%	77%
400-499 beds	169	273,386	5% 18%	77%
500 or more beds	272	623,399	<mark>5%</mark> 17%	78%
Teaching Status				
Major Teaching	233	441,062	5% 17%	78%
Minor Teaching	1,421	1,504,602	5% 16%	79%
Non-Teaching	2,629	1,029,323	<mark>4%</mark> 14%	82%
Ownership and Control				
Profit	775	514,155	<b>5%</b> 16%	79%
Non-profit	2,579	2,096,759	4% 15%	81%
Government Affiliated	604	279,127		81%
Set et al. and the miniator	004	2.5,121		
Location				
Rural	1,672	398,711	15%	82%
Urban	2,596	2,566,838	<mark>5%</mark> 16%	79%

Usually

Never + Sometimes

Always

## **HCAHPS: Communication with Doctors**

(Represents patients discharged between July 2016 and June 2017)

Completed     Completed       Hospitals     9:reveys       National Results     4.316     2.997.228     14%     52%       Region					
National Results     4,316     2,997.228     54     14%     62%       Region		Hospitals			
Region       New England     169     135,135     54     19%     61%     79%       South Atlantic     379     291,800     54     16%     79%       South Atlantic     635     577,729     54     14%     61%     62%       East North Central     692     490,655     6%     14%     62%     66%     66%     15%     62%     66%     15%     62%     66%     15%     62%     66%     15%     62%     66%     15%     62%     66%     15%     62%     66%     15%     62%     66%     15%     65%     66%     15%     65%     66%     15%     65%     66%     15%     75%     65%     66%     75%     65%     65%     75%     65%     65%     75%     65%     65%     75%     65%     16%     75%     65%     65%     75%     65%     16%     75%     65%     16%     75%     65%     16%     75%     65%     16%     <	National Results	-	-	<mark>4%</mark> 14%	82%
New England     169     135,135     5%     15%     81%       Mid-Atlantic     379     291,806     5%     15%     79%       South Atlantic     635     577,729     5%     14%     61%       East North Central     692     490,655     5%     14%     62%       East South Central     611     230,866     12%     65%     65%       West North Central     611     230,866     12%     65%     65%       West North Central     599     369,635     12%     85%     65%       West North Central     597     217,597     7%     15%     87%       Pacific     483     447,424     5%     16%     79%       Bed Size     624     beds     28     16%     79%     65%       100-199     beds     597     503     17%     633,35%     100     10%     63%     10%     79%     600,432     10%     63%     10%     79%     100-199     803     432,687		1,010	2,007,220		
New England     169     135,13     5%     15%     81%       Mid-Atlantic     379     291,808     5%     15%     79%       South Atlantic     635     577,729     5%     14%     81%       East North Central     692     490,655     5%     14%     82%       East South Central     611     230,866     12%     85%     85%       West North Central     611     230,866     12%     85%     85%       West North Central     599     369,635     94     12%     85%       Mountain     357     217,597     74     15%     81%       Pacific     483     447,424     5%     16%     79%       Bed Size     624     beds     928     16%     79%       100-199     beds     97     603,225     11%     87%       100-199     beds     97     603,225     15%     80%       200-299     beds     97     263,287     5%     16%     79%	Region				
Bot Size     60.132     9%     14%     81%       East North Central     692     490,655     9%     14%     82%       East South Central     611     230,886     12%     85%     86%       West North Central     611     230,886     12%     85%     86%       West South Central     599     396,336     12%     84%     86%       Mountain     357     217,597     9%     16%     91%     91%       Pacific     483     447,424     9%     16%     79%     15%       Bed Size     6-24 beds     687     247,663     9%     16%     79%     15%     65%     50.99 beds     667     247,663     9%     16%     79%     100-199 beds     917     603,925     5%     15%     80%     100-199 beds     107     603,925     5%     16%     79%     100-199 beds     109     273,386     79%     100     100-199 beds     109     273,386     79%     100     79%     100     <	-	169	135,135	<mark>4%</mark> 15%	81%
East North Central     692     490,655     9%     14%     62%       East South Central     356     213,110     9%     11%     65%       West North Central     611     230,866     12%     85%       West South Central     599     369,835     12%     84%       Mountain     357     217,597     6%     15%     81%       Pacific     483     447,424     6%     16%     79%       Bed Size      6.24     86%     877     60,132     10%     87%       6-24 beds     6.87     24,66     491     603,925     5%     55%       50-99 beds     6.87     24,76,63     12%     85%     200     29%     200     29%     203     303,342,687     5%     10%     79%     300     399     490,653     169     273,386     36%     16%     79%     300     399     200     200     29%     16%     79%     300     399     5%     16%     79%	Mid-Atlantic	379	291,809	<b>5%</b> 16%	79%
East South Central   36   213,110   44   11%   85%     West North Central   611   230,886   12%   85%     West South Central   599   369,635   64   12%   85%     Mountain   357   217,597   44   15%   84%     Mountain   357   217,597   44   15%   84%     Mountain   357   217,597   44   15%   84%     Bed Size   88   447,424   5%   65%   79%     6-24 beds   497   60,132   10%   67%   65%     50-99 beds   667   247,663   64   13%   83%   60     200-299 beds   665   547,664   5%   16%   79%   60%   63%     200-299 beds   169   273,336   5%   16%   79%   60%   64   79%   60%   79%   60%   79%   60%   60%   79%   60%   60%   79%   60%   60%   79%   60%   60%   60%   60%   60%   60%	South Atlantic	635	577,729	<b>5%</b> 14%	81%
West North Central     611     230,886     12%     85%       West South Central     599     369,635     412%     84%       Mountain     357     217,597     45     15%     81%       Pacific     483     447,424     9%     16%     79%       Bed Size     6-24 beds     487     60,132     10%     67%       50-99 beds     687     247,663     14%     83%     60       100-199 beds     917     603,925     9%     16%     79%       200-299 beds     505     547,654     5%     50%     60%       200-299 beds     303     432,687     9%     16%     79%       400-499 beds     169     273,366     9%     16%     79%       500 or more beds     272     623,399     6%     16%     79%       Minor Teaching     1,421     1,504,602     9%     15%     80%       Non-Teaching     1,421     1,504,602     9%     15%     80%       Non-	East North Central	692	490,655	<mark>4%</mark> 14%	82%
