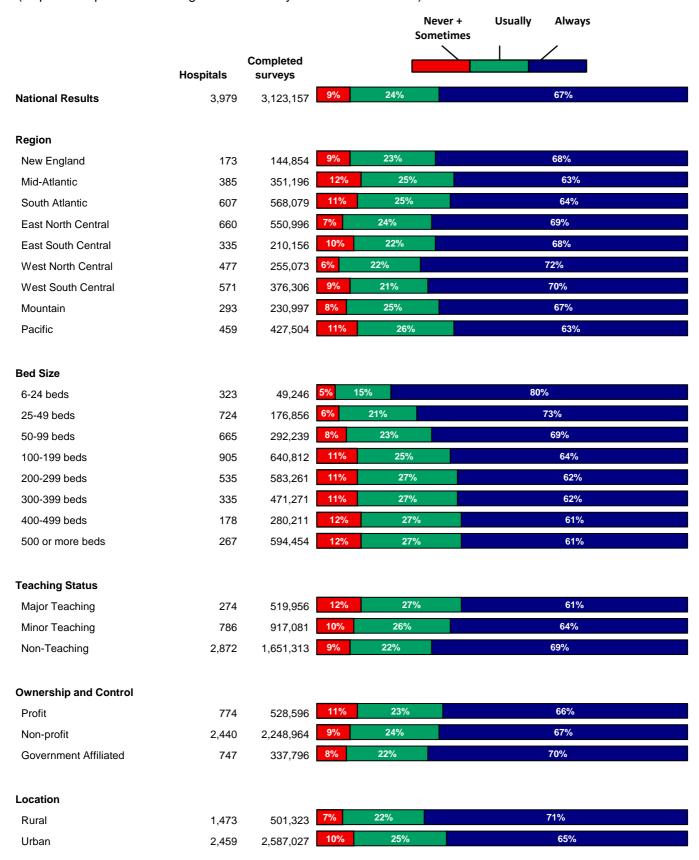
### **HCAHPS: Communication with Nurses**

				Never + Usually Always
				Sometimes
	Hospitals	Completed surveys		
National Results	3,979	3,123,157	<mark>4%</mark> 17%	79%
Region				
New England	173	144,854	<mark>4%</mark> 16%	80%
Mid-Atlantic	385	351,196	<b>5</b> % 18%	77%
South Atlantic	607	568,079	<b>5</b> % 17%	78%
East North Central	660	550,996	<mark>4%</mark> 16%	80%
East South Central	335	210,156	<b>5%</b> 15%	80%
West North Central	477	255,073	16%	81%
West South Central	571	376,306	<mark>4%</mark> 16%	80%
Mountain	293	230,997	<mark>4%</mark> 19%	77%
Pacific	459	427,504	<b>5</b> % 20%	75%
Bed Size				
6-24 beds	323	49,246	13%	85%
25-49 beds	724	176,856	16%	81%
50-99 beds	665	292,239	<mark>4%</mark> 17%	79%
100-199 beds	905	640,812	<b>5%</b> 18%	77%
200-299 beds	535	583,261	<b>5%</b> 19%	76%
300-399 beds	335	471,271	<b>5</b> % 18%	77%
400-499 beds	178	280,211	<b>5%</b> 19%	76%
500 or more beds	267	594,454	<b>5%</b> 19%	76%
Teaching Status				
Major Teaching	274	519,956	<b>5%</b> 19%	76%
Minor Teaching	786	917,081	<b>5</b> % 18%	77%
Non-Teaching	2,872	1,651,313	<mark>4%</mark> 17%	79%
Ownership and Control				
Profit	774	528,596	6% 16%	78%
Non-profit	2,440	2,248,964		79%
Government Affiliated	747	337,796		80%
Laggian				
<b>Location</b> Rural	1,473	501,323	<mark>4%</mark> 16%	80%
		2,587,027		78%
Urban	2,459	2,587,027	11 /0	1070

