HCAHPS: Communication with Nurses

(Represents patients discharged between July 2008 and June 2009)

				Never + Usually Always Sometimes
	Hospitals	Completed surveys		
National Results	3,775	2,418,311	6% 19%	75%
Region				
New England	172	135,004	<mark>4%</mark> 19%	77%
Mid-Atlantic	378	308,815	7% 21%	72%
South Atlantic	597	353,023	7% 20%	73%
East North Central	606	455,499	5 % 19%	76%
East South Central	332	167,806	6% 16%	78%
West North Central	382	198,691	<mark>4%</mark> 19%	77%
West South Central	541	274,708	6% 17%	77%
Mountain	267	154,635	6% 21%	73%
Pacific	419	329,240	7% 23%	70%
Bed Size				
6-24 beds	216	47,034	14%	83%
25-49 beds	571	169,170	<mark>4%</mark> 17%	79%
50-99 beds	654	293,499	5 % 19%	76%
100-199 beds	932	562,244	6% 21%	73%
200-299 beds	548	428,053	7% 21%	72%
300-399 beds	337	301,563	7% 21%	72%
400-499 beds	172	178,174	7% 21%	72%
500 or more beds	264	397,684	7% 21%	72%
Teaching Status				
Major teaching	271	376,263	7% 21%	72%
Minor teaching	765	647,923	6% 21%	73%
Non-teaching	2,658	1,353,235	6% 19%	75%
Ownership and Control				
Profit	686	328,583	7% 20%	73%
Non-profit	2,328	1,755,637	5% 20%	75%
Government Affiliated	680	293,201	6% 18%	76%
Location				
Rural	1,284	480,825	5% 18%	77%
Urban	2,410	1,896,596	6% 21%	73%

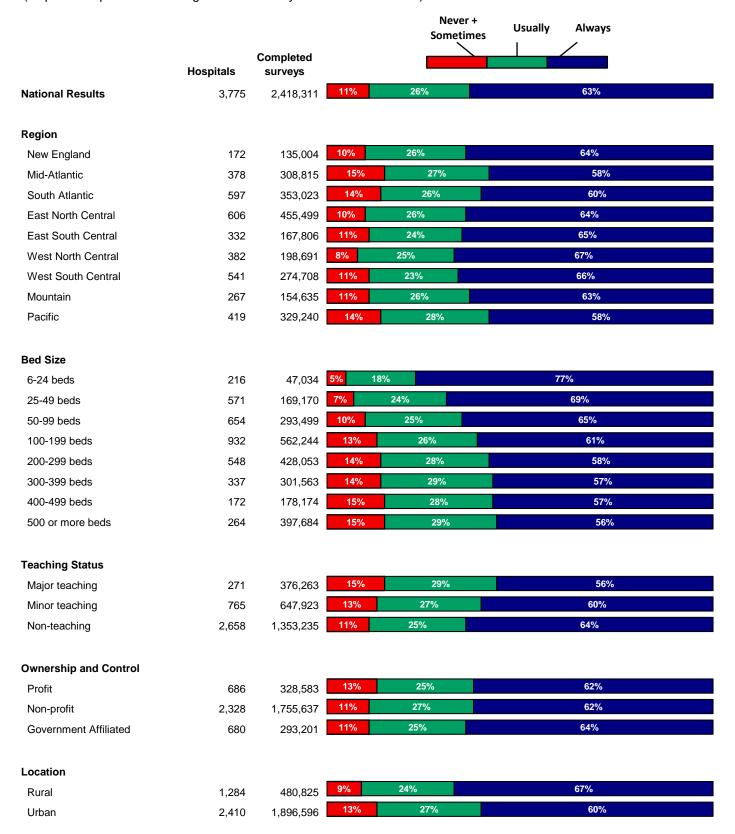
HCAHPS: Communication with Doctors

(Represents patients discharged between July 2008 and June 2009)