West South Central     599     369,65     44     12%     84%       Mountain     357     217,597     44     15%     81%       Pacific     483     447,424     5%     16%     79%       Bed Size     6-24 beds     487     60,132     10%     67%     25%       50-99 beds     687     247,63     44     13%     83%     667       100-199 beds     917     603,925     5%     80%     79%       200-299 beds     505     547,654     9%     16%     79%       300-399 beds     303     432,687     5%     80%     79%       400-499 beds     169     273,386     5%     16%     79%       500 or more beds     272     623,399     5%     16%     79%       Minor Teaching     1,421     1,504,602     5%     15%     80%       Non-Teaching     1,421     1,504,602     5%     15%     80%       Non-profit     2,579     2,096,759     5%	East South Central	356	213,110	<mark>4%</mark> 11%	85%
Mountain     357     217,597     44     15%     61%       Pacific     483     447,424     5%     16%     79%.       Bed Size	West North Central	611	230,886	12%	85%
Pacific   483   447,424   5%   16%   79%     Bed Size   6-24 beds   487   60,132   10%   87%   85%     25-49 beds   928   176,703   12%   85%   85%     50-99 beds   687   247,663   4%   13%   85%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,667   7%   16%   79%     300-399 beds   303   432,667   9%   16%   79%     600 or more beds   272   623,399   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   15%   80%     Ownership and Control   2,579   2,096,759   4%   14%   81%     Non-profit   2,579   2,096,759   4%	West South Central	599	369,635	<mark>4%</mark> 12%	84%
6-24 beds   487   60,132   10%   67%     25-49 beds   928   176,703   12%   85%     50-99 beds   687   247,663   44   13%   83%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,664   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   199   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Seeching Status     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%   15%     Non-Feaching   2,629   1,029,323   4%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%   80%   15%	Mountain	357	217,597	<mark>4%</mark> 15%	81%
6-24 beds   487   60,132   10%   87%     25-49 beds   928   176,703   12%   85%     50-99 beds   687   247,663   4%   13%   83%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   9   414%   81%   81%   14%     Non-profit   2,579   2,096,759   4%   14%   82%   60%	Pacific	483	447,424	<b>5%</b> 16%	79%
6-24 beds   487   60,132   10%   87%     25-49 beds   928   176,703   12%   65%     50-99 beds   687   247,663   4%   13%   83%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   2,579   2,096,759   4%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   83%					
25-49 beds   928   176,703   12%   85%     50-99 beds   687   247,663   4%   13%   83%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   41%   82%   60%   279,127   4%   83%     Coursine	Bed Size				
50-99 beds   687   247,663   4%   13%   83%     100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Feaching Status     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   83%     Cocation   E   E   13%   83%   83%   83% <	6-24 beds	487	60,132	10%	87%
100-199 beds   917   603,925   5%   15%   80%     200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Teaching Status     Major Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Commership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   43%   83%     Commership and Control     Exaction     Rural   1,672   398,711   13%   83%	25-49 beds	928	176,703	12%	85%
200-299 beds   505   547,654   5%   16%   79%     300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Teaching Status     Major Teaching   1,421   1,504,602   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   83%   83%	50-99 beds	687	247,663	<mark>4%</mark> 13%	83%
300-399 beds   303   432,687   5%   16%   79%     400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Teaching Status     Major Teaching   233   441,062   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location     Rural   1,672   398,711   13%   84%	100-199 beds	917	603,925	<b>5%</b> 15%	80%
400-499 beds   169   273,386   5%   16%   79%     500 or more beds   272   623,399   5%   16%   79%     Teaching Status     Major Teaching   233   441,062   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%	200-299 beds	505	547,654	<b>5%</b> 16%	79%
500 or more beds   272   623,399   5%   16%   79%     Teaching Status   Image: Comparison of the state of the sta	300-399 beds	303	432,687	<mark>5%</mark> 16%	79%
Teaching Status     Major Teaching   233   441,062   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   44%   83%     Location     Rural   1,672   398,711   13%   84%	400-499 beds	169	273,386	<mark>5%</mark> 16%	79%
Major Teaching   233   441,062   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%	500 or more beds	272	623,399	<mark>5%</mark> 16%	79%
Major Teaching   233   441,062   5%   16%   79%     Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%					
Minor Teaching   1,421   1,504,602   5%   15%   80%     Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%	Teaching Status				
Non-Teaching   2,629   1,029,323   4%   13%   83%     Ownership and Control   Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%		233			
Ownership and Control     Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Image: second seco	Minor Teaching	1,421		<mark>5%</mark> 15%	80%
Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%	Non-Teaching	2,629	1,029,323	<mark>4%</mark> 13%	83%
Profit   775   514,155   5%   14%   81%     Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%	Ownership and Control				
Non-profit   2,579   2,096,759   4%   14%   82%     Government Affiliated   604   279,127   4%   13%   83%     Location   Rural   1,672   398,711   13%   84%	-	775	511 1FF	5% 14%	81%
Government Affiliated 604 279,127 4% 13% 83%   Location Rural 1,672 398,711 13% 84%					
Location Rural 1,672 398,711					
Rural 1,672 398,711	Government Amiliated	604	279,127	1070	
	Location				
	Rural	1,672	398,711	13%	84%
		2,596		<b>5%</b> 15%	80%