## **HCAHPS: Communication with Doctors**

			Never + Usually Alwa Sometimes	ays
		Completed	Joineanies	_
	Hospitals	surveys		
National Results	3,979	3,123,157	<mark>4% 14% 82%</mark>	
Region				
New England	173	144,854	<mark>4% 15% 81</mark> %	
Mid-Atlantic	385	351,196	5% 17% 78%	
South Atlantic	607	568,079	5% 14% 81%	
East North Central	660	550,996	<mark>4% 15% 81</mark> %	
East South Central	335	210,156	12% 85%	
West North Central	477	255,073	13%	
West South Central	571	376,306	<mark>4% 12% 84</mark> %	
Mountain	293	230,997	4% 16% 80%	
Pacific	459	427,504	5% 16% 79%	
Bed Size				
6-24 beds	323	49,246	11%	
25-49 beds	724	176,856	12% 85%	
50-99 beds	665	292,239	<mark>4% 13% 83</mark> %	
100-199 beds	905	640,812	5% 15% 80%	
200-299 beds	535	583,261	5% 16% 79%	
300-399 beds	335	471,271	5% 16% 79%	
400-499 beds	178	280,211	5% 17% 78%	
500 or more beds	267	594,454	5% 16% 79%	
Teaching Status	074	540.050	5% 16% 79%	
Major Teaching	274	519,956		
Minor Teaching	786	917,081		
Non-Teaching	2,872	1,651,313	02/0	
Ownership and Control				
Profit	774	528,596	5% 14% 81%	
Non-profit	2,440	2,248,964	<mark>4% 15% 81</mark> %	
Government Affiliated	747	337,796	<mark>4% 13% 83</mark> %	
Location				
Rural	1,473	501,323	13% 84%	
Urban	2,459	2,587,027	5% 15% 80%	

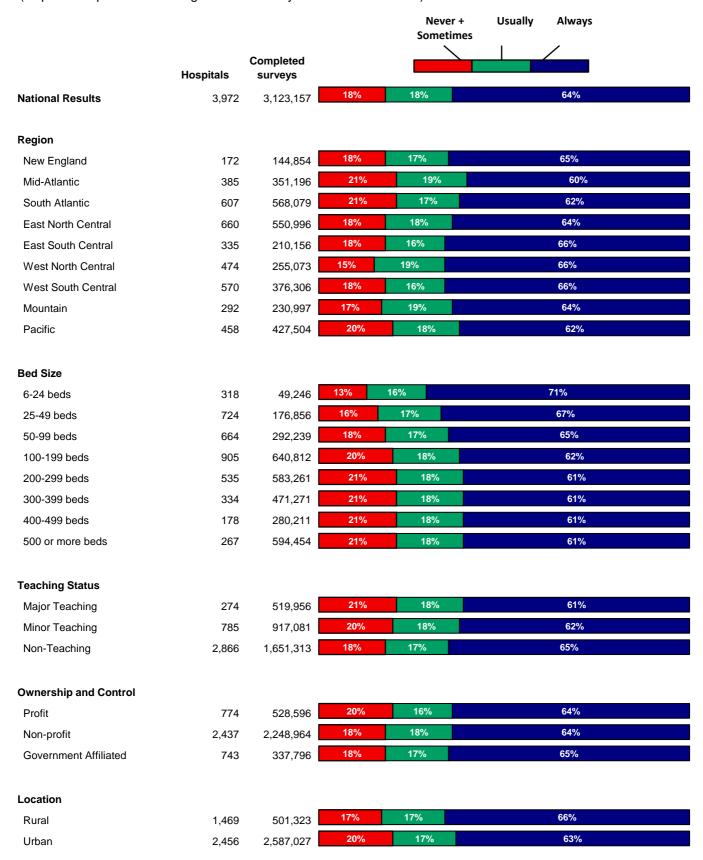
### **HCAHPS: Responsiveness of Hospital Staff**



