HCAHPS: Communication with Nurses

(Represents patients discharged between July 2020 and June 2021)

	Ŭ	•	,	Usually Always
			Never + So	metimes Osually Always
		Completed		
Const. Book to	Hospitals	surveys	5 15	80
tional Results	4,262	2,403,144	3 13	00
ion				
ew England	162	114,609	4 15	81
d-Atlantic	360	292,825	5 17	78
outh Atlantic	623	445,116	6 16	78
st North Central	666	399,303	4 15	81
st South Central	339	166,124	5 14	81
est North Central	637	188,319	3 14	83
est South Central	613	270,034	5 15	80
ountain	381	166,283	4 16	80
cific	474	357,651	6 17	77
Size				
24 beds	596	56,754	3 12	85
49 beds	939	144,004	13	83
99 beds	649	198,854	4 16	80
)-199 beds	842	480,881	6 17	77
)-299 beds	475	410,310	6 18	76
-399 beds	294	338,191	6 18	76
0-499 beds	168	224,611	6 18	76
or more beds	299	549,539	6 17	77
ching Status jor Teaching	229	394,213	5 17	78
nor Teaching	1,729	1,397,217	5 17	78
n-Teaching	2,304	611,714	4 14	82
	2,004	0.1,7.17		
ership and Control				
fit	695	325,356	6 16	78
on-profit	2,611	1,765,149	4 16	80
overnment Affiliated	956	312,639	4 15	81
ation				
ral	1,666	310,360	4 13	83
	2,583	2,083,847	5 17	78
ban	2,583	∠,∪ö3,ö47		

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2020 and June 2021)

			Never + Somet	imes Usually Always
			Never : 30mer	<u></u>
	Hospitals	Completed surveys		
ational Results	4,262	2,403,144	5 15	80
gion				
lew England	162	114,609	5 15	80
/lid-Atlantic	360	292,825	6 17	77
outh Atlantic	623	445,116	6 16	78
ast North Central	666	399,303	5 15	80
ast South Central	339	166,124	5 12	83
est North Central	637	188,319	3 13	84
est South Central	613	270,034	5 13	82
ountain	381	166,283	5 15	80
acific	474	357,651	6 16	78
Size				
-24 beds	596	56,754	4 10	86
-49 beds	939	144,004	4 13	83
-99 beds	649	198,854	5 14	81
)-199 beds	842	480,881	6 16	78
)-299 beds	475	410,310	6 17	77
0-399 beds	294	338,191	6 17	77
0-499 beds	168	224,611	6 17	77
0 or more beds	299	549,539	6 17	77
ching Status				
ajor Teaching	229	394,213	5 17	78
nor Teaching	1,729	1,397,217	6 16	78
on-Teaching	2,304	611,714	5 13	82
nership and Control				
rofit	695	325,356	6 15	79
on-profit	2,611	1,765,149	5 15	80
overnment Affiliated	956	312,639	4 13	83
cation				
ural	1,666	310,360	4 12	84
oan	2,583	2,083,847	6 16	78

HCAHPS: Responsiveness of Hospital Staff (Represents patients discharged between July 2020 and June 2021)

-	-	-
	Hospitals	Completed surveys
National Results	4,257	2,403,144
Region		
New England	162	114,609
Mid-Atlantic	360	292,825
South Atlantic	622	445,116
East North Central	666	399,303
East South Central	337	166,124
West North Central	637	188,319
West South Central	612	270,034
Mountain	380	166,283
Pacific	474	357,651
r dollio		337,337
Bed Size		
6-24 beds	595	56,754
25-49 beds	936	144,004
50-99 beds	648	198,854
100-199 beds	842	480,881
200-299 beds	475	410,310
300-399 beds	294	338,191
400-499 beds	168	224,611
500 or more beds	299	549,539
	230	2 13,000
Teaching Status		
Major Teaching	229	394,213
Minor Teaching	1,728	1,397,217
Non-Teaching	2,300	611,714
-		
Ownership and Control		
Profit	694	325,356
Non-profit	2,609	1,765,149
Government Affiliated	954	312,639
Location		
Rural	1,661	310,360
Urban	2,583	2,083,847

HCAHPS: Communication About Medicines

(Represents patients discharged between July 2020 and June 2021)

