HCAHPS: Communication with Nurses

(Represents patients discharged between July 2017 and June 2018)

			Usually Always Never + Sometimes
			\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
	Hospitals	Completed surveys	
National Results	4,315	2,861,652	4 16 80
Region			
New England	168	131,694	4 14 82
Mid-Atlantic	379	293,277	5 16 79
South Atlantic	634	548,534	5 16 79
East North Central	683	465,412	4 14 82
East South Central	345	200,198	5 14 81
West North Central	626	223,878	3 14 83
West South Central	603	350,196	4 14 82
Mountain	364	211,113	5 16 79
Pacific	483	428,803	5 18 77
Bed Size			
6-24 beds	518	59,167	3 11 86
25-49 beds	936	169,449	3 14 83
50-99 beds	676	234,761	4 15 81
100-199 beds	897	564,842	5 17 78
200-299 beds	494	492,704	5 17 78
300-399 beds	306	441,012	5 18 77
400-499 beds	170	268,846	6 17 77
500 or more beds	284	621,072	5 17 78
Teaching Status			
Major Teaching	232	436,048	5 17
Minor Teaching	1,547	1,528,116	5 17 78 5 16 79
Non-Teaching	2,506	888,941	5 16 79 4 14 82
Ownership and Control			
Profit	748	472,070	
Non-profit	2,607	2,030,819	6 15 79
Government Affiliated	930	350,216	4 16 80
	200	,	4 15 81
Location			
Rural	1,669	377,872	4 14 82
Urban	2,612	2,473,981	5 16 79

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2017 and June 2018)

			Never + Sometimes Usually Always
			\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
	Hospitals	Completed surveys	
National Results	4,315	2,861,652	5 14 81
Region			
New England	168	131,694	4 15 81
Mid-Atlantic	379	293,277	5 17 78
South Atlantic	634	548,534	6 14 80
East North Central	683	465,412	4 15 81
East South Central	345	200,198	5 11 84
West North Central	626	223,878	3 13 84
West South Central	603	350,196	4 13 83
Mountain	364	211,113	5 15 80
Pacific	483	428,803	6 15 79
Dad Circ			
Bed Size	540	50.407	
6-24 beds	518	59,167	3 11 86
25-49 beds	936	169,449	4 12 84
50-99 beds	676	234,761	4 14 82
100-199 beds	897	564,842	6 15 79
200-299 beds	494	492,704	6 16 78
300-399 beds	306	441,012	6 16 78
400-499 beds	170	268,846	5 17 78
500 or more beds	284	621,072	5 16 79
Геаching Status			
Major Teaching	232	436,048	5 16 79
Minor Teaching	1,547	1,528,116	5 15 80
Non-Teaching	2,506	888,941	4 13 83
Ownership and Control			
Profit	748	472,070	
Non-profit	2,607	2,030,819	6 14 80
Government Affiliated	930	350,216	4 15 81
		•	4 13 83
_ocation			
Rural	1,669	377,872	4 12 84
Urban	2,612	2,473,981	5 15 80

HCAHPS: Responsiveness of Hospital Staff (Represents patients discharged between July 2017 and June 2018)

			Never + Sometimes Usually Always		
				1 /	
	Hospitals	Completed surveys			
National Results	4,313	2,861,652	9 21	70	
Region					
New England	168	131,694	8 24	68	
Mid-Atlantic	379	293,277	11 24	65	
South Atlantic	634	548,534	11 22	67	
East North Central	683	465,412	7 22	71	
East South Central	345	200,198	10 18	72	
West North Central	625	223,878	5 20	75	
West South Central	603	350,196	8 19	73	
Mountain	363	211,113	8 20	72	
Pacific	483	428,803	10 24	66	
Bed Size					
	F40	E0 407			
6-24 beds	518	59,167	4 15	81	
25-49 beds	934	169,449	6 18	76	
50-99 beds 100-199 beds	676 897	234,761	8 20	72	
200-299 beds	494	564,842	10 24	66	
300-399 beds	306	492,704	11 25	64	
400-499 beds	170	441,012	12 25	63	
500 or more beds	284	268,846	12 26	62	
500 of more beds	204	621,072	11 27	62	
Teaching Status					
Major Teaching	232	436,048	11 27	62	
Minor Teaching	1,546	1,528,116	10 24	66	
Non-Teaching	2,505	888,941	7 20	73	
Ownership and Control					
Profit	747	472,070	10 20	70	
Non-profit	2,607	2,030,819			
Government Affiliated	929	350,216	8 23 8 19	69 73	
Location					
Rural	1,668	377,872			
Urban	2,611	2,473,981	6 19	75	
Jibaii	2,011	2, 110,001	10 23	67	

