HCAHPS: Communication with Nurses

(Represents patients discharged between July 2010 and June 2011)

				Sometimes
		Completed		
	Hospitals	surveys		
National Results	3,851	2,786,920	5% 18%	77%
Region				
New England	175	135,576	<mark>4%</mark> 18%	78%
Mid-Atlantic	377	309,150	6% 20%	74%
South Atlantic	604	481,446	6% 18%	76%
East North Central	629	513,879	<mark>4%</mark> 18%	78%
East South Central	333	183,137	<mark>5%</mark> 16%	79%
West North Central	416	224,253	18%	79%
West South Central	554	335,269	<mark>5%</mark> 17%	78%
Mountain	282	195,342	5% 19%	76%
Pacific	435	389,675	6% 22%	72%
Bed Size				
6-24 beds	260	50,148	13%	84%
25-49 beds	638	183,496	<mark>4%</mark> 16%	80%
50-99 beds	655	298,787	5% 17%	78%
100-199 beds	923	625,341	<mark>6%</mark> 19%	75%
200-299 beds	541	518,765	6% 20%	74%
300-399 beds	340	394,886	6% 20%	74%
400-499 beds	175	203,884	6% 20%	74%
500 or more beds	273	492,420	6% 20%	74%
Teaching Status				
Major teaching	274	440,165	6% 20%	74%
Minor teaching	793	772,105	5% 20%	75%
Non-teaching	2,738	1,555,457	5% 18%	77%
Ownership and Control				
Profit	742	467,199	<mark>6%</mark> 18%	76%
Non-profit	2,380	1,992,609	<mark>5%</mark> 18%	77%
Government Affiliated	683	307,919	<mark>5%</mark> 18%	77%
Location				
Rural	1,352	500,682	<mark>4%</mark> 17%	79%
Urban	2,453	2,267,045		75%

Never +

Sometimes

Usually

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2010 and June 2011)

				Sometimes Usually Always
		Completed		
	Hospitals	surveys		
National Results	3,851	2,786,920	<mark>4%</mark> 16%	80%
Region				
New England	175	135,576	<mark>4%</mark> 16%	80%
Mid-Atlantic	377	309,150	6% 17%	77%
South Atlantic	604	481,446	<mark>5%</mark> 15%	80%
East North Central	629	513,879	<mark>4%</mark> 16%	80%
East South Central	333	183,137	<mark>4%</mark> 12%	84%
West North Central	416	224,253	15%	82%
West South Central	554	335,269	<mark>4%</mark> 13%	83%
Mountain	282	195,342	<mark>5%</mark> 16%	79%
Pacific	435	389,675	<mark>6%</mark> 17%	77%
Bed Size				
6-24 beds	260	50,148	11%	86%
25-49 beds	638	183,496	13%	84%
50-99 beds	655	298,787	<mark>4%</mark> 14%	82%
100-199 beds	923	625,341	5% 16%	79%
200-299 beds	541	518,765	5% 17%	78%
300-399 beds	340	394,886	5% 17%	78%
400-499 beds	175	203,884	5% 17%	78%
500 or more beds	273	492,420	5% 18%	77%
Teaching Status				
Major teaching	274	440,165	5% 18%	77%
Minor teaching	793	772,105	5% 16%	79%
Non-teaching	2,738	1,555,457	<mark>4%</mark> 15%	81%
Oursership and Cantral				
Ownership and Control Profit	742	467,199	5% 14%	81%
Non-profit	2,380	1,992,609	4% 16%	80%
Government Affiliated	2,380	307,919		82%
	000	007,019		
Location				
Rural	1,352	500,682		83%
Urban	2,453	2,267,045	<mark>5%</mark> 16%	79%

Never +

HCAHPS: Responsiveness of Hospital Staff

Never +

(Represents patients discharged between July 2010 and June 2011)

