HCAHPS: Communication with Nurses

(Represents patients discharged between July 2009 and June 2010)

		Completed					
	Hospitals	surveys					
National Results	3,810	2,673,831	<mark>5%</mark> 19%	76%			
Region							
New England	172	134,684	<mark>4%</mark> 18%	78%			
Mid-Atlantic	375	308,119	7% 20%	73%			
South Atlantic	607	455,200	<mark>6%</mark> 19%	75%			
East North Central	617	477,950	<mark>4%</mark> 19%	77%			
East South Central	338	188,428	5% 16%	79%			
West North Central	403	217,488	19%	78%			
West South Central	553	320,102	5% 18%	77%			
Mountain	278	180,434	5% 21%	74%			
Pacific	427	374,747	7% 22%	71%			
Bed Size							
6-24 beds	239	51,274	14%	83%			
25-49 beds	600	181,031	<mark>4%</mark> 17%	79%			
50-99 beds	656	304,132	5% 18%	77%			
100-199 beds	946	623,725	<mark>6%</mark> 20%	74%			
200-299 beds	544	502,550	6% 20%	74%			
300-399 beds	334	365,477	<mark>6%</mark> 21%	73%			
400-499 beds	184	185,832	<mark>6%</mark> 21%	73%			
500 or more beds	267	443,131	6% 21%	73%			
Teaching Status							
Major teaching	274	414,050	7% 20%	73%			
Minor teaching	745	703,522	6% 19%	75%			
Non-teaching	2,751	1,539,580	<mark>5%</mark> 19%	76%			
Ownership and Control							
Profit	727	459,953	7% 18%	75%			
Non-profit	2,358	1,887,029	<mark>5%</mark> 19%	76%			
Government Affiliated	685	310,170	<mark>5%</mark> 19%	76%			
Location							
Rural	1,316	502,060	<mark>4%</mark> 18%	78%			
Urban	2,454	2,155,092		75%			

Never +

Sometimes

Usually

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2009 and June 2010)

				Sometimes
	Hospitals	Completed surveys		
National Results	-	2,673,831	<mark>5%</mark> 15%	80%
National Results	3,810	2,073,031		
Region				
New England	172	134,684	<mark>4%</mark> 16%	80%
Mid-Atlantic	375	308,119	6% 17%	77%
South Atlantic	607	455,200	<mark>5%</mark> 15%	80%
East North Central	617	477,950	<mark>4%</mark> 16%	80%
East South Central	338	188,428	<mark>4%</mark> 12%	84%
West North Central	403	217,488	15%	82%
West South Central	553	320,102	<mark>4%</mark> 13%	83%
Mountain	278	180,434	5% 17%	78%
Pacific	427	374,747	6% 17%	77%
Bed Size				
6-24 beds	239	51,274	11%	86%
25-49 beds	600	181,031	13%	84%
50-99 beds	656	304,132	<mark>4%</mark> 14%	82%
100-199 beds	946	623,725	<mark>5%</mark> 16%	79%
200-299 beds	544	502,550	5% 17%	78%
300-399 beds	334	365,477	5% 17%	78%
400-499 beds	184	185,832	5% 17%	78%
500 or more beds	267	443,131	6% 17%	77%
Teaching Status			00/ 470/	
Major teaching	274	414,050	6% 17%	77%
Minor teaching	745	703,522	5% 16%	79%
Non-teaching	2,751	1,539,580	<mark>4%</mark> 15%	81%
Ownership and Control				
Profit	727	459,953	5% 14%	81%
Non-profit	2,358	1,887,029	<mark>5%</mark> 15%	80%
Government Affiliated	685	310,170	<mark>4%</mark> 15%	81%
Location				
Rural	1,316	502,060	<mark>4%</mark> 13%	83%
Urban		2,155,092		79%
UIDAII	2,454	∠,155,092		

Never +

Sometimes

Usually

HCAHPS: Responsiveness of Hospital Staff

Never +

(Represents patients discharged between July 2009 and June 2010)