HCAHPS: Communication About Medicines

(Represents patients discharged between July 2017 and June 2018)

			Ne	ver + Sometin	Usually Always nes
	Hospitals	Completed surveys			
National Results	4,284	2,861,652	17	17	66
egion					
New England	167	131,694	17	18	65
Mid-Atlantic	376	293,277	20	18	62
South Atlantic	631	548,534	19	17	64
East North Central	683	465,412	16	18	66
East South Central	341	200,198	16	16	68
West North Central	618	223,878	14	18	68
West South Central	600	350,196	16	16	68
Mountain	357	211,113	16	18	66
Pacific	481	428,803	18	18	64
ed Size					
6-24 beds	510	59,167	12	15	73
25-49 beds	919	169,449	14	17	69
50-99 beds	670	234,761	16	17	67
00-199 beds	897	564,842	18	18	64
00-299 beds	494	492,704	19	19	62
00-399 beds	306	441,012	20	18	62
00-499 beds	170	268,846	20	19	6′
500 or more beds	284	621,072	20	18	62
eaching Status					
lajor Teaching	232	436,048	20	18	62
linor Teaching	1,544	1,528,116	18	18	64
Non-Teaching	2,478	888,941	15	17	68
wnership and Control					
Profit	745	472,070	17	17	66
lon-profit	2,594	2,030,819	17	18	65
Government Affiliated	915	350,216	15	17	68
ocation					
Rural	1,644	377,872		40	
Jrban	2,606	2,473,981	14	18	68
	,	, -,	18	18	64

HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2017 and June 2018)

			Never + Sometimes Usually Always
			\ /
	Hospitals	Completed surveys	
National Results	4,313	2,861,652	7 18 75
National Results	4,515	2,001,002	
Region			
New England	168	131,694	7 18 75
Mid-Atlantic	378	293,277	9 19 72
South Atlantic	634	548,534	9 19 72
East North Central	683	465,412	7 16 77
East South Central	345	200,198	8 17 75
West North Central	625	223,878	5 15 80
West South Central	603	350,196	7 16 77
Mountain	364	211,113	8 17 75
Pacific	483	428,803	8 19 73
Bed Size			
6-24 beds	518	59,167	4 13 83
25-49 beds	935	169,449	5 15 80
50-99 beds	675	234,761	7 16 77
100-199 beds	897	564,842	9 18 73
200-299 beds	494	492,704	9 20 71
300-399 beds	306	441,012	10 20 70
400-499 beds	170	268,846	10 21 69
500 or more beds	284	621,072	10 21 69
Teaching Status			
Major Teaching	232	436,048	
Minor Teaching	1,546	1,528,116	10 22 68
Non-Teaching	2,505	888,941	9 19 72
S	,	•	6 16 78
Ownership and Control			
Profit	747	472,070	9 17 74
Non-profit	2,606	2,030,819	7 18 75
Government Affiliated	930	350,216	7 15 78
Location			
Rural	1,668	377,872	
Urban	2,611	2,473,981	6 15 79
-:	2,011	_, 0,00 .	9 18 73

HCAHPS: Quietness of Hospital Environment (Represents patients discharged between July 2017 and June 2018)