Usually

Never + Sometimes

Always

### **HCAHPS: Responsiveness of Hospital Staff**

Usually

Never + Sometimes

Always

(Represents patients discharged between July 2016 and June 2017)

		O		$\mathbf{X}$
	Hospitals	Completed surveys		
National Results	4,315	2,997,228	8% 23%	69%
Region				
New England	169	135,135	8% 24%	68%
Mid-Atlantic	379	291,809	10% 25%	65%
South Atlantic	635	577,729	<b>11%</b> 24%	65%
East North Central	692	490,655	<mark>7%</mark> 22%	71%
East South Central	356	213,110	9% 21%	70%
West North Central	611	230,886	<mark>5%</mark> 21%	74%
West South Central	598	369,635	8% 20%	72%
Mountain	357	217,597	7% 23%	70%
Pacific	483	447,424	10% 26%	64%
Bed Size				
6-24 beds	486	60,132	<mark>4%</mark> 15%	81%
25-49 beds	928	176,703	<b>6%</b> 19%	75%
50-99 beds	687	247,663	7% 22%	71%
100-199 beds	917	603,925	10% 25%	65%
200-299 beds	505	547,654	11% 26%	63%
300-399 beds	303	432,687	11% 27%	62%
400-499 beds	169	273,386	12% 26%	62%
500 or more beds	272	623,399	11% 27%	62%
Teaching Status			449/ 070/	001/
Major Teaching	233	441,062	11% 27%	62%
Minor Teaching	1,421	1,504,602	10% 25%	65%
Non-Teaching	2,628	1,029,323	7% 21%	72%
Ownership and Control				
Profit	775	514,155	10% 22%	68%
Non-profit	2,578	2,096,759	8% 24%	68%
Government Affiliated	604	279,127	8% 21%	71%
Location				
Rural	1,672	398,711	<b>6%</b> 20%	74%
Urban	2,595	2,566,838	10% 24%	66%