				Never + Usually Always Sometimes
				Sometimes
	Hospitals	Completed surveys		
National Results	3,775	2,418,311	<mark>5%</mark> 15%	80%
Region				
New England	172	135,004	<mark>4%</mark> 16%	80%
Mid-Atlantic	378	308,815	6% 17%	77%
South Atlantic	597	353,023	5% 16%	79%
East North Central	606	455,499	<mark>4%</mark> 17%	79%
East South Central	332	167,806	<mark>4%</mark> 13%	83%
West North Central	382	198,691	<mark>4%</mark> 15%	81%
West South Central	541	274,708	<mark>4%</mark> 13%	83%
Mountain	267	154,635	6% 17%	77%
Pacific	419	329,240	6% 18%	76%
Bed Size				
6-24 beds	216	47,034	11%	86%
25-49 beds	571	169,170	14%	83%
50-99 beds	654	293,499	<mark>4%</mark> 15%	81%
100-199 beds	932	562,244	5% 16%	79%
200-299 beds	548	428,053	6% 17%	77%
300-399 beds	337	301,563	6% 17%	77%
400-499 beds	172	178,174	6% 17%	77%
500 or more beds	264	397,684	6% 17%	77%
Teaching Status				
Major teaching	271	376,263	6% 17%	77%
Minor teaching	765	647,923		78%
Non-teaching	2,658	1,353,235		80%
Ownership and Control			50/ 450/	909/
Profit	686	328,583		80%
Non-profit	2,328	1,755,637		79%
Government Affiliated	680	293,201	<mark>4%</mark> 15%	81%
Location				
Rural	1,284	480,825	<mark>4%</mark> 14%	82%
Urban	2,410	1,896,596	5 % 17%	78%

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2008 and June 2009)



HCAHPS: Pain Management (Represents patients discharged between July 2008 and June 2009)

