Never + Sometimes

Always

HCAHPS: Communication with Nurses

(Represents patients discharged between July 2013 and June 2014)

		Never + Sometimes				
	Hospitals	Completed surveys				
National Results	4,143	3,080,703	<mark>4%</mark> 17%	79%		
Region						
New England	172	141,231	<mark>4%</mark> 15%	81%		
Mid-Atlantic	386	334,475	<mark>5%</mark> 18%	77%		
South Atlantic	617	578,420	<mark>5%</mark> 17%	78%		
East North Central	673	512,249	16%	81%		
East South Central	346	206,504	5% 14%	81%		
West North Central	535	241,455	16%	81%		
West South Central	593	377,101	<mark>4%</mark> 16%	80%		
Mountain	334	242,623	<mark>4%</mark> 18%	78%		
Pacific	467	439,960	<mark>5%</mark> 19%	76%		
Bed Size						
6-24 beds	391	52,573	12%	85%		
25-49 beds	810	176,824	15%	82%		
50-99 beds	673		<mark>4%</mark> 16%	80%		
100-199 beds	915	619,360	5% 18%	77%		
200-299 beds	530	577,150	5% 18%	77%		
300-399 beds	326		5% 18%	77%		
400-499 beds	181	291,569	5% 18%	77%		
500 or more beds	267	600,476	5% 18%	77%		
Teaching Status	050	404 004	E0/ 4.00/	770/		
Major Teaching	253		5% 18%	77%		
Minor Teaching	896	992,188		78%		
Non-Teaching	2,944	1,566,703	<mark>4%</mark> 16%	80%		
Ownership and Control						
Profit	782	523,908	<mark>6%</mark> 16%	78%		
Non-profit	2,525	2,185,891	<mark>4%</mark> 17%	79%		
Government Affiliated	554	287,105	<mark>4%</mark> 17%	79%		
Location						
Rural	1,608	483,584	<mark>4%</mark> 15%	81%		
Urban	2,485	2,566,608		78%		

Never + Sometimes

Always

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2013 and June 2014)

Hospitals	Completed surveys			
4,143	3,080,703	<mark>4%</mark> 14%	82%	
172	141,231	<mark>4%</mark> 15%	81%	
386	334,475	<mark>5%</mark> 16%	79%	
617	578,420	<mark>5%</mark> 14%	81%	
673	512,249	<mark>4%</mark> 14%	82%	
346	206,504	12%	85%	
535	241,455	13%	84%	
593	377,101	<mark>4%</mark> 12%	84%	
334	242,623	<mark>4%</mark> 16%	80%	
467	439,960	<mark>5%</mark> 16%	79%	
391	52.573	11%	86%	
810		12%	85%	
673		<mark>4%</mark> 13%	83%	
915			80%	
530		<mark>5%</mark> 16%	79%	
326		5% 16%	79%	
181		5% 16%	79%	
267	600,476	<mark>5%</mark> 16%	79%	
253	491,301	5% 16%	79%	
896		<mark>4%</mark> 16%	80%	
2,944			82%	
782	523.908	5% 14%	81%	
			81%	
554			83%	
1,608	483,584	13%	84%	
	4,143 172 386 617 673 346 535 593 334 467 391 810 673 915 530 326 181 267 253 896 2,944 782 2,525 554	Hospitalssurveys4,1433,080,703172141,231386334,475617578,420673512,249346206,504535241,455593377,101334242,623467439,96039152,573810176,824673272,081915619,360530577,150326460,159181291,569267600,476253491,301896992,1882,9441,566,703782523,9082,5252,185,891554287,105	Hospitalssurveys $4,143$ $3,080,703$ 4% 14% 172 $141,231$ 4% 15% 386 $334,475$ 5% 16% 617 $578,420$ 5% 14% 673 $512,249$ 4% 14% 346 $206,504$ 12% 535 $241,455$ 13% 593 $377,101$ 4% 467 $439,960$ 5% 467 $439,960$ 5% 391 $52,573$ 11% 810 $176,824$ 12% 673 $272,081$ 4% 437 $272,081$ 4% 436 $206,504$ 15% 530 $577,150$ 5% 530 $577,150$ 5% 267 $600,476$ 5% 267 $600,476$ 5% 253 $491,301$ 5% 253 $491,301$ 5% 2944 $1,566,703$ 4% $2,944$ $1,566,703$ 4% $2,525$ $2,185,891$ 4% $2,525$ $2,185,891$ 4% 4% 15% 15%	Hospitals surveys 4,143 3,080,703 44 14% 82% 172 141,231 44 15% 81% 386 334,475 5% 16% 79% 617 578,400 5% 14% 82% 616 572,249 4% 44% 82% 617 578,400 5% 14% 82% 618 206,504 12% 85% 62% 633 241,455 13% 84% 62% 633 377,101 42% 12% 84% 334 242,623 5% 16% 80% 467 439,960 5% 16% 80% 530 527,716 5% 16% 79% 326 460,159 5% 16% 79% 326 460,159 5% 16% 79% 326 460,159 5% 16% 79% 267 600,476