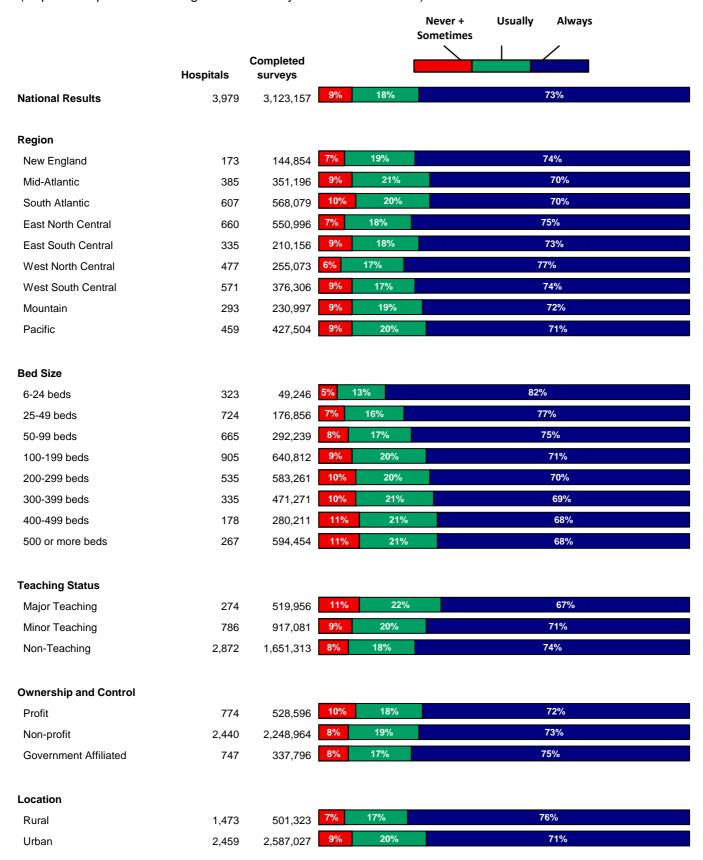
# HCAHPS: Pain Management (Represents patients discharged between July 2012 and June 2013)

				Never + Sometimes	Usually Always	
		Completed		Joinetines		
	Hospitals	surveys				
National Results	3,974	3,123,157	7% 22%		71%	
Region						
New England	172	144,854	6% 23%		71%	
Mid-Atlantic	385	351,196	8% 24%		68%	
South Atlantic	607	568,079	8% 22%		70%	
East North Central	660	550,996	6% 23%		71%	
East South Central	335	210,156	8% 20%		72%	
West North Central	475	255,073	5% 24%		71%	
West South Central	570	376,306	7% 20%		73%	
Mountain	293	230,997	6% 24%		70%	
Pacific	458	427,504	7% 24%		69%	
Bed Size						
6-24 beds	320	49,246	5% 20%		75%	
25-49 beds	723	176,856	6% 21%		73%	
50-99 beds	665	292,239	6% 23%		71%	
100-199 beds	905	640,812	7% 24%		69%	
200-299 beds	535	583,261	7% 24%		69%	
300-399 beds	334	471,271	7% 24%		69%	
400-499 beds	178	280,211	7% 24%		69%	
500 or more beds	267	594,454	7% 24%		69%	
Teaching Status						
Major Teaching	274	519,956	8% 24%		68%	
Minor Teaching	785	917,081	7% 23%		70%	
Non-Teaching	2,868	1,651,313	7% 22%		71%	
Ownership and Control						
Profit	774	528,596	8% 21%		71%	
Non-profit	2,438	2,248,964	6% 24%		70%	
Government Affiliated	744	337,796	7% 22%		71%	
Location						
Rural	1,470	501,323	6% 22%		72%	
Urban	2,457	2,587,027	7% 23%		70%	