National Results					Never + Sometimes	Usually Always	
National Results			Completed				
Region New England 172 135,004 7% 23% 70% Mid-Attantic 376 308,815 9% 25% 66% South Attantic 597 353,023 9% 23% 65% East North Central 606 455,499 7% 24% 71% East South Central 331 167,806 6% 21% 71% West North Central 541 274,708 7% 22% 71% Mountain 266 154,635 7% 22% 66% Bed Size 6-24 beds 6-24 beds 541 47,034 5% 20% 71% 6-24 beds 563 296 654 293,499 7% 23% 66% 100-199 beds 564 293,499 7% 23% 66% 100-199 beds 537 301,663 9% 25% 66% 100-199 beds 337 301,663 9% 25% 66% Teaching Status Major teaching 764 647,923 6% 25% 66% Covereship and Control Profit 6-86 328,583 7% 25% 66% Covereship and Control Profit 6-86 25% 76% 25% 76% 25% 66% Covereship and Control Profit 6-86 328,583 7% 66% Covereship and Control Profit 6-86 258,583 7% 66% Covereship		Hospitals	-				
New England	National Results	3,773	2,418,311	8% 24%		68%	
Mid-Altantic 378 308,815 9% 25% 66% South Attantic 597 353,023 9% 23% 08% East North Central 606 455,499 7% 24% 69% West North Central 32 198,691 6% 25% 69% West North Central 541 274,708 7% 22% 71% Mountain 266 154,635 7% 25% 68% Pacific 419 329,240 7% 25% 66% Bed Size 6-24 beds 216 47,034 5% 20% 75% 5-99 beds 569 169,170 6% 23% 71% 500-399 beds 548 428,653 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 9% 25% 66% Major teaching 764 647,923 9% 25% 66% Mon-teaching 764 647,923 6% 25% 66% Non-profit 686 328,583 9% 25% 57% Covernment Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70% Location Rural 1,283 480,825 7% 23% 70% Pix 24% 66% Location Rural 1,283 480,825 7% 23% 70% Location	Region						
South Atlantic 597 353,023 9% 23% 68% East North Central 606 455,499 7% 24% 69% East South Central 331 187,806 5% 21% 71% West North Central 541 274,708 7% 22% 71% West South Central 541 274,708 7% 22% 71% Mountain 266 164,635 7% 22% 66% Pacific 419 329,240 9% 25% 66% Bed Size 6-24 beds 216 47,034 5% 29% 75% 50-99 beds 569 169,170 6% 23% 71% 71% 50-99 beds 564 293,499 7% 24% 59% 59% 100-199 beds 932 562,244 3% 25% 66% 66% 200-299 beds 548 428,053 9% 25% 66% 66% 400-499 beds	New England	172	135,004	7% 23%		70%	
East North Central 606 455,499 7% 24% 69% East South Central 331 167,806 8% 21% 71% West North Central 541 274,708 7% 22% 71% Mountain 266 145,635 7% 25% 66% Bed Size 6-24 beds 216 47,034 5% 20% 71% 5-99 beds 569 169,170 6% 23% 71% 100-199 beds 932 562,244 8% 25% 66% 100-199 beds 932 562,244 8% 25% 66% 100-199 beds 337 301,563 9% 25% 66% Teaching Status Major teaching 764 647,923 8% 25% 66% Downership and Control Profit 686 328,583 9% 25% 66% Location Rural 1,283 480,825 7% 23% 70% Location Rural 1,283 480,825 7% 23% 70% Location Rural 1,283 480,825 7% 23% 70% East North Central 331 167,806 8% 21% 71% East South Central 331 167,806 8% 25% 66% East South Central 331 167,806 8% 25% 66% East South Central 332 198,691 9% 25% 66% East South Central 322 198,691 9% 25% 66% East South Central 419 322 19% 24% 69% East South Central 419 22% 19% 24% 19% East South Central 419 24% 19% East South Central 419 24% 19% East South Central 41	Mid-Atlantic	378	308,815	9% 25%		66%	
East South Central 331 167,806 8% 21% 71% West North Central 382 198,691 6% 25% 69% West South Central 541 274,708 7% 22% 71% Mountain 266 154,635 7% 25% 65% Bed Size 6-24 beds 216 47,034 5% 23% 71% 50-99 beds 569 169,170 6% 23% 71% 100-199 beds 932 562,244 8% 25% 66% 300-399 beds 48 428,053 7% 25% 66% 400-499 beds 373 301,663 9% 25% 66% Teaching Status Major teaching 764 647,923 8% 25% 66% Non-teaching 764 647,923 7% 24% 69% Non-teaching 2,657 1,353,235 7% 24% 69% Covernment Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70% Total Control Profit 686 328,583 7% 25% 66% Government Affiliated 79% Total Control Profit 686 328,583 7% 25% 66% Covernment Affiliated 79% Total Control Profit 686 328,583 7% 24% 69% Covernment Affiliated 79% Total Control Profit 686 328,583 7% 25% 66% Covernment Affiliated 79% Total Control Profit 686 328,583 7% 24% 69% Covernment Affiliated 1,283 480,825 7% 24% 69% Covernment Affiliated 70% Total Control Profit 686 328,583 7% 24% 69% Covernment Affiliated 1,283 480,825 7% 24% 69% Covernment Affiliated 70% Total Control Profit 686 79 293,201 7% 24% 69% Covernment Affiliated 70% Total Control Profit 686 79 293,201 7% 24% 69% Covernment Affiliated 70% Total Control Profit 686 79 293,201 7% 24% 69%	South Atlantic	597	353,023	9% 23%		68%	
West North Central 382 198,691 6% 25% 69% West South Central 541 274,708 7% 22% 71% Mountain 266 154,635 7% 25% 66% Pacific 419 329,240 9% 25% 66% Bed Size 6-24 beds 216 47,034 5% 20% 75% 25-49 beds 569 169,170 6% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 66% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Teaching Status Minor teaching	East North Central	606	455,499	7% 24%		69%	