Never + Sometimes

Always

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2013 and June 2014)

			Never + Sometimes			
			· · · · · · · · · · · · · · · · · · ·			
	Hospitals	Completed surveys				
National Results	4,142	3,080,703	9% 23%	68%		
Region						
New England	171	141,231	8% 24%	68%		
Mid-Atlantic	386	334,475	11% 25%	64%		
South Atlantic	617	578,420	11% 24%	65%		
East North Central	673	512,249	7% 23%	70%		
East South Central	346	206,504	10% 21%	69%		
West North Central	535	241,455	6% 22%	72%		
West South Central	593	377,101	9% 21%	70%		
Mountain	334	242,623	8% 24%	68%		
Pacific	467	439,960	11% 26%	63%		
Bed Size						
6-24 beds	391	52,573	5% 16%	79%		
25-49 beds	810	176,824	6% 21%	73%		
50-99 beds	673	272,081	8% 23%	69%		
100-199 beds	914	619,360	10% 25%	65%		
				63%		
200-299 beds	530	577,150	11% 26%			
300-399 beds	326	460,159	11% 26%	63%		
400-499 beds	181	291,569	11% 27%	62%		
500 or more beds	267	600,476	12% 26%	62%		
eaching Status						
Major Teaching	253	491,301	11% 27%	62%		
Minor Teaching	895	992,188	10% 25%	65%		
Non-Teaching	2,944	1,566,703	8% 23%	69%		
Ownership and Control						
Profit	782	523,908	11% 22%	67%		
Non-profit	2,524	2,185,891	9% 23%	68%		
Government Affiliated	554	2,185,891	9% 21%	70%		
	554	201,105	21/0	- 1070		
ocation						
Rural	1,608	483,584	7% 21%	72%		

Never + Sometimes

Always

HCAHPS: Pain Management (Represents patients discharged between July 2013 and June 2014)

	Hospitals	Completed surveys			
National Results	4,136	3,080,703	7% 22%	71%	
Region					
New England	171	141,231	6% 22%	72%	
Mid-Atlantic	386	334,475	8% 23%	69%	
South Atlantic	617	578,420	8% 22%	70%	
East North Central	672	512,249	6% 22%	72%	
East South Central	346	206,504	7% 21%	72%	
West North Central	534	241,455	<mark>5%</mark> 23%	72%	
West South Central	592	377,101	6% 21%	73%	
Mountain	332	242,623	6% 24%	70%	
Pacific	466	439,960	7% 24%	69%	
Bed Size					
6-24 beds	387	52,573	5% 19%	76%	
25-49 beds	809	176,824	6% 21%	73%	
50-99 beds	672	272,081	6% 23%	71%	
100-199 beds	915	619,360	7% 23%	70%	
200-299 beds	530	577,150	7% 24%	69%	
300-399 beds	325	460,159	7% 24%	69%	
400-499 beds	181	291,569	7% 24%	69%	
500 or more beds	267	600,476	7% 24%	69%	
Teaching Status					
Major Teaching	253	491,301	7% 24%	69%	
Minor Teaching	895	992,188	7% 23%	70%	
Non-Teaching	2,938	1,566,703	6% 23%	71%	
Ownership and Control					
Profit	782	523,908	8% 22%	70%	
Non-profit	2,522	2,185,891	6% 23%	71%	
Government Affiliated	551	2,185,091	7% 22%	71%	
	551	201,100			
Location					
Rural	1,604	483,584	6% 22%	72%	
Urban	2,482	2,566,608	7% 23%	70%	

Never + Sometimes

Always

HCAHPS: Communication About Medicines

(Represents patients discharged between July 2013 and June 2014)