### **HCAHPS: Communication About Medicines**

Usually

Never + Sometimes

Always

(Represents patients discharged between July 2016 and June 2017)

	Hospitals	Completed surveys				
National Results	4,297	2,997,228	17% 17%		66%	
Region						
New England	169	135,135	17% 18%		65%	
Mid-Atlantic	377	291,809	20% 18	3%	62%	
South Atlantic	634	577,729	19% 179	6	64%	
East North Central	692	490,655	16% 18%		66%	
East South Central	355	213,110	17% 16%		67%	
West North Central	608	230,886	14% 18%		68%	
West South Central	594	369,635	16% 16%		68%	
Mountain	352	217,597	17% 18%		65%	
Pacific	483	447,424	19% 18	%	63%	
Bed Size						
6-24 beds	478	60,132	12% 16%		72%	
			14% 17%		69%	
25-49 beds 50-99 beds	923 684	176,703	16% 18%		66%	
100-199 beds		247,663		2/	63%	
	917	603,925				
200-299 beds	505	547,654	19% 19		62%	
300-399 beds	303	432,687		3%	62%	
400-499 beds	169	273,386		9%	61%	
500 or more beds	272	623,399	20% 18	3%	62%	
Teaching Status						
Major Teaching	233	441,062	19% 19	%	62%	
Minor Teaching	1,421	1,504,602	19% 18	%	63%	
Non-Teaching	2,612	1,029,323	16% 17%		67%	
Ownership and Control						
Profit	774	514,155	18% 17%		65%	
Non-profit	2,573	2,096,759	17% 18%		65%	
Government Affiliated	598	279,127	16% 17%		67%	
Location			450/ 470/		68%	
Rural	1,658	398,711	15% 17%			
Urban	2,593	2,566,838	18% 18%	0	64%	

# HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2016 and June 2017)

Usually

Never + Sometimes

Always

		• • • •		$\mathbf{N}$
	Hospitals	Completed surveys		
National Results	4,316	2,997,228	8% 17%	75%
_				
Region	100		70/ 400/	750/
New England	169	135,135	7% 18%	75%
Mid-Atlantic	379	291,809	9% 19%	72%
South Atlantic	635	577,729	10% 18%	72%
East North Central	692	490,655	7% 16%	77%
East South Central	356	213,110	9% 17%	74%
West North Central	611	230,886	<mark>6%</mark> 15%	79%
West South Central	599	369,635	8% 16%	76%
Mountain	357	217,597	8% 18%	74%
Pacific	483	447,424	9% 19%	72%
Bed Size				
6-24 beds	487	60,132	<b>5% 13%</b>	82%
25-49 beds	928	176,703	<b>6% 15%</b>	79%
50-99 beds	687	247,663	7% 16%	77%
100-199 beds	917	603,925	9% 19%	72%
200-299 beds	505	547,654	10% 19%	71%
300-399 beds	303	432,687	10% 21%	69%
400-499 beds	169	273,386	11% 21%	68%
500 or more beds	272	623,399	10% 21%	69%
Teaching Status		444.000	400/ 000/	C00/
Major Teaching	233	441,062	10% 22%	68%
Minor Teaching	1,421	1,504,602	9% 19%	72%
Non-Teaching	2,629	1,029,323	7% 16%	77%
Ownership and Control				
Profit	775	514,155	10% 17%	73%
Non-profit	2,579	2,096,759	8% 17%	75%
Government Affiliated	604	279,127	7% 17%	76%
Location				
Rural	1,672	398,711	<b>6%</b> 16%	78%
Urban	2,596	2,566,838	9% 19%	72%
0.001	2,000	2,000,000		

### **HCAHPS:** Quietness of Hospital Environment

Usually

Never + Sometimes

Always

(Represents patients discharged between July 2016 and June 2017)