West South Central 541 274,708 7½ 22½% 711% Mountain 266 154,635 7% 25% 68% Pacific 419 329,240 9% 25% 66% Bed Size 6-24 beds 216 47,034 5% 20% 75% 6-24 beds 569 169,170 6% 23% 71% 50-99 beds 664 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 66% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Minor teaching 764 647,923 8% 25% 66% Non-teaching 2,657 1,353,235 7% 24%	East South Central	331	167,806	8% 21%		71%	
Mountain 266 154,635 7% 25% 68% Pacific 419 329,240 9% 25% 66% Bed Size 6-24 beds 216 47,034 5% 20% 75% 25-49 beds 569 169,170 6% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 66% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Minor teaching 74 647,923 8% 25% 66% Minor teaching 764 647,923 8% 25% 66% Ownership and Control Profit 2,327 1,755,637 7%	West North Central	382	198,691	6% 25%		69%	
Bed Size 66% 6-24 beds 216 47,034 5% 20% 75% 25-49 beds 569 169,170 6% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 66% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 66% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Gover	West South Central	541	274,708	7% 22%		71%	
Bed Size 6-24 beds 216 47,034 5% 20% 75% 25-49 beds 569 169,170 6% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 67% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 5% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Teaching Status Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 66% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Rovernment Affiliated 679 293,201 7% 24% 69% Country Services Profit 2,327 1,755,637 7% 25% 68%<	Mountain	266	154,635	7% 25%		68%	
6-24 beds	Pacific	419	329,240	9% 25%		66%	
6-24 beds 216 47,034 5% 20% 75% 25-49 beds 569 169,170 6% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 66% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Teaching Status Major teaching 764 647,923 8% 25% 66% Minor teaching 764 647,923 8% 25% 66% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Rovernment Affiliated 679 293,201 7% 24% 69%							
25-49 beds 569 169,170 5% 23% 71% 50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 67% 200-299 beds 548 426,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	Bed Size						
50-99 beds 654 293,499 7% 24% 69% 100-199 beds 932 562,244 8% 25% 67% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 67% 500 or more beds 264 397,684 9% 25% 66% Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 69% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	6-24 beds	216	47,034	5% 20%		75%	
100-199 beds 932 562,244 8% 25% 67% 200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 66% 500 or more beds 264 397,684 9% 25% 66% Teaching Status Major teaching 764 647,923 8% 25% 66% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	25-49 beds	569	169,170	6% 23%		71%	
200-299 beds 548 428,053 9% 25% 66% 300-399 beds 337 301,563 9% 25% 66% 60% 400-499 beds 172 178,174 8% 25% 66% 66% 60% 60% 60% 60% 60% 60% 60% 60	50-99 beds	654	293,499	7% 24%		69%	
300-399 beds 337 301,563 9% 25% 66% 400-499 beds 172 178,174 8% 25% 67% 500 or more beds 264 397,684 9% 25% 66% 66% 66% 66% 66% 66% 66% 66% 66% 6	100-199 beds	932	562,244	8% 25%		67%	
400-499 beds 172 178,174 8% 25% 67% 500 or more beds 264 397,684 9% 25% 66% Teaching Status Major teaching 764 647,923 8% 25% 67% 67% Mon-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 66% 68% 69% Location Rural 1,283 480,825 7% 23% 70%	200-299 beds	548	428,053	9% 25%		66%	
Teaching Status Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	300-399 beds	337	301,563	9% 25%		66%	
Teaching Status Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	400-499 beds	172	178,174	8% 25%		67%	
Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	500 or more beds	264	397,684	9% 25%		66%	
Major teaching 271 376,263 9% 25% 66% Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	Tanahing Status						
Minor teaching 764 647,923 8% 25% 67% Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%		074	276 262	0% 25%		66%	
Non-teaching 2,657 1,353,235 7% 24% 69% Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%							
Ownership and Control Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%			•				
Profit 686 328,583 9% 23% 68% Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	Non-teaching	2,037	1,333,233	2470		0378	
Non-profit 2,327 1,755,637 7% 25% 68% Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	Ownership and Control						
Government Affiliated 679 293,201 7% 24% 69% Location Rural 1,283 480,825 7% 23% 70%	Profit	686	328,583			68%	
Location Rural 1,283 480,825 7% 23% 70%	Non-profit	2,327	1,755,637				
Rural 1,283 480,825 7% 23% 70%	Government Affiliated	679	293,201	7% 24%		69%	
Rural 1,283 480,825 7% 23% 70%	Location						
		1,283	480,825	7% 23%		70%	
						68%	