	Hospitals	Completed surveys		
National Results	4,127	3,080,703	18% 17%	65%
Region				
New England	171	141,231	17% 18%	65%
Mid-Atlantic	386	334,475	20% 18%	62%
South Atlantic	617	578,420	20% 17%	63%
East North Central	672	512,249	17% 18%	65%
East South Central	345	206,504	17% 17%	66%
West North Central	529	241,455	15% 19%	66%
West South Central	591	377,101	17% 16%	67%
Mountain	332	242,623	17% 18%	65%
Pacific	464	439,960	19% 19%	62%
Bed Size				
6-24 beds	381	52,573	13% 16%	71%
25-49 beds	808	176,824	15% 17%	68%
50-99 beds	671	272,081	17% 18%	65%
100-199 beds	913	619,360	19% 18%	63%
200-299 beds	530	577,150	20% 18%	62%
300-399 beds	326	460,159	20% 18%	62%
400-499 beds	181	291,569	20% 19%	61%
500 or more beds	267	600,476	20% 18%	62%
Teaching Status				
Major Teaching	253	491,301	20% 18%	62%
Minor Teaching	894	992,188	19% 18%	63%
Non-Teaching	2,930	1,566,703	17% 18%	65%
Ownership and Control				
Profit	780	523,908	19% 17%	64%
Non-profit	2,520	2,185,891	18% 17%	65%
Government Affiliated	548	2,183,891	17% 18%	65%
Coveniment Annialeu	540	201,103		
Location				
Rural	1,596	483,584	16% 17%	67%
Urban	2,481	2,566,608	19% 18%	63%

Never + Sometimes

Always

HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2013 and June 2014)

		Never + Sometimes			
	Hospitals	Completed surveys			
National Results	4,143	3,080,703	8% 18%	74%	
Region					
New England	172	141,231	7% 18%	75%	
Mid-Atlantic	386	334,475	9% 20%	71%	
South Atlantic	617	578,420	10% 19%	71%	
East North Central	673	512,249	7% 17%	76%	
East South Central	346	206,504	9% 17%	74%	
West North Central	535	241,455	<mark>6%</mark> 17%	77%	
West South Central	593	377,101	8% 17%	75%	
Mountain	334	242,623	9% 19%	72%	
Pacific	467	439,960	9% 20%	71%	
Bed Size					
6-24 beds	391	52,573	5% 14%	81%	
25-49 beds	810	176,824	6% 16%	78%	
50-99 beds	673	272,081	7% 18%	75%	
100-199 beds	915	619,360	9% 19%	72%	
200-299 beds	530	577,150	10% 20%	70%	
300-399 beds	326	460,159	10% 20%	70%	
400-499 beds	181	291,569	11% 21%	68%	
500 or more beds	267	600,476	10% 22%	68%	
Feaching Status					
Major Teaching	253	491,301	10% 22%	68%	
Minor Teaching	896	992,188	9% 20%	71%	
Non-Teaching	2,944	1,566,703	8% 17%	75%	
Ownership and Control					
Profit	782	523,908	10% 18%	72%	
Non-profit	2,525	2,185,891	8% 18%	74%	
		2,185,891	8% 18%	74%	
Government Affiliated	554	207,105	10%	14/0	
Location					
Rural	1,608	483,584	7% 16%	77%	
Urban	2,485	2,566,608	9% 19%	72%	

Never + Sometimes

Always

HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2013 and June 2014)

	Hospitals	Completed surveys		
National Results	4,143	3,080,703	9% 29%	62%
Region				
New England	172	141,231	13% 32%	55%
Mid-Atlantic	386	334,475	14% 32%	54%
South Atlantic	617	578,420	10% 28%	62%
East North Central	673	512,249	9% 30%	61%
East South Central	346	206,504	7% 24%	69%
West North Central	535	241,455	<mark>6%</mark> 29%	65%
West South Central	593	377,101	7% 24%	69%
Mountain	334	242,623	9% 30%	61%
Pacific	467	439,960	14% 33%	53%
Bed Size				
6-24 beds	391	52,573	<mark>4%</mark> 23%	73%
25-49 beds	810	176,824	7% 27%	66%
50-99 beds	673	272,081	8% 29%	63%
100-199 beds	915	619,360	11% 30%	59%
200-299 beds	530	577,150	12% 31%	57%
300-399 beds	326	460,159	12% 31%	57%
400-499 beds	181	291,569	12% 31%	57%
500 or more beds	267	600,476	12% 31%	57%
Feaching Status				
Major Teaching	253	491,301	13% 32%	55%
Minor Teaching	896	992,188	11% 31%	58%
Non-Teaching	2,944	1,566,703	9% 28%	63%
Ownership and Control				
Profit	782	523,908	9% 26%	65%
Non-profit	2,525	2,185,891	10% 30%	60%
•		287,105	8% 28%	64%
Government Affiliated	554	201,100		
	554	201,100		
Government Affiliated	1,608	483,584	7% 28%	65%