			Never + Sometimes Usually Always	
			\ /	
	Hospitals	Completed surveys		
National Results	4,314	2,861,652	10 28 62	
Region				
New England	168	131,694	12 33 55	
Mid-Atlantic	378	293,277	14 32 54	
South Atlantic	634	548,534	11 28 61	
East North Central	683	465,412	9 30 61	
East South Central	345	200,198	8 24 68	
West North Central	626	223,878	7 26 67	
West South Central	603	350,196	7 24 69	
Mountain	364	211,113	10 30 60	
Pacific	483	428,803	14 33 53	
Bed Size				
6-24 beds	518	59,167	-	
25-49 beds	936	169,449	5 22 73	
50-99 beds	675	234,761	7 27 66	
100-199 beds	897	564,842	9 28 63	
200-299 beds	494	492,704	12 30 58	
300-399 beds	306	441,012	13 31 56	
400-499 beds	170	268,846	13 31 56	
500 or more beds	284	621,072	13 31 56	
500 of more beds	204	621,072	13 31 56	
Геаching Status				
Major Teaching	232	436,048	13 32 55	
Minor Teaching	1,547	1,528,116	12 30 58	
Non-Teaching	2,505	888,941	8 27 65	
Ownership and Control				
Profit	748	472,070	11 26 63	
Non-profit	2,606	2,030,819		
Government Affiliated	930	350,216	10 30 60 8 27 65	
Location				
Rural	1,668	377,872		
Urban	2,612	2,473,981	8 27 65	
Cibali	2,012	2,410,001	11 29 60	

HCAHPS: Discharge Information (Represents patients discharged between July 2017 and June 2018)

				No	Yes	
	Hospitals	Completed surveys		Ì		
National Results	4,311	2,861,652	13		87	
Region						
New England	168	131,694	11		89	
Mid-Atlantic	378	293,277	13		87	
South Atlantic	633	548,534	14		86	
East North Central	683	465,412	11		89	
East South Central	345	200,198	14		86	
West North Central	625	223,878	12		88	
West South Central	603	350,196	13		87	
Mountain	364	211,113	13		87	
Pacific	482	428,803	14		86	
Bed Size						
6-24 beds	517	59,167	12		88	
25-49 beds	934	169,449	12		88	
50-99 beds	675	234,761	12		88	
100-199 beds	897	564,842	13		87	
200-299 beds	494	492,704	14		86	
300-399 beds	306	441,012	14		86	
400-499 beds	170	268,846	14		86	
500 or more beds	284	621,072	14		86	
					00	
Teaching Status						
Major Teaching	232	436,048	13		87	
Minor Teaching	1,547	1,528,116	13		87	
Non-Teaching	2,502	888,941	13		87	
			15		0/	
Ownership and Control						
Profit	747	472,070	14		86	
Non-profit	2,605	2,030,819	13		87	
Government Affiliated	929	350,216	14		86	
Location						
Rural	1,666	377,872	13		87	
Urban	2,611	2,473,981	13		87	

HCAHPS: Care Transition

(Represents patients discharged between July 2017 and June 2018)

			Agree Strongly Disagree + Disagree Strongly Agree			
	Hospitals	Completed		Disagree - Disag		
National Results	4,314	surveys 2,861,652	5	42		53
	•					
Region						
New England	168	131,694	4	43		53
Mid-Atlantic	378	293,277	6	44		50
South Atlantic	634	548,534	6	42		52
East North Central	683	465,412	4	41		55
East South Central	345	200,198	5	42		53
West North Central	626	223,878	3	40		57
West South Central	603	350,196	5	40		55
Mountain	364	211,113	5	41		54
Pacific	483	428,803	6	43		51
ed Size						
6-24 beds	518	59,167	3	37		60
5-49 beds	936	169,449	4	41		55
0-99 beds	675	234,761	5	41		54
00-199 beds	897	564,842	6	43		51
00-299 beds	494	492,704	6	44		50
00-399 beds	306	441,012	6	44		50
00-499 beds	170	268,846	6	43		51
500 or more beds	284	621,072	6	42		52
eaching Status						
lajor Teaching	232	436,048	6	42		52
linor Teaching	1,547	1,528,116	5	43		52
lon-Teaching	2,505	888,941	5	41		54
wnership and Control						
· Profit	748	472,070	6	41		53
lon-profit	2,606	2,030,819				
overnment Affiliated	930	350,216	5	42		53
			4	42		54
ocation						
Rural	1,668	377,872	4	41		55
Jrban	2,612	2,473,981	5	42		53