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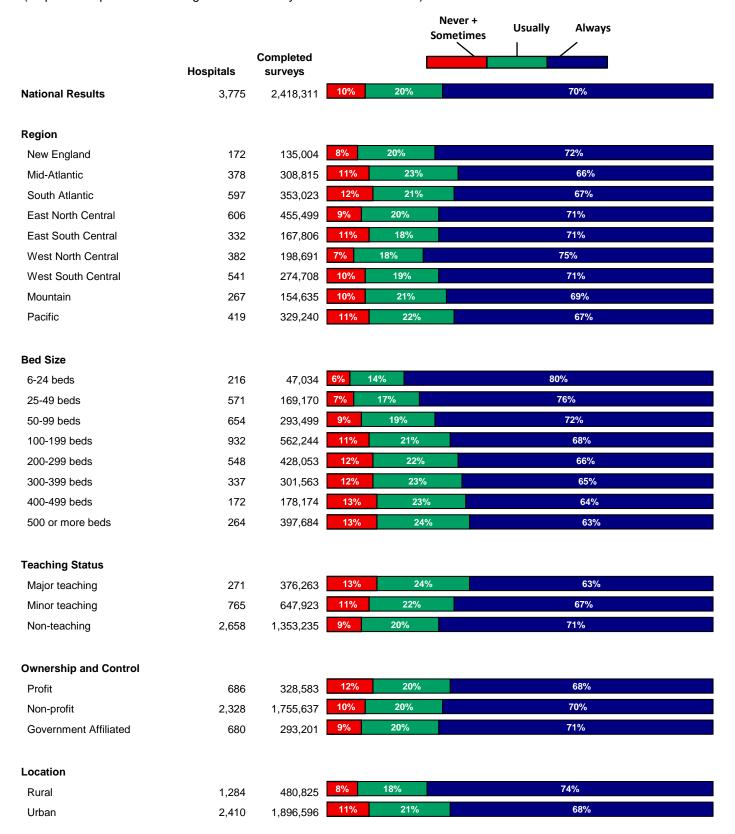
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2008 and June 2009)