				Sometin	Usually	Always	
	Hospitals	Completed surveys					
National Results	3,809	2,673,831	11%	25%		64%	
Region							
New England	172	134,684	9%	26%		65%	
Mid-Atlantic	375	308,119	14%	27%		59%	
South Atlantic	607	455,200	13%	25%		62%	
East North Central	617	477,950	9%	26%		65%	
East South Central	338	188,428	11%	23%		66%	
West North Central	403	217,488	7%	24%		69%	
West South Central	553	320,102	10%	24%		66%	
Mountain	278	180,434	10%	25%		65%	
Pacific	426	374,747	13%	28%		59%	
Bed Size							
6-24 beds	239	51,274	<mark>5%</mark> 1	7%	78	3%	
25-49 beds	600	181,031	7%	23%		70%	
50-99 beds	656	304,132	9%	25%		66%	
100-199 beds	946	623,725	12%	26%		62%	
200-299 beds	544	502,550	13%	27%		60%	
300-399 beds	334	365,477	13%	28%		59%	
400-499 beds	184	185,832	14%	27%		59%	
500 or more beds	266	443,131	14%	28%		58%	
Teaching Status							
Major teaching	274	414,050	15%	28%		57%	
Minor teaching	745	703,522	12%	27%		61%	
Non-teaching	2,750	1,539,580	10%	25%		65%	
Ownership and Control							
Profit	727	459,953	12%	24%		64%	
Non-profit	2,358	1,887,029	11%	26%		63%	
Government Affiliated	684	310,170	10%	25%		65%	
Location							
Location Rural	1,316	502,060	8%	24%		68%	

HCAHPS: Pain Management (Represents patients discharged between July 2009 and June 2010)

					Sometimes	
		Completed				
	Hospitals	surveys				
National Results	3,808	2,673,831	7%	24%		69%
Region						
New England	172	134,684	6%	23%		71%
Mid-Atlantic	375	308,119	9%	25%		66%
South Atlantic	607	455,200	8%	23%		69%
East North Central	617	477,950	6%	24%		70%
East South Central	338	188,428	7%	22%		71%
West North Central	403	217,488	6%	24%		70%
West South Central	553	320,102	7%	22%		71%
Mountain	277	180,434	7%	24%		69%
Pacific	426	374,747	8%	25%		67%
Bed Size						
6-24 beds	239	51,274	5%	20%		75%
25-49 beds	599	181,031	6%	22%		72%
50-99 beds	656	304,132	7%	23%		70%
100-199 beds	946	623,725	8%	24%		68%
200-299 beds	544	502,550	8%	24%		68%
300-399 beds	334	365,477	8%	25%		67%
400-499 beds	184	185,832	8%	25%		67%
500 or more beds	266	443,131	8%	25%		67%
Teaching Status						
Major teaching	274	414,050	9%	25%		66%
Minor teaching	744	703,522	8%	24%		68%
Non-teaching	2,750	1,539,580	7%	23%		70%
Ownership and Centrel						
Ownership and Control Profit	727	459,953	8%	22%		70%
		1,887,029	7%	24%		69%
Non-profit Government Affiliated	2,357 684	310,170		24%		70%
	064	310,170				
Location						
Rural	1,316	502,060	7%	22%		71%
Urban	2,452	2,155,092	8%	23%		69%

Never +

Sometimes

Usually

HCAHPS: Communication About Medicines

Never +

(Represents patients discharged between July 2009 and June 2010)

				Never + Sometimes	Usually Always	
		Completed				
	Hospitals	surveys				
National Results	3,806	2,673,831	21%	19%	60%	
Region						
New England	172	134,684	19%	19%	62%	
Mid-Atlantic	374	308,119	24%	19%	57%	
South Atlantic	607	455,200	23%	18%	59%	
East North Central	617	477,950	20%	19%	61%	
East South Central	338	188,428	21%	17%	62%	
West North Central	403	217,488	18%	20%	62%	
West South Central	552	320,102	21%	17%	62%	
Mountain	277	180,434	20%	19%	61%	
Pacific	426	374,747	23%	20%	57%	
Ded Circ						
Bed Size 6-24 beds	237	E4 074	15%	17%	68%	
6-24 beds 25-49 beds		51,274	13%	18%	64%	
	599	181,031	20%	19%	61%	
50-99 beds 100-199 beds	656 946	304,132 623,725	20 %	19 %	59%	
200-299 beds	940 544	502,550	23%	18%	58%	
300-399 beds	334	365,477	23%	13%	58%	
400-499 beds	184	185,832	24%	18%	58%	
500 or more beds	266	443,131	24%	19%	58%	
500 of more beds	200	443,131	2378	1978	50 /8	
Teaching Status						
Major teaching	274	414,050	23%	19%	58%	
Minor teaching	745	703,522	22%	19%	59%	
Non-teaching	2,747	1,539,580	21%	18%	61%	
Ownership and Control						
Profit	727	459,953	23%	17%	60%	
Non-profit	2,357	1,887,029	21%	19%	60%	
Government Affiliated	682	310,170	20%	19%	61%	
Location						
Rural	1,314	502,060	19%	19%	62%	
Urban	2,452	2,155,092	22 %	19%	59%	
	,	,,				

HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2009 and June 2010)

Never +

				Sometimes	Usually Always	
		Completed				
	Hospitals	surveys				
National Results	3,810	2,673,831	9% 20%		71%	
Region						
New England	172	134,684	7% 19%		74%	
Mid-Atlantic	375	308,119	10% 22%		68%	
South Atlantic	607	455,200	11% 20%		69%	
East North Central	617	477,950	8% 19%		73%	
East South Central	338	188,428	10% 19%		71%	
West North Central	403	217,488	<mark>7%</mark> 18%		75%	
West South Central	553	320,102	10% 18%		72%	
Mountain	278	180,434	<mark>9%</mark> 20%		71%	
Pacific	427	374,747	10% 21%		69%	
Bed Size						
6-24 beds	239	51,274	5% 14%		81%	
25-49 beds	600	181,031	7% 16%		77%	
50-99 beds	656	304,132	8% 19%		73%	
100-199 beds	946	623,725	10% 20%		70%	
200-299 beds	544	502,550	11% 21%		68%	
300-399 beds	334	365,477	12% 22%		66%	
400-499 beds	184	185,832	12% 22%		66%	
500 or more beds	267	443,131	12% 22%		66%	
Teaching Status						
Major teaching	274	414,050	12% 23%	, D	65%	
Minor teaching	745	703,522	10% 21%		69%	
Non-teaching	2,751	1,539,580	9% 19%		72%	
Ownership and Control						
Profit	727	459,953	11% 19%		70%	
Non-profit	2,358	1,887,029	9% 20%		71%	
Government Affiliated	685	310,170	9% 19%		72%	
Location						
Rural	1,316	502,060	8% 17%		75%	
Urban	2,454	2,155,092	10% 21%		69%	

HCAHPS: Quietness of Hospital Environment

Never +

(Represents patients discharged between July 2009 and June 2010)

				Sometimes	Usually Always
		Completed			
	Hospitals	surveys			
National Results	3,810	2,673,831	12%	30%	58%
Region					
New England	172	134,684	14%	33%	53%
Mid-Atlantic	375	308,119	16%	35%	49%
South Atlantic	607	455,200	12%	29%	59%
East North Central	617	477,950	11%	33%	56%
East South Central	338	188,428	8%	26%	66%
West North Central	403	217,488	8%	31%	61%
West South Central	553	320,102	8%	26%	66%
Mountain	278	180,434	11%	31%	58%
Pacific	427	374,747	17%	34%	49%
Bed Size					
6-24 beds	239	51,274	5% 22	2%	73%
25-49 beds	600	181,031	8%	29%	63%
50-99 beds	656	304,132	10%	31%	59%
100-199 beds	946	623,725	13%	31%	56%
200-299 beds	544	502,550	14%	33%	53%
300-399 beds	334	365,477	14%	33%	53%
400-499 beds	184	185,832	14%	32%	54%
500 or more beds	267	443,131	15%	32%	53%
Teaching Status					
Major teaching	274	414,050	16%	32%	52%
Minor teaching	745	703,522	13%	32%	55%
Non-teaching	2,751	1,539,580	11%	30%	59%
Ownership and Control					
Profit	727	459,953	11%	26%	63%
Non-profit	2,358	1,887,029	12%	32%	56%
Government Affiliated	2,336	310,170	10%	29%	61%
	000	510,170			
Location					
Rural	1,316	502,060	9%	30%	61%
Urban	2,454	2,155,092	13%	31%	56%

HCAHPS: Discharge Information (Represents patients discharged between July 2009 and June 2010)

			No res	
	Hospitals	Completed surveys		
National Results	3,807	2,673,831	18% 82%	
Region				
New England	172	134,684	15% 85%	
Mid-Atlantic	374	308,119	19% 81%	
South Atlantic	607	455,200	19% 81%	
East North Central	617	477,950	17% 83%	
East South Central	338	188,428	20% 80%	
West North Central	403	217,488	17% 83%	
West South Central	553	320,102	19% 81%	
Mountain	278	180,434	17% 83%	
Pacific	426	374,747	20% 80%	
Bed Size				
6-24 beds	239	51,274	16% 84%	
25-49 beds	599	181,031	18% 82%	
50-99 beds	656	304,132	18% 82%	
100-199 beds	946	623,725	19% 81%	
200-299 beds	544	502,550	19% 81%	
300-399 beds	334	365,477	19% 81%	
400-499 beds	184	185,832	19% 81%	
500 or more beds	266	443,131	19% 81%	
Teaching Status				
Major teaching	274	414,050	18% 82%	
Minor teaching	745	703,522	18% 82%	
Non-teaching	2,749	1,539,580	18% 82%	
Ownership and Control				
Profit	727	459,953	18% 82%	
Non-profit	2,358	1,887,029	18% 82%	
Government Affiliated	683	310,170	19% 81%	
Location			18% 82%	
Rural	1,316	502,060		
Urban	2,452	2,155,092	18% 82%	