No

Yes

HCAHPS: Discharge Information (Represents patients discharged between July 2013 and June 2014)

	Hospitals	Completed surveys	
National Results	4,140	3,080,703	14% 86%
	1,110	0,000,100	
Region			
New England	172	141,231	12% 88%
Mid-Atlantic	386	334,475	15% 85%
South Atlantic	617	578,420	15% 85%
East North Central	673	512,249	12% 88%
East South Central	346	206,504	15% 85%
West North Central	533	241,455	13% 87%
West South Central	593	377,101	14% 86%
Mountain	334	242,623	13% 87%
Pacific	467	439,960	15% 85%
Bed Size			
6-24 beds	390	52,573	13% 87%
25-49 beds	809	176,824	13% 87%
50-99 beds	673	272,081	14% 86%
100-199 beds	915	619,360	15% 85%
200-299 beds	530	577,150	15% 85%
300-399 beds	326	460,159	15% 85%
400-499 beds	181	291,569	15% 85%
500 or more beds	267	600,476	15% 85%
Teaching Status			
Major Teaching	253	491,301	14% 86%
Minor Teaching	895	992,188	14% 86%
Non-Teaching	2,943	1,566,703	14% 86%
Ownership and Control			
Profit	782	523,908	14% 86%
Non-profit	2,525	2,185,891	14% 86%
Government Affiliated	552	287,105	15% 85%
Location			
Rural	1,607	483,584	14% 86%
Urban	2,484	2,566,608	14% 86%
Jibun			e org~Originally Posted: 04-16-2015'

Agree

Strongly Disagree + Disagree

Strongly Agree

HCAHPS: Care Transition

(Represents patients discharged between July 2013 and June 2014)

	Heenitele	Completed					
National Results	Hospitals 4,141	surveys 3,080,703	<mark>5%</mark>	43%		52%	
Region							
New England	171	141,231	<mark>4%</mark>	43%		53%	
Mid-Atlantic	386	334,475	6%	45%		49%	
South Atlantic	617	578,420	6%	44%		50%	
East North Central	673	512,249	<mark>5%</mark>	42%		53%	
East South Central	346	206,504	6%	42%		52%	
West North Central	534		4%	41%		55%	
West South Central	593	377,101	<mark>5%</mark>	42%		53%	
Mountain	334	242,623	6%	42%		52%	
Pacific	467	439,960	6%	44%		50%	
	-	,					
ed Size							
6-24 beds	390	52,573	<mark>4%</mark>	38%		58%	
25-49 beds	810	176,824	<mark>5%</mark>	41%		54%	
50-99 beds	673	272,081	<mark>5%</mark>	43%		52%	
100-199 beds	914	619,360	6%	44%		50%	
200-299 beds	530	577,150	6%	44%		50%	
300-399 beds	326	460,159	6%	44%		50%	
400-499 beds	181	291,569	6%	44%		50%	
500 or more beds	267	600,476	6%	43%		51%	
eaching Status							
Major Teaching	253	491,301	6%	42%		52%	
Minor Teaching	895	992,188	6%	43%		51%	
Non-Teaching	2,943	1,566,703	5%	43%		52%	
wnership and Control							
	782	523.908	7%	42%		51%	
Profit	782 2,524	523,908 2,185,891		42% 43%		51% 52%	
Dwnership and Control Profit Non-profit Government Affiliated	782 2,524 553	523,908 2,185,891 287,105	<mark>5%</mark>				
Profit Non-profit Government Affiliated	2,524	2,185,891	<mark>5%</mark>	43%		52%	
Profit Non-profit	2,524	2,185,891 287,105	5% 5%	43%		52%	

7-8

9-10

0-6

HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2013 and June 2014)