			Never + Sometimes	Usually Always
	Hospitals	Completed surveys		
National Results	3,772	2,418,311	22% 19%	59%
Region				
New England	172	135,004	20% 19%	61%
Mid-Atlantic	377	308,815	25% 19%	56%
South Atlantic	597	353,023	25% 17%	58%
East North Central	606	455,499	21% 20%	59%
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Bed Size				
6-24 beds	215	47,034	16% 17%	67%
25-49 beds	570	169,170	19% 18%	63%
50-99 beds	654	293,499	21% 19%	60%
100-199 beds	931	562,244	24% 18%	58%
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Teaching Status				
Major teaching	271	376,263	24% 19%	57%
Minor teaching	765	647,923	24% 19%	57%
Non-teaching	2,655	1,353,235	22% 18%	60%
Ownership and Control				
Profit	686	328,583	25% 17%	58%
Non-profit	2,327	1,755,637	22% 19%	59%
Government Affiliated	678	293,201	21% 19%	60%
Location				
Rural	1,283	480,825	20% 19%	61%
Urban	2,408	1,896,596	24% 18%	58%

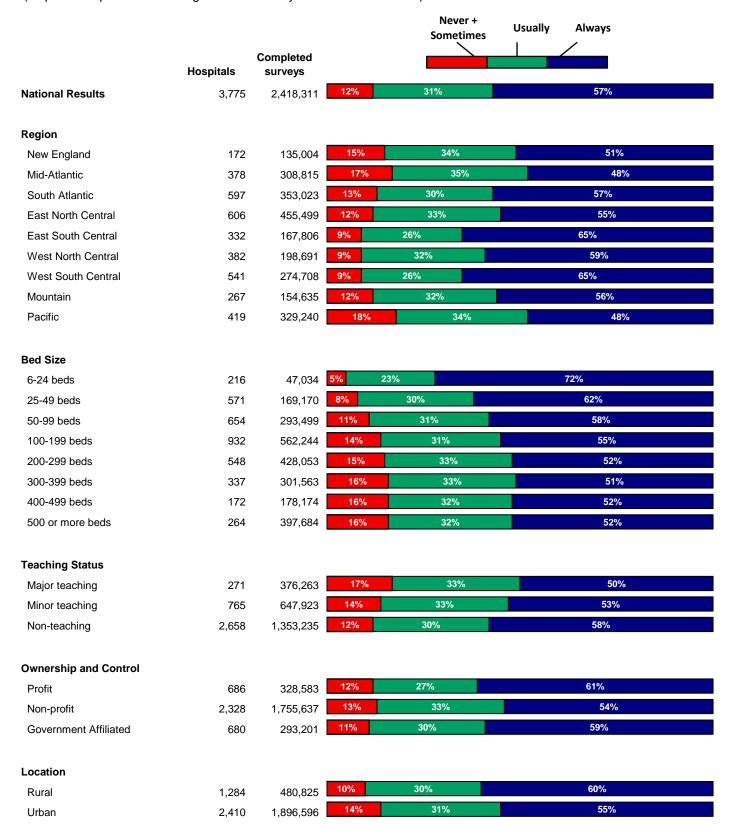
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2008 and June 2009)



HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2008 and June 2009)



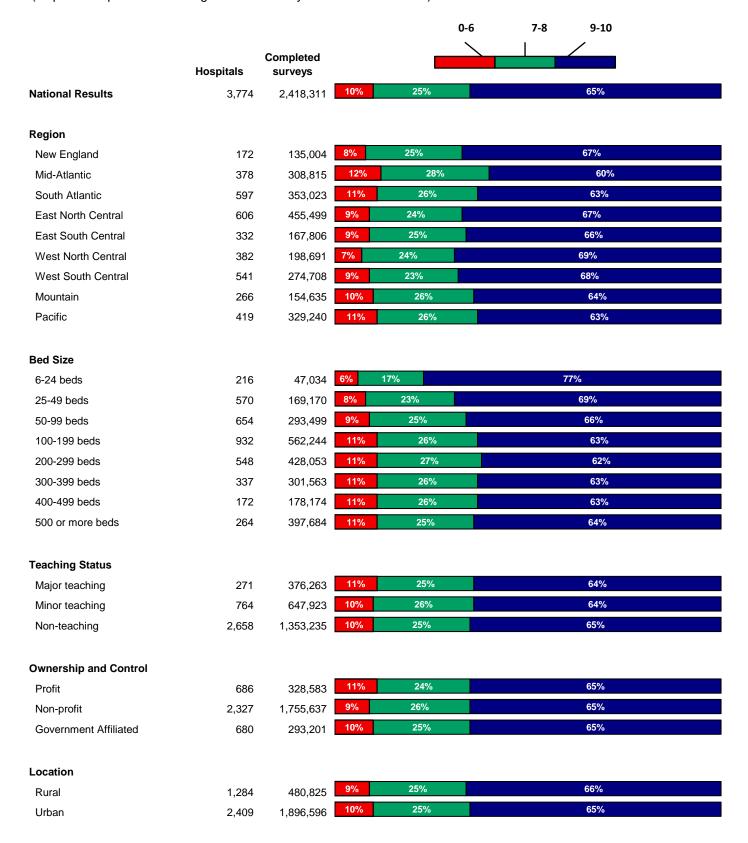
HCAHPS: Discharge Information (Represents patients discharged between July 2008 and June 2009)