No

Yes

HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2009 and June 2010)

	Hospitals	Completed surveys			
National Results	3,809	2,673,831	9%	24%	67%
Region					
New England	172	134,684	8%	24%	68%
Mid-Atlantic	374	308,119	11%	28%	61%
South Atlantic	607	455,200	10%	25%	65%
East North Central	617	477,950	8%	23%	69%
East South Central	338	188,428	8%	24%	68%
West North Central	403	217,488	7%	22%	71%
West South Central	403 553	320,102	9%	22%	69%
Mountain	278	180,434	9%	24%	67%
Pacific	427	374,747	10%	25%	65%
T donie	727	517,171	1070	2070	0070
Bed Size					
6-24 beds	239	51,274	5%	17%	78%
25-49 beds	599	181,031	8%	22%	70%
50-99 beds	656	304,132	9%	23%	68%
100-199 beds	946	623,725	10%	25%	65%
200-299 beds	544	502,550	10%	26%	64%
300-399 beds	334	365,477	10%	25%	65%
400-499 beds	184	185,832	10%	24%	66%
500 or more beds	267	443,131	10%	23%	67%
Teaching Status					
Major teaching	274	414,050	10%	24%	66%
Minor teaching	745	703,522	9%	25%	66%
Non-teaching	2,750	1,539,580	9%	24%	67%
Ownership and Control					
Profit	727	459,953	10%	22%	68%
Non-profit	2,358	1,887,029	9%	24%	67%
Government Affiliated	684	310,170	9%	24%	67%
Location					
Rural	1,316	502,060	8%	25%	67%
Urban	2,453	2,155,092	9%	24%	67%
	_,	,,. .			

0-6

7-8

9-10

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2009 and June 2010)

				Probably	•	Yes
		Completed				
	Hospitals	surveys				
National Results	3,809	2,673,831	<mark>5%</mark> 26	5%		69%
Region						
New England	172	134,684	<mark>4%</mark> 23%			73%
Mid-Atlantic	374	308,119	7%	28%		65%
South Atlantic	607	455,200	6% 2	.6%		68%
East North Central	617	477,950	<mark>5%</mark> 25	%		70%
East South Central	338	188,428	<mark>5%</mark> 26	5%		69%
West North Central	403	217,488	<mark>4%</mark> 24%	D C		72%
West South Central	553	320,102	5% 24%	%		71%
Mountain	278	180,434	<mark>5%</mark> 26	5%		69%
Pacific	427	374,747	<mark>6%</mark> 2	.6%		68%
Bed Size						
6-24 beds	239	51,274	19%		7	8%
25-49 beds	599	181,031	<mark>4%</mark> 26%	%		70%
50-99 beds	656	304,132	<mark>5%</mark> 27	7%		68%
100-199 beds	946	623,725	6% 2	27%		67%
200-299 beds	544	502,550	6% 2	:6%		68%
300-399 beds	334	365,477	6% 2	5%		69%
400-499 beds	184	185,832	6% 24	1%		70%
500 or more beds	267	443,131	5% 23%	6		72%
Teaching Status						
Major teaching	274	414,050	<mark>5%</mark> 24%	%		71%
Minor teaching	745	703,522	<mark>5%</mark> 25	%		70%
Non-teaching	2,750	1,539,580	<mark>5%</mark> 26	5%		69%
Ownership and Control						
Profit	727	459,953	7% 2	24%		69%
Non-profit	2,358	1,887,029	<mark>5%</mark> 25	%		70%
Government Affiliated	684	310,170	<mark>5%</mark> 27	7%		68%
Location						
Rural	1,316	502,060	<mark>5%</mark> 2	8%		67%
Urban	2,453	2,155,092	6% 24	1%		70%

Definitely No +

Probably Definitely

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 2009 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2011".

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 <u>www.ahadata.com</u>.