HCAHPS: Hospital Rating (Represents patients discharged between July 2017 and June 2018)

National Results				•	D-6 7-8	9-10
National Results					<u> </u>	/
National Results 4,314 2,861,652 6 19 73 Region New England 168 131,694 7 20 73 Mid-Atlantic 378 293,277 9 23 68 South Atlantic 634 548,534 9 21 70 East North Central 683 465,412 7 19 74 East South Central 345 200,198 0 19 73 West North Central 626 223,878 6 17 77 West South Central 603 360,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 5 5 15 80 100-199 beds <th< th=""><th></th><th>Hospitals</th><th>•</th><th></th><th></th><th></th></th<>		Hospitals	•			
Region New England 168 131,694 7 20 73 Mid-Atlantic 378 293,277 9 23 68 South Atlantic 634 548,534 9 21 70 East North Central 683 465,412 7 19 74 East South Central 626 223,878 6 17 77 West North Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5-15 50-99 beds 675 234,761 6 19 77 300-399 beds 494 492,704 9 21 70 300-399 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 300-399 beds 170 268,846 9 20 71 Teaching Status Major Teaching 1,547 1,528,116 6 21 71 Non-Teaching 2,505 888,941 7 19 74 Location Rural 1,668 377,872 7 19 74 Pacitic 77 19 74 Pacitic 77 78 78 78 78 78 78 78 78 78 78 78 78	National Results			8 19		73
New England 168 131,694 7 20 73 Mid-Atlantic 378 293,277 9 23 68 South Atlantic 634 548,534 9 21 70 East North Central 663 465,412 7 19 74 East South Central 626 223,878 6 17 77 West North Central 603 350,196 7 16 75 West South Central 603 350,196 7 16 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 575 234,761 8 19 73 100-199 beds 675 234,761 8 19 73 100-199 beds 497 564,842 9 21	National Robatio	1,011	2,001,002			
Mick-Atlantic 378 293,277 9 23 68 South Atlantic 634 548,534 9 21 70 East North Central 683 465,412 7 19 74 East South Central 345 200,198 8 19 73 West North Central 603 350,196 7 18 75 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 404 492,704 9 21	Region					
South Atlantic 634 548,534 9 21 70 East North Central 683 465,412 7 19 74 East South Central 345 200,198 8 19 73 West North Central 626 223,878 6 17 77 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 199,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 232 436,048 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Ownership and Control Profit 748 472,070 9 19 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	New England	168	131,694	7 20		73
East North Central East South Central Beat South Central West North Central West North Central West North Central 626 623,878 6 17 77 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 300-399 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 71 71 Cownership and Control Profit 748 472,070 9 19 72 73 74 Location Rural 1,668 377,872 7 19 74	Mid-Atlantic	378	293,277	9 23		68
East South Central 345 200,198 8 19 73 West North Central 626 223,878 6 17 77 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 200-299 beds 306 441,012 9 21 70 300-399 beds 170 268,846 9 20 71 700 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Covership and Control Profit 748 472,070 9 19 72 Covernment Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	South Atlantic	634	548,534	9 21		70
West North Central 626 223,878 6 17 77 West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547	East North Central	683	465,412	7 19		74
West South Central 603 350,196 7 18 75 Mountain 364 211,113 8 19 73 Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 3 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7	East South Central	345	200,198	8 19		73
Mountain Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 100-199 beds 897 564,842 9 21 70 70 70 70 70 70 70 70 70 7	West North Central	626	223,878	6 17		77
Pacific 483 428,803 9 21 70 Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 7 20 73	West South Central	603	350,196	7 18		75
Bed Size 6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 20 72 Non-Teaching 2,505 888,941 7 19 74 Cowership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73	Mountain	364	211,113	8 19		73
6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Covership and Control Profit 748 472,070 9 19 74 Covership and Control Profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Pacific	483	428,803	9 21		70
6-24 beds 518 59,167 5 15 80 25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Covership and Control Profit 748 472,070 9 19 74 Covership and Control Profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74						
25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Cownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Bed Size					
25-49 beds 936 169,449 7 18 75 50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Covership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	6-24 beds	518	59,167	5 15		80
50-99 beds 675 234,761 8 19 73 100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Covership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	25-49 beds	936	169,449			75
100-199 beds 897 564,842 9 21 70 200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	50-99 beds	675	234,761			73
200-299 beds 494 492,704 9 21 70 300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	100-199 beds	897	564,842			
300-399 beds 306 441,012 9 21 70 400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	200-299 beds	494	492,704			
400-499 beds 170 268,846 9 20 71 500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	300-399 beds	306	441,012			
500 or more beds 284 621,072 8 20 72 Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	400-499 beds	170	268,846			
Teaching Status Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	500 or more beds	284	621,072			
Major Teaching 232 436,048 8 20 72 Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74 Urbane 2,613 2,473,084						
Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Teaching Status					
Minor Teaching 1,547 1,528,116 8 21 71 Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74 Urban 2,612 2,473,084	Major Teaching	232	436,048	8 20		72
Non-Teaching 2,505 888,941 7 19 74 Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74 Urban 2,612 2,473,084	Minor Teaching	1,547	1,528,116			
Ownership and Control Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74 Urban 2,613 2,473,084	Non-Teaching	2,505	888,941			
Profit 748 472,070 9 19 72 Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74 Urban 2,612 2,473,084						
Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Ownership and Control					
Non-profit 2,606 2,030,819 7 20 73 Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Profit	748	472,070	9 19		72
Government Affiliated 930 350,216 7 20 73 Location Rural 1,668 377,872 7 19 74	Non-profit	2,606	2,030,819			
Location Rural 1,668 377,872 7 19 74	Government Affiliated	930	350,216			
Rural 1,668 377,872 7 19 74						
Urban 2.612 2.472.094	Location					
Urban 2 612 2 472 091	Rural	1,668	377,872	719		74
	Urban	2,612	2,473,981	8 20		72