National Results 3.772 2.418.311 19% 81% 8					No	Yes	
National Results 3,772 2,418,311 19% 51%			Completed				
Region New England New England 172 135,004 16% 84% Mid-Attantic 378 308,815 20% 80% South Attantic 597 353,023 20% 80% East North Central 606 455,499 16% 82% East South Central 331 167,806 21% 75% West North Central 540 274,708 20% 80% Mountain 267 154,635 199% 81% Pacific 419 329,240 21% 75% Bed Size 6-24 beds 216 47,034 16% 84% 5-99 beds 570 169,170 199% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 931 562,244 20% 80% 300-399 beds 337 301,663 20% 80% 300-399 beds 337 301,663 20% 80% 100-499 beds 370 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 765 647,923 199% 81% Non-teaching 765 647,923 199% 81% Non-teaching 765 647,923 199% 81% Non-teaching 765 647,923 199% 81% Non-profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 199% 81% Covernent Affiliated 678 293,201 20% 80% Non-profit 2,328 1,755,637 199% 81% Covernent Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 199% 81%		Hospitals	-				
New England	National Results	3,772	2,418,311	19%		81%	
Mid-Altantic 378 308,815 20% 80% South Atlantic 597 353,023 20% 80% East North Central 606 455,499 18% 82% East South Central 331 167,806 21% 79% West North Central 32 198,691 17% 83% West South Central 540 274,708 20% 80% Mountain 267 154,635 199% 81% Pacific 419 329,240 21% 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 199,170 199% 81% 50-99 beds 654 293,499 199% 81% 100-199 beds 931 562,244 20% 80% 300-399 beds 4337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% Moint teaching 271 376,263 199% 81% Mejor teaching 271 376,263 199% 81% Non-teaching 765 647,923 199% 81% Non-teaching 12,328 1,755,637 199% 81% Cowmership and Control Profit 686 328,583 20% 80% Cowmership and Control Profit 686 328,583 20% 81% Non-profit 2,328 1,755,637 199% 81% Covernment Affiliated 678 293,201 20% 80% Covernment Affiliated 1,283 480,825 199% 81%	Region						
South Atlantic 597 353,023 20% 80% East North Central 606 455,499 18% 82% East South Central 331 187,806 21% 79% West North Central 382 198,691 17% 83% West South Central 540 274,708 20% 80% Mountain 267 164,635 19% 81% Pacific 419 329,240 21% 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,568 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 </td <td>New England</td> <td>172</td> <td>135,004</td> <td>16%</td> <td></td> <td>84%</td> <td></td>	New England	172	135,004	16%		84%	
East North Central 606 455,499 181% 82% East South Central 331 167,806 211% 79% West North Central 540 274,708 20% 80% Mountain 267 154,635 199% 811% Pacific 419 329,240 211% 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 199% 811% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 200-299 beds 337 301,663 20% 80% 400-499 beds 172 178,174 20% 80% 200 or more beds 264 397,684 20% 80% Teaching Status Major teaching 765 647,923 199% 811% Non-teaching 2,666 1,353,235 199% 811% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 199% 811% Covernment Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 199% 811%	Mid-Atlantic	378	308,815	20%		80%	
East South Central 331 167,806 211 79% 833	South Atlantic	597	353,023	20%		80%	
West North Central 382 198,691 17% 83% West South Central 540 274,708 20% 80% Mountain 267 154,635 19% 31% Pacific 419 329,240 21% 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 2656 1,353,235 19% 81%	East North Central	606	455,499	18%		82%	
West South Central 540 274,708 20% 80% Mountain 267 154,635 19% 81% Pacific 419 329,240 21% 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% <t< td=""><td>East South Central</td><td>331</td><td>167,806</td><td>21%</td><td></td><td>79%</td><td></td></t<>	East South Central	331	167,806	21%		79%	
Mountain 267 154,635 19% 81% Pacific 419 329,240 211/4 79% Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% 500 or more beds 264 397,684 20% 80% Minor teaching 765 647,923 19% 81% Minor teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80%	West North Central	382	198,691	17%		83%	
Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 199% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% 500 or more beds 264 397,684 20% 80% Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 326,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated	West South Central	540	274,708	20%		80%	
Bed Size 6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Mon-teaching 765 647,923 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Mountain	267	154,635	19%		81%	
6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Pacific	419	329,240	21%		79%	
6-24 beds 216 47,034 16% 84% 25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%							
25-49 beds 570 169,170 19% 81% 50-99 beds 654 293,499 19% 80% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Bed Size						
50-99 beds 654 293,499 19% 81% 100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	6-24 beds	216	47,034	16%		84%	
100-199 beds 931 562,244 20% 80% 200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	25-49 beds	570	169,170	19%		81%	
200-299 beds 548 428,053 20% 80% 300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	50-99 beds	654	293,499	19%		81%	
300-399 beds 337 301,563 20% 80% 400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% 80%	100-199 beds	931	562,244	20%		80%	
400-499 beds 172 178,174 20% 80% 500 or more beds 264 397,684 20% 80% Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	200-299 beds	548	428,053	20%		80%	
Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	300-399 beds	337	301,563	20%		80%	
Teaching Status Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	400-499 beds	172	178,174	20%		80%	
Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	500 or more beds	264	397,684	20%		80%	
Major teaching 271 376,263 19% 81% Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Teaching Status						
Minor teaching 765 647,923 19% 81% Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%		271	376.263	19%		81%	
Non-teaching 2,656 1,353,235 19% 81% Ownership and Control Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	-			19%		81%	
Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%				19%		81%	
Profit 686 328,583 20% 80% Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%							
Non-profit 2,328 1,755,637 19% 81% Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Ownership and Control						
Government Affiliated 678 293,201 20% 80% Location Rural 1,283 480,825 19% 81%	Profit	686	328,583	20%			
Location Rural 1,283 480,825 19% 81%	Non-profit	2,328	1,755,637				
Rural 1,283 480,825 19% 81%	Government Affiliated	678	293,201	20%		80%	
Rural 1,283 480,825 19% 81%	Location						
		1,283	480,825	19%		81%	
	Urban			20%		80%	