	Hospitals	Completed surveys				
National Results	4,143	3,080,703	8% 21%		71%	
Region						
New England	172	141,231	7% 22%		71%	
Mid-Atlantic	386	334,475	9% 25%		66%	
South Atlantic	617	578,420	9% 22%		69%	
East North Central	673	512,249	7% 20%		73%	
East South Central	346	206,504	8% 21%		71%	
West North Central	535	241,455	<mark>6%</mark> 20%		74%	
West South Central	593	377,101	<mark>7%</mark> 20%		73%	
Mountain	334	242,623	<mark>8%</mark> 21%		71%	
Pacific	467	439,960	9% 23%		68%	
Bed Size						
6-24 beds	391	52,573	<mark>5%</mark> 16%		79%	
25-49 beds	810	176,824	<mark>7%</mark> 20%		73%	
50-99 beds	673	272,081	<mark>8%</mark> 21%		71%	
100-199 beds	915	619,360	9% 23%		68%	
200-299 beds	530	577,150	9% 23%		68%	
300-399 beds	326	460,159	8% 23%		69%	
400-499 beds	181	291,569	8% 22%		70%	
500 or more beds	267	600,476	8% 22%		70%	
Teaching Status						
Major Teaching	253	491,301	8% 21%		71%	
Minor Teaching	896	992,188	8% 22%		70%	
Non-Teaching	2,944	1,566,703	8% 21%		71%	
Ownership and Control						
Profit	782	523,908	9% 21%		70%	
Non-profit	2,525	2,185,891	7% 22%		71%	
Government Affiliated	554	287,105			70%	
Location						
Rural	1,608	483,584	7% 22%		71%	
Urban	2,485	2,566,608	8% 21%		71%	
				Posted: 04-16-201		

Definitely No + Probably No Probably Yes Definitely Yes

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2013 and June 2014)

	Completed		
Hospitals	surveys	_	
4,143	3,080,703	<mark>5%</mark> 24%	71%
172	141,231	<mark>4%</mark> 22%	74%
386	334,475	<mark>6%</mark> 26%	68%
617	578,420	<mark>6%</mark> 25%	69%
673	512,249	<mark>4%</mark> 24%	72%
346	206,504	<mark>5%</mark> 25%	70%
535	241,455	23%	74%
593	377,101	<mark>5%</mark> 22%	73%
334	242,623	<mark>5%</mark> 24%	71%
467	439,960	6% 24%	70%
391	52,573	19%	78%
810	176,824	<mark>4%</mark> 25%	71%
673	272,081	<mark>5%</mark> 25%	70%
915	619,360	<mark>6%</mark> 26%	68%
530	577,150	<mark>6%</mark> 24%	70%
326	460,159	<mark>5%</mark> 23%	72%
181	291,569	<mark>5%</mark> 23%	72%
267	600,476	<mark>5%</mark> 21%	74%
253	491,301	<mark>5%</mark> 21%	74%
896		5% 23%	72%
2,944	1,566,703	<mark>5%</mark> 24%	71%
782	523,908	7% 23%	70%
2,525	2,185,891	<mark>4%</mark> 24%	72%
554		<mark>5%</mark> 26%	69%
1,608	483,584	5% 26%	69%
2,485	2,566,608	<mark>5%</mark> 23%	72%
	172 386 617 673 346 535 593 334 467 391 810 673 915 530 326 181 267 253 896 2,944 782 2,525 554	Hospitalssurveys4,1433,080,703172141,231386334,475617578,420673512,249346206,504535241,455593377,101334242,623467439,96039152,573810176,824673272,081915619,360530577,150326460,159181291,569267600,476253491,301896992,1882,9441,566,703782523,9082,5252,185,891554287,105	Hospitalssurveys $4,143$ $3,080,703$ 5% 24% 172 $141,231$ 4% 22% 386 $334,475$ 6% 26% 617 $578,420$ 6% 25% 673 $512,249$ 4% 24% 346 $206,504$ 5% 25% 535 $241,455$ 23% 23% 593 $377,101$ 5% 22% 334 $242,623$ 5% 24% 467 $439,960$ 6% 24% 673 $272,081$ 5% 25% 915 $619,360$ 6% 26% 673 $272,081$ 5% 23% 326 $460,159$ 5% 23% 181 $291,569$ 5% 23% 267 $600,476$ 5% 21% 896 $992,188$ 5% 23% $2,944$ $1,566,703$ 5% 23% $2,525$ $2,185,891$ 4% 24% 554 $287,105$ 5% 26%

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 2013 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2015".

<u>Region</u>

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.