				Sometime	Usually es	Always
	Hospitals	Completed surveys				
National Results	3,851	2,786,920	10%	25%		65%
Region						
New England	175	135,576	9%	26%		65%
Mid-Atlantic	377	309,150	13%	28%		59%
South Atlantic	604	481,446	12%	26%		62%
East North Central	629	513,879	9%	25%		66%
East South Central	333	183,137	11%	23%		66%
West North Central	416	224,253	7% 24	%		69%
West South Central	554	335,269	10%	23%		67%
Mountain	282	195,342	9%	25%		66%
Pacific	435	389,675	13%	27%		60%
Bed Size						
6-24 beds	260	50,148	5% 17%		78	9%
25-49 beds	638	183,496	7% 22%	%		71%
50-99 beds	655	298,787	9%	24%		67%
100-199 beds	923	625,341	12%	26%		62%
200-299 beds	541	518,765	13%	27%		60%
300-399 beds	340	394,886	13%	27%		60%
400-499 beds	175	203,884	13%	28%		59%
500 or more beds	273	492,420	14%	28%		58%
Teaching Status						
Major teaching	274	440,165	14%	28%		58%
Minor teaching	793	772,105	11%	27%		62%
Non-teaching	2,738	1,555,457	10%	24%		66%
Ownership and Control						
Profit	742	467,199	12%	24%		64%
Non-profit	2,380	1,992,609	10%	26%		64%
Government Affiliated	683	307,919	10%	24%		66%
Location						
Rural	1,352	500,682	8% 23	3%		69%
Urban	2,453	2,267,045	12%	26%		62%
	_,	,,				

HCAHPS: Pain Management (Represents patients discharged between July 2010 and June 2011)

				Sometimes	Usually	Always
		Completed				
	Hospitals	surveys				
National Results	3,851	2,786,920	7% 23%			70%
Region						
New England	175	135,576	6% 24%			70%
Mid-Atlantic	377	309,150	8% 25	%		67%
South Atlantic	604	481,446	8% 23%			69%
East North Central	629	513,879	6% 24%			70%
East South Central	333	183,137	8% 21%			71%
West North Central	416	224,253	6% 24%			70%
West South Central	554	335,269	7% 21%			72%
Mountain	282	195,342	7% 24%			69%
Pacific	435	389,675	8% 259	%		67%
Bed Size						
6-24 beds	260	50,148	5% 20%		7	75%
25-49 beds	638	183,496	6% 22%			72%
50-99 beds	655	298,787	7% 23%			70%
100-199 beds	923	625,341	8% 24%	6		68%
200-299 beds	541	518,765	8% 24%			68%
300-399 beds	340	394,886	8% 24%	6		68%
400-499 beds	175	203,884	8% 24%			68%
500 or more beds	273	492,420	8% 25	//		67%
Teaching Status	07.4	440.405	00/ 050	7		67%
Major teaching	274	440,165	8% 25%			
Minor teaching	793	772,105	7% 25%			68%
Non-teaching	2,738	1,555,457	7% 23%			70%
Ownership and Control						
Profit	742	467,199	8% 22%			70%
Non-profit	2,380	1,992,609	7% 24%			69%
Government Affiliated	683	307,919	7% 23%			70%
Location						
Rural	1,352	500,682	6% 23%			71%
Urban	2,453	2,267,045				69%
	,	,				

Never +

HCAHPS: Communication About Medicines

Never +

(Represents patients discharged between July 2010 and June 2011)

				Never + Sometimes	Usually Always	
		Completed				
	Hospitals	Completed surveys				
National Results	3,847	2,786,920	21%	18%	61%	
Region						
New England	175	135,576	19%	19%	62%	
Mid-Atlantic	376	309,150	24%	18%	58%	
South Atlantic	604	481,446	22%	18%	60%	
East North Central	629	513,879	20%	18%	62%	
East South Central	333	183,137	20%	17%	63%	
West North Central	416	224,253	17%	20%	63%	
West South Central	553	335,269	20%	16%	64%	
Mountain	281	195,342	19%	19%	62%	
Pacific	434	389,675	23%	19%	58%	
Bed Size						
6-24 beds	258	50,148	14%	16%	70%	
25-49 beds	637	183,496	17%	18%	65%	
50-99 beds	655	298,787	19%	19%	62%	
100-199 beds	923	625,341	22%	19%	59%	
200-299 beds	541	518,765	23%	19%	58%	
300-399 beds	340	394,886	23%	18%	59%	
400-499 beds	175	203,884	23%	18%	59%	
500 or more beds	272	492,420	23%	19%	58%	
Teaching Status						
	274	440,165	22%	19%	59%	
Major teaching Minor teaching	793	440,105 772,105	22%	18%	60%	
Non-teaching	2,734	1,555,457	20%	18%	62%	
Non-teaching	2,734	1,555,457	2070	1070	0270	
Ownership and Control						
Profit	742	467,199	22%	17%	61%	
Non-profit	2,379	1,992,609	20%	19%	61%	
Government Affiliated	680	307,919	20%	18%	62%	
Location	4.050	F00 000	18%	18%	64%	
Rural	1,350	500,682	22%	18%	60%	
Urban	2,451	2,267,045	<u> </u>	10%	00%	

HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2010 and June 2011)

Never +

Sometimes

Usually

				Sometim	es l
		Completed			
	Hospitals	surveys			
National Results	3,851	2,786,920	<mark>9%</mark> 19	9%	72%
Region					
New England	175	135,576	7% 19%		74%
Mid-Atlantic	377	309,150	10%	22%	68%
South Atlantic	604	481,446	11%	20%	69%
East North Central	629	513,879	8% 189	%	74%
East South Central	333	183,137	10% 1	8%	72%
West North Central	416	224,253	7% 17%		76%
West South Central	554	335,269	9% 18	3%	73%
Mountain	282	195,342	9% 19	9%	72%
Pacific	435	389,675	10%	21%	69%
Bed Size					
6-24 beds	260	50,148	<mark>5%</mark> 14%		81%
25-49 beds	638	183,496	7% 16%		77%
50-99 beds	655	298,787	8% 189	%	74%
100-199 beds	923	625,341	10%	20%	70%
200-299 beds	541	518,765	10%	21%	69%
300-399 beds	340	394,886	11%	21%	68%
400-499 beds	175	203,884	11%	22%	67%
500 or more beds	273	492,420	11%	23%	66%
Teaching Status					
Major teaching	274	440,165	12%	22%	66%
Minor teaching	793	772,105	9% 2	21%	70%
Non-teaching	2,738	1,555,457	9% 18	3%	73%
Ownership and Control					
Profit	742	467,199	11%	18%	71%
Non-profit	2,380	1,992,609	8% 20)%	72%
Government Affiliated	683	307,919	9% 19	9%	72%
		-			
Location					
Rural	1,352	500,682	7% 18%	Ď	75%
Urban	2,453	2,267,045	10%	20%	70%
	2,.50	_,_0.,0.10			

HCAHPS: Quietness of Hospital Environment

Never +

(Represents patients discharged between July 2010 and June 2011)

			Sometimes	
	Completed			
Hospitals	surveys			
3,851	2,786,920	11%	30%	59%
175	135,576	13%	34%	53%
377	309,150	16%	34%	50%
604	481,446	11%	30%	59%
629	513,879	11%	32%	57%
333	183,137	8% 2	5%	67%
416	224,253	8%	30%	62%
554	335,269	8% 2	5%	67%
282	195,342	10%	31%	59%
435	389,675	17%	34%	49%
260	50,148	5% 22%		73%
638	183,496	8%	28%	64%
655	298,787	10%	30%	60%
923	625,341	12%	31%	57%
541	518,765	14%	32%	54%
340	394,886	14%	32%	54%
175	203,884	14%	32%	54%
273	492,420	15%	32%	53%
274	440,165	15%	33%	52%
793		13%	32%	55%
2,738	1,555,457	10%	30%	60%
742	467,199	10%	27%	63%
	1,992,609	12%	32%	56%
683	307,919	10%	29%	61%
1,352	500,682	9%	29%	62%
2,453	2,267,045	12%	31%	57%
	Hospitals 3,851 175 377 604 629 333 416 554 282 435 260 638 655 923 541 340 175 273 541 340 175 273 2,738 2,738	Hospitalssurveys3,8512,786,920175135,576377309,150604481,446629513,879333183,137416224,253554335,269282195,342435389,67526050,148638183,496655298,787923625,341541518,765340394,886175203,884273492,420274440,165793772,1052,7381,555,457742467,1992,3801,992,609683307,919	Hospitalssurveys $3,851$ $2,786,920$ 11% 175 $135,576$ 13% 377 $309,150$ 16% 604 $481,446$ 11% 629 $513,879$ 11% 629 $513,879$ 11% 333 $183,137$ 8% 2 416 $224,253$ 8% 2 282 $195,342$ 10% 2 282 $195,342$ 10% 2 435 $389,675$ 17% 2 638 $183,496$ 8% 2 655 $298,787$ 10% 2 923 $625,341$ 12% 2 541 $518,765$ 14% 2 541 $518,765$ 14% 2 340 $394,886$ 14% 2 273 $492,420$ 15% 2 274 $440,165$ 15% 2 $2,738$ $1,555,457$ 10% 2 742 $467,199$ 10% 2 683 $307,919$ 10% 10%	Hospitalssurveys $3,851$ $2,786,920$ 11% 30% 175 $135,576$ 13% 34% 377 $309,150$ 16% 34% 604 $481,446$ 11% 30% 629 $513,879$ 11% 32% 333 $183,137$ 8% 25% $242,253$ 8% 30% 554 $335,269$ 8% 25% 282 $195,342$ 10% 31% 2435 $389,675$ 17% 34% 260 $50,148$ 5% 22% 260 $50,148$ 8% 22% 260 $50,148$ 8% 22% 260 $50,148$ 8% 22% 260 $50,148$ 8% 22% 260 $50,148$ 8% 22% 260 $50,148$ 8% 22% 270 $50,148$ 13% 32% 270 $50,148$ 14% 32% 340 $394,886$ 14% 32% 273 $492,420$ 15% 32% 274 $440,165$ 15% 33% 793 $772,105$ 13% 32% $2,738$ $1,555,457$ 10% 30% 742 $467,199$ 12% 32% 683 $307,919$ 10% 29% $1,352$ $50,682$ 9% 29%