Originally Posted: 12-13-2010 www.hcahpsonline.org

HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2008 and June 2009)



HCAHPS: Recommend the Hospital (Represents patients discharged between July 2008 and June 2009)

			Definitely No +	Probably Definitely
		• • • •	Probably No	Yes Yes
	Hospitals	Completed surveys		
National Results	3,775	2,418,311	6% 26%	68%
Region				
New England	172	135,004	<mark>4%</mark> 23%	73%
Mid-Atlantic	378	308,815	7% 30%	63%
South Atlantic	597	353,023	7% 27%	66%
East North Central	606	455,499	5% 26%	69%
East South Central	332	167,806	6% 25%	69%
West North Central	382	198,691	<mark>4%</mark> 25%	71%
West South Central	541	274,708	6% 24%	70%
Mountain	267	154,635	6% 27%	67%
Pacific	419	329,240	7% 26%	67%
Bed Size				
6-24 beds	216	47,034	19%	78%
25-49 beds	571	169,170	5% 25%	70%
50-99 beds	654	293,499	5% 27%	68%
100-199 beds	932	562,244	7% 27%	66%
200-299 beds	548	428,053	7% 27%	66%
300-399 beds	337	301,563	6% 26%	68%
400-499 beds	172	178,174	6% 26%	68%
500 or more beds	264	397,684	6% 24%	70%
Teaching Status				
Major teaching	271	376,263	6% 24%	70%
Minor teaching	765	647,923	6% 26%	68%
Non-teaching	2,658	1,353,235	6% 26%	68%
Ownership and Control				
Profit	686	328,583	25%	67%
Non-profit	2,328	1,755,637		69%
Government Affiliated	680	293,201		67%
	230	200,201		
Location				
Rural	1,284	480,825	5% 28%	67%
Urban	2,410	1,896,596	6% 25%	69%

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 2008 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2010".

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.