	Never + Sometimes Usually Always		
	Hospitals	Completed surveys	
lational Results	4,222	2,403,144	
Region			
New England	162	114,609	
Mid-Atlantic	358	292,825	
South Atlantic	620	445,116	
East North Central	664	399,303	
East South Central	335	166,124	
West North Central	626	188,319	
West South Central	605	270,034	
Mountain	372	166,283	
Pacific	473	357,651	
led Size			
6-24 beds	580	56,754	
25-49 beds	921	144,004	
50-99 beds	643	198,854	
100-199 beds	842	480,881	
200-299 beds	475	410,310	
300-399 beds	294	338,191	
400-499 beds	168	224,611	
500 or more beds	299	549,539	
eaching Status			
Major Teaching	229	394,213	
Minor Teaching	1,728	1,397,217	
Non-Teaching	2,265	611,714	
Ownership and Control			
Profit	691	325,356	
Non-profit	2,596	1,765,149	
Government Affiliated	935	312,639	
	330	- ,	
ocation			
Rural	1,631	310,360	
Urban	2,578	2,083,847	

HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2020 and June 2021)

	J	•
	Hospitals	Completed surveys
National Results	4,262	2,403,144
Region		
New England	162	114,609
Mid-Atlantic	360	292,825
South Atlantic	623	445,116
East North Central	666	399,303
East South Central	339	166,124
West North Central	637	188,319
West South Central	613	270,034
Mountain	381	166,283
Pacific	474	357,651
Bed Size		
6-24 beds	596	56,754
25-49 beds	939	144,004
50-99 beds	649	198,854
100-199 beds	842	480,881
200-299 beds	475	410,310
300-399 beds	294	338,191
400-499 beds	168	224,611
500 or more beds	299	549,539
Feaching Status		
Major Teaching	229	394,213
Minor Teaching	1,729	1,397,217
Non-Teaching	2,304	611,714
Ownership and Control		
Profit	695	325,356
Non-profit	2,611	1,765,149
Government Affiliated	956	312,639
Location		
Rural	1,666	310,360
Urban	2,583	2,083,847

HCAHPS: Quietness of Hospital Environment (Represents patients discharged between July 2020 and June 2021)

		-
		Completed
	Hospitals	surveys
National Results	4,262	2,403,144
Region		
New England	162	114,609
Mid-Atlantic	360	292,825
South Atlantic	623	445,116
East North Central	666	
		399,303
East South Central	339	166,124
West North Central	637	188,319
West South Central	613	270,034
Mountain	381	166,283
Pacific	474	357,651
Bed Size		
6-24 beds	596	56,754
25-49 beds	939	144,004
50-99 beds	649	198,854
100-199 beds	842	480,881
200-299 beds	475	410,310
300-399 beds	294	338,191
400-499 beds	168	224,611
500 or more beds	299	549,539
		,
Teaching Status		
Major Teaching	229	394,213
Minor Teaching	1,729	1,397,217
Non-Teaching	2,304	611,714
•		•
Ownership and Control		
Profit	695	325,356
Non-profit	2,611	1,765,149
Government Affiliated	956	312,639
Location		
Rural	1,666	310,360
Urban	2,583	2,083,847

HCAHPS: Discharge Information (Represents patients discharged between July 2020 and June 2021)

,	ŭ	•
	Hospitals	Completed surveys
National Results	4,253	2,403,144
Region		
New England	162	114,609
Mid-Atlantic	360	292,825
South Atlantic	622	445,116
East North Central	666	399,303
East South Central	338	166,124
West North Central	634	188,319
West South Central	612	270,034
Mountain	378	166,283
Pacific	474	357,651
Bed Size		
6-24 beds	594	56,754
25-49 beds	934	144,004
50-99 beds	647	198,854
100-199 beds	842	480,881
200-299 beds	475	410,310
300-399 beds	294	338,191
400-499 beds	168	224,611
500 or more beds	299	549,539
Teaching Status		
Major Teaching	229	394,213
Minor Teaching	1,728	1,397,217
Non-Teaching	2,296	611,714
Ownership and Control		
Profit	695	325,356
Non-profit	2,606	1,765,149
Government Affiliated	952	312,639
Location		
Rural	1,658	310,360
Urban	2,582	2,083,847

HCAHPS: Care Transition

(Represents patients discharged between July 2020 and June 2021)