		Completed			
	Hospitals	Completed surveys			
National Results	4,316	2,997,228	9%	29%	62%
<b>.</b> .					
Region	400	405 405	12%	33%	55%
New England	169	135,135		33%	54%
Mid-Atlantic	379	291,809	13%		
South Atlantic	635	577,729	10%	28%	62%
East North Central	692	490,655	8%	30%	62%
East South Central	356	213,110	7%	24%	69%
West North Central	611	230,886	6%	27%	67%
West South Central	599	369,635	6%	24%	70%
Mountain	357	217,597	9%	30%	61%
Pacific	483	447,424	14%	33%	53%
Bed Size					
6-24 beds	487	60,132	<mark>4%</mark>	23%	73%
25-49 beds	928	176,703	6%	27%	67%
50-99 beds	687	247,663	8%	28%	64%
100-199 beds	917	603,925	11%	30%	59%
200-299 beds	505	547,654	12%	31%	57%
300-399 beds	303	432,687	12%	32%	56%
400-499 beds	169	273,386	12%	31%	57%
500 or more beds	272	623,399	12%	31%	57%
Teaching Status					
Major Teaching	233	441,062	13%	31%	56%
Minor Teaching	1,421	1,504,602	11%	30%	59%
Non-Teaching	2,629	1,029,323	8%	27%	65%
Ownership and Control					
Profit	775	514,155	9%	27%	64%
Non-profit	2,579	2,096,759	9%	30%	61%
Government Affiliated	604	279,127	8%	27%	65%
Leastion					
Location	4 070	000 744	7%	27%	66%
Rural	1,672	398,711	10%	30%	60%
Urban	2,596	2,566,838	1070		

# HCAHPS: Discharge Information (Represents patients discharged between July 2016 and June 2017)

	Hospitals	Completed surveys	
National Results	4,311	2,997,228	13% 87%
Region			
New England	169	135,135	
Mid-Atlantic	378	291,809	14% 86%
South Atlantic	635	577,729	13% 87%
East North Central	692	490,655	11% 89%
East South Central	356	213,110	13% 87%
West North Central	611	230,886	12% 88%
West South Central	597	369,635	13% 87%
Mountain	356	217,597	13% 87%
Pacific	483	447,424	14% 86%
Bed Size			
6-24 beds	483	60,132	
25-49 beds	928	176,703	
50-99 beds	687	247,663	
100-199 beds	917	603,925	
200-299 beds	505	547,654	
300-399 beds	303	432,687	
400-499 beds	169	273,386	
500 or more beds	272	623,399	13% 87%
Teaching Status			
Major Teaching	233	441,062	13% 87%
Minor Teaching	1,421	1,504,602	13% 87%
Non-Teaching	2,625	1,029,323	<b>12%</b> 88%
Ownership and Control			400/
Profit	775	514,155	
Non-profit	2,577	2,096,759	
Government Affiliated	602	279,127	13% 87%
Location			
Rural	1,669	398,711	12% 88%
Urban	2,595	2,566,838	

No

Yes

#### **HCAHPS: Care Transition**

(Represents patients discharged between July 2016 and June 2017)

		Completed			
National Results	Hospitals 4,316	<b>surveys</b> 2,997,228	<mark>5%</mark>	42%	53%
Region					
New England	169	135,135	<mark>4%</mark>	43%	53%
Mid-Atlantic	379	291,809	6%	45%	49%
South Atlantic	635	577,729	6%	43%	51%
East North Central	692	490,655	5%	41%	54%
East South Central	356	213,110		43%	52%
West North Central	611	230,886	4%	40%	56%
West South Central	599		5%	41%	54%
Mountain	357	217,597	5%	42%	53%
Pacific	483	447,424	6%	44%	50%
	400		070		
Bed Size					
6-24 beds	487	60,132	<mark>4%</mark>	37%	59%
25-49 beds	928	176,703	4%	42%	54%
50-99 beds	687	247,663	5%	42%	53%
100-199 beds	917	603,925	6%	44%	50%
200-299 beds	505	547,654	6%	44%	50%
300-399 beds	303	432,687	6%	44%	50%
400-499 beds	169	273,386	6%	44%	50%
500 or more beds	272	623,399	6%	43%	51%
Teaching Status					
Major Teaching	233	441,062	6%	<b>42</b> %	52%
Minor Teaching	1,421	1,504,602	6%	43%	51%
Non-Teaching	2,629	1,029,323	<mark>5%</mark>	42%	53%
Ownership and Control					
Profit	775	514,155	6%	43%	51%
Non-profit	2,579	2,096,759	<mark>5%</mark>	42%	53%
Government Affiliated	604	279,127	<mark>5%</mark>	42%	53%
Location					
Rural	1,672	398,711	<mark>4%</mark>	42%	54%
Urban	2,596	2,566,838	6%	42%	52%