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HCAHPS: Recommend the Hospital (Represents patients discharged between July 2017 and June 2018)

			Definitely No + Probably No Probably Yes Definitely Yes		
		0	_		
	Hospitals	Completed surveys			
National Results	4,315	2,861,652	5 23	72	
Region					
New England	168	131,694	4 22	74	
Mid-Atlantic	379	293,277	6 27	67	
South Atlantic	634	548,534	6 24	70	
East North Central	683	465,412	4 24	72	
East South Central	345	200,198	5 24	71	
West North Central	626	223,878	3 21	76	
West South Central	603	350,196	5 21	74	
Mountain	364	211,113	5 23	72	
Pacific	483	428,803	6 23	71	
Bed Size					
6-24 beds	518	59,167	3 18	79	
25-49 beds	936	169,449	4 23	73	
50-99 beds	676	234,761	5 23	72	
100-199 beds	897	564,842			
200-299 beds	494	492,704	6 25	69	
300-399 beds	306	441,012		70	
400-499 beds	170	268,846	6 23	71	
500 or more beds	284	621,072	622522	72 73	
Tooching Status					
Teaching Status	222	426.049			
Major Teaching Minor Teaching	232 1,547	436,048	5 21	74	
-	2,506	1,528,116 888,941	5 24	71	
Non-Teaching	2,506	888,941	5 23	72	
Ownership and Control					
Profit	748	472,070	7 22	71	
Non-profit	2,607	2,030,819	5 23	72	
Government Affiliated	930	350,216	5 23	72	
Location					
Rural	1,669	377,872	4 24	72	
Urban	2,612	2,473,981	6 22	72	
			22	12	

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 2015 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 www.ahadata.com.

http://www.hcahpsonline.org Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.