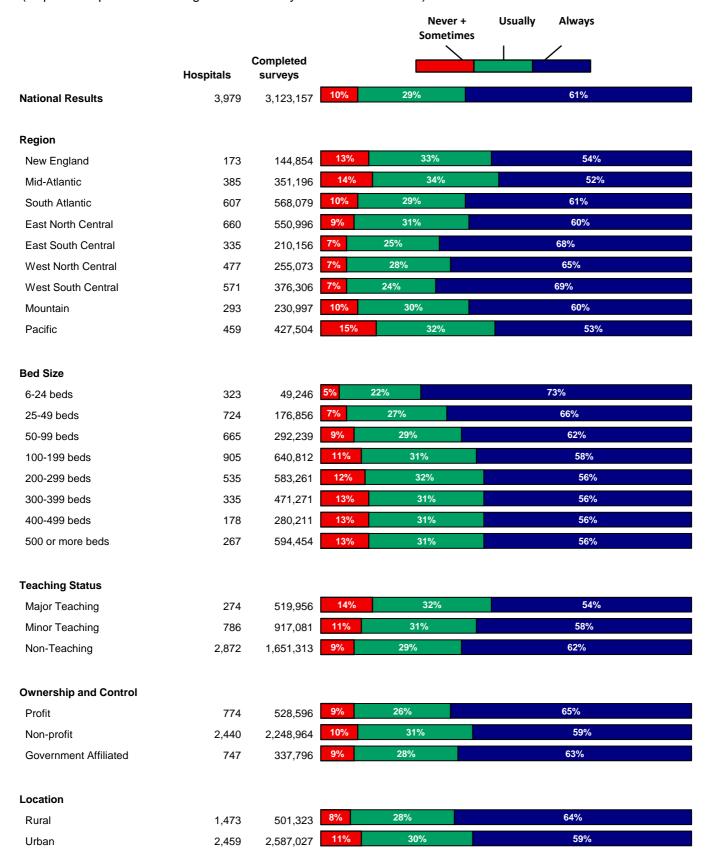
#### **HCAHPS: Communication About Medicines**



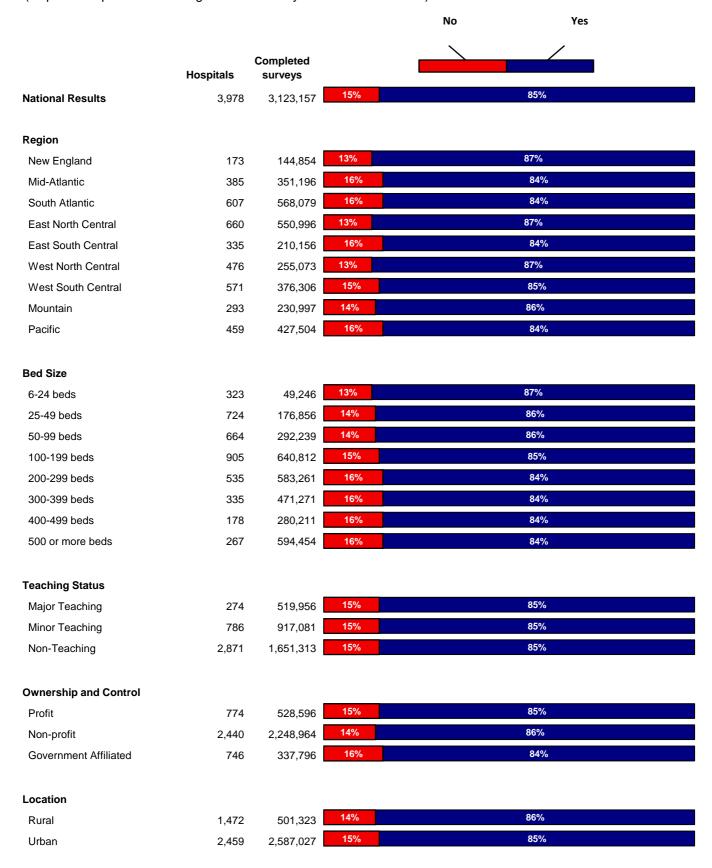
### **HCAHPS: Cleanliness of Hospital Environment**