Agree

Strongly Disagree + Disagree

Strongly Agree

### **HCAHPS: Hospital Rating**

(Represents patients discharged between July 2016 and June 2017)

				$\mathbf{N}$
	Hospitals	Completed surveys		
National Results	4,316	2,997,228	7% 20%	73%
Region				
New England	169	135,135	<b>7%</b> 21%	72%
Mid-Atlantic	379	291,809	<mark>9%</mark> 23%	68%
South Atlantic	635	577,729	<mark>9%</mark> 20%	71%
East North Central	692	490,655	6% 19%	75%
East South Central	356	213,110	8% 19%	73%
West North Central	611	230,886	<mark>5%</mark> 18%	77%
West South Central	599	369,635	7% 17%	76%
Mountain	357	217,597	8% 20%	72%
Pacific	483	447,424	8% 22%	70%
Bed Size			50/ 4.50/	
6-24 beds	487	60,132		80%
25-49 beds	928	176,703	6% 19%	75%
50-99 beds	687	247,663	7% 20%	73%
100-199 beds	917	603,925	9% 21%	70%
200-299 beds	505	547,654	8% 22%	70%
300-399 beds	303	432,687	<mark>9%</mark> 21%	70%
400-499 beds	169	273,386	<mark>9%</mark> 21%	70%
500 or more beds	272	623,399	8% 20%	72%
Teaching Status				
Major Teaching	233	441,062	8% 20%	72%
Minor Teaching	1,421	1,504,602	8% 21%	71%
Non-Teaching	2,629	1,029,323	7% 19%	74%
Ownership and Control				
Profit	775	514,155	9% 19%	72%
Non-profit	2,579	2,096,759	7% 20%	73%
Government Affiliated	604	279,127	7% 20%	73%
Location				
Rural	1,672	398,711	7% 19%	74%
Urban	2,596	2,566,838	8% 20%	72%
	2,000	_,000,000		

7-8

0-6

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### **HCAHPS: Recommend the Hospital**

(Represents patients discharged between July 2016 and June 2017)

	Hospitals	Completed surveys		
National Results	4,315	2,997,228	<mark>5%</mark> 23%	72%
Region				
New England	169	135,135	<mark>4%</mark> 23%	73%
Mid-Atlantic	379	291,809	<b>6% 26%</b>	68%
South Atlantic	635	577,729	<mark>6%</mark> 24%	70%
East North Central	692	490,655	<mark>4%</mark> 23%	73%
East South Central	356	213,110	<b>5%</b> 24%	71%
West North Central	611	230,886	21%	76%
West South Central	599	369,635	<b>5%</b> 20%	75%
Mountain	356	217,597	<b>5%</b> 23%	72%
Pacific	483	447,424	<b>6% 23%</b>	71%
Bed Size				
6-24 beds	487	60,132	18%	79%
25-49 beds	927	176,703	<mark>4%</mark> 23%	73%
50-99 beds	687	247,663	<mark>5%</mark> 23%	72%
100-199 beds	917	603,925	<mark>6%</mark> 25%	69%
200-299 beds	505	547,654	<mark>6%</mark> 24%	70%
300-399 beds	303	432,687	<mark>6%</mark> 23%	71%
400-499 beds	169	273,386	<mark>5%</mark> 23%	72%
500 or more beds	272	623,399	<mark>5%</mark> 21%	74%
Teaching Status				
Major Teaching	233	441,062	<mark>5%</mark> 21%	74%
Minor Teaching	1,421	1,504,602	<b>5%</b> 23%	72%
Non-Teaching	2,628	1,029,323	<mark>5%</mark> 23%	72%
Ownership and Control				
Profit	775	514,155	<mark>6%</mark> 23%	71%
Non-profit	2,579	2,096,759		73%
Government Affiliated	603	279,127		72%
Location				
Rural	1,671	398,711	<mark>4%</mark> 24%	72%
Urban	2,596	2,566,838	<mark>5%</mark> 22%	73%
	,	,,-,-		

Definitely No + Probably No Probably Yes Definitely Yes

#### **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 2016 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 <u>www.ahadata.com</u>.

<u>http://www.hcahpsonline.org</u> Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*