	-	•	Agree Strongly Disagree + Disagree Strongly Agree			
	Hospitals	Completed surveys	Strong	gly Disagree + Disagr	ee	
tional Results	4,262	2,403,144	6	42		52
jion						
ew England	162	114,609	5	43		52
d-Atlantic	360	292,825	7	45		48
uth Atlantic	623	445,116	7	43		50
st North Central	666	399,303	5	42		53
st South Central	339	166,124	6	42		52
st North Central	637	188,319	4	40		56
est South Central	613	270,034	6	41		53
ountain	381	166,283	6	42		52
cific	474	357,651	7	44		49
Size						
4 beds	596	56,754	4	38		58
49 beds	939	144,004	5	41		54
99 beds	649	198,854	6	42		52
-199 beds	842	480,881	7	44		49
-299 beds	475	410,310	7	45		48
-399 beds	294	338,191	7	45		48
-499 beds	168	224,611	7	45		48
or more beds	299	549,539	7	43		50
hing Status						
jor Teaching	229	394,213	7	42		51
nor Teaching	1,729	1,397,217	7	43		50
n-Teaching	2,304	611,714	5	42		53
nership and Control						
ofit	695	325,356	7	43		50
n-profit	2,611	1,765,149	6	42		52
vernment Affiliated	956	312,639	5	42		53
ation						
ıral	1,666	310,360	5	41		54
pan	2,583	2,083,847	7	42		51

HCAHPS: Hospital Rating

(Represents patients discharged between July 2020 and June 2021)

				0-6	7-8	9-10
		Completed				_
	Hospitals	Completed surveys				
lational Results	4,261	2,403,144	8 20			72
egion						
New England	162	114,609	8 20			72
Mid-Atlantic	360	292,825	10 22			68
South Atlantic	623	445,116	10 21			69
East North Central	666	399,303	7 20			73
East South Central	339	166,124	9 19			72
West North Central	636	188,319	5 17			78
West South Central	613	270,034	8 18			74
Mountain	381	166,283	8 20			72
Pacific	474	357,651	9 21			70
ed Size						
6-24 beds	596	56,754	5 15			80
25-49 beds	938	144,004	6 19			75
0-99 beds	649	198,854	8 20			72
00-199 beds	842	480,881	10 22			68
00-299 beds	475	410,310	10 22			68
300-399 beds	294	338,191	10 21			69
00-499 beds	168	224,611	10 22			68
500 or more beds	299	549,539	9 21			70
eaching Status						
/lajor Teaching	229	394,213	9 19			72
Minor Teaching	1,729	1,397,217	9 21			70
Non-Teaching	2,303	611,714	7 19			74
wnership and Control						
Profit	695	325,356	10 20			70
lon-profit	2,611	1,765,149	8 20			72
Government Affiliated	955	312,639	7 19			74
cation		040.000	7 18			75
tural	1,665	310,360	9 20			71
rban	2,583	2,083,847	20			

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2020 and June 2021)

			Definitely No + Probably No Probably Yes Definitely Yes			
	Hospitals	Completed surveys				
tional Results	4,260	2,403,144	6 23	71		
gion						
ew England	162	114,609	5 22	73		
d-Atlantic	360	292,825	7 26	67		
uth Atlantic	623	445,116	7 25	68		
st North Central	666	399,303	5 24	71		
st South Central	339	166,124	6 24	70		
st North Central	635	188,319	3 22	75		
est South Central	613	270,034	6 21	73		
ountain	381	166,283	5 24	71		
cific	474	357,651	6 24	70		
Size						
l beds	596	56,754	3 19	78		
9 beds	937	144,004	4 23	73		
9 beds	649	198,854	5 24	71		
199 beds	842	480,881	7 26	67		
299 beds	475	410,310	7 25	68		
399 beds	294	338,191	7 24	69		
499 beds	168	224,611	7 24	69		
or more beds	299	549,539	6 22	72		
hing Status						
or Teaching	229	394,213	6 21	73		
or Teaching	1,729	1,397,217	6 24	70		
-Teaching	2,302	611,714	5 23	72		
ership and Control						
fit	695	325,356	8 24	68		
n-profit	2,610	1,765,149	5 24	71		
vernment Affiliated	955	312,639	5 23	72		
ition						
al	1,664	310,360	4 24	72		
n	2,583	2,083,847	6 23	71		

Originally Posted: 07-27-2022

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 conducted by the American Hospital Association (AHA).

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.

https://www.hcahpsonline.org Centers for Medicare & Medicaid Services, Baltimore, MD. Month, Date, Year the page was accessed.