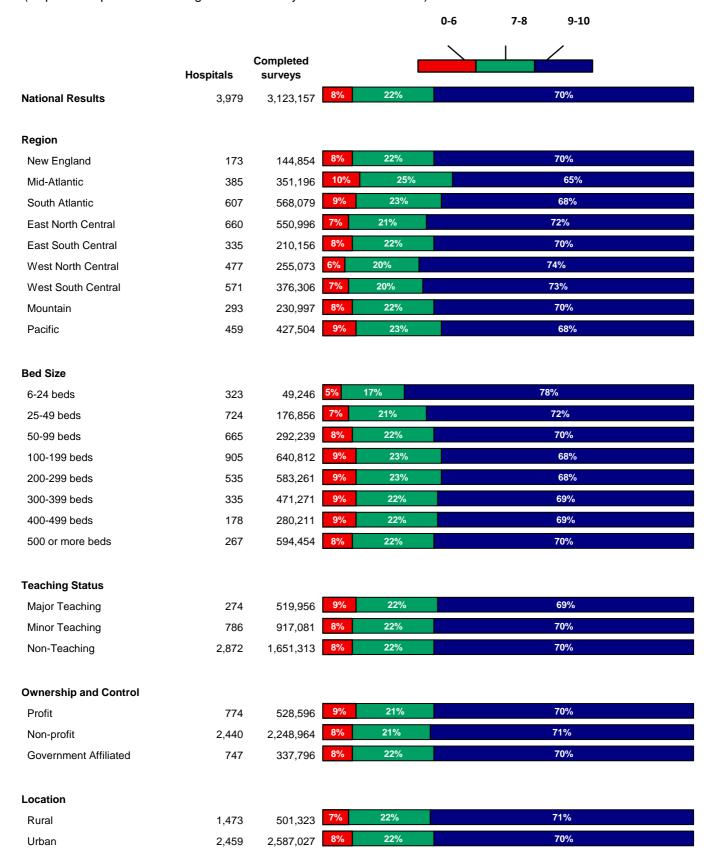
#### **HCAHPS: Quietness of Hospital Environment**



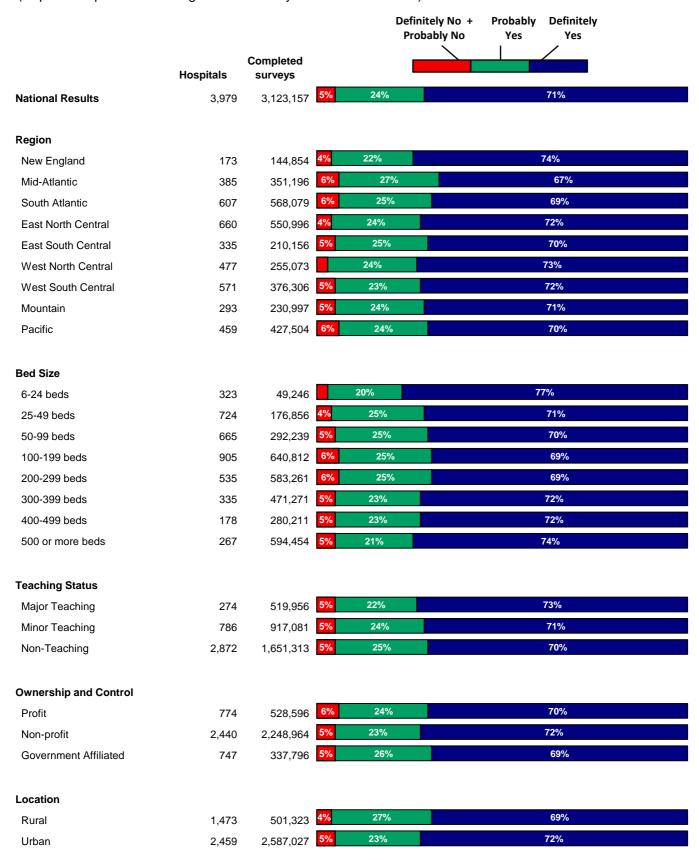
### **HCAHPS: Discharge Information**



### **HCAHPS: Overall Rating of Hospital**



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



#### **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 2012 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2014".

#### 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 hospita

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.

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www.hcahpsonline.org Originally Posted: 04-17-2014