HCAHPS: Discharge Information (Represents patients discharged between July 2010 and June 2011)

	Hospitals	Completed surveys	
National Results	3,850	2,786,920	17% 83%
Region			
New England	175	135,576	15% 85%
Mid-Atlantic	377	309,150	19% 81%
South Atlantic	604	481,446	18% 82%
East North Central	629	513,879	16% 84%
East South Central	333	183,137	19% 81%
West North Central	416	224,253	16% 84%
West South Central	554	335,269	18% 82%
Mountain	282	195,342	16% 84%
Pacific	434	389,675	19% 81%
Bed Size			
6-24 beds	260	50,148	15% 85%
25-49 beds	638	183,496	17% 83%
50-99 beds	655	298,787	17% 83%
100-199 beds	923	625,341	18% 82%
200-299 beds	541	518,765	18% 82%
300-399 beds	340	394,886	18% 82%
400-499 beds	175	203,884	18% 82%
500 or more beds	272	492,420	18% 82%
Teaching Status			
Major teaching	274	440,165	17% 83%
Minor teaching	793	772,105	17% 83%
Non-teaching	2,737	1,555,457	17% 83%
Ownership and Control			
Profit	742	467,199	18% 82%
Non-profit	2,380	1,992,609	17% 83%
Government Affiliated	682	307,919	18% 82%
Location			
Rural	1,352	500,682	17% 83%
Urban	2,452	2,267,045	

No

Yes

HCAHPS: Overall Rating of Hospital (Represents patients discharged between July 2010 and June 2011)

	Hospitals	Completed surveys		
National Results	3,851	2,786,920	9% 23%	68%
Region				
New England	175	135,576	8% 23%	69%
Mid-Atlantic	377	309,150	11% 27%	62%
South Atlantic	604	481,446	10% 24%	66%
East North Central	629	513,879	8% 22%	70%
East South Central	333	183,137	9% 22%	69%
West North Central	416	224,253	7% 21%	72%
West South Central	554	335,269	8% 22%	70%
Mountain	282	195,342	8% 24%	68%
Pacific	435	389,675	10% 24%	66%
Bed Size				
6-24 beds	260	50,148	6% 17%	77%
25-49 beds	638	183,496	7% 22%	71%
50-99 beds	655	298,787	8% 24%	68%
100-199 beds	923	625,341	10% 24%	66%
200-299 beds	541	518,765	10% 25%	65%
300-399 beds	340	394,886	9% 24%	67%
400-499 beds	175	203,884	9% 24%	67%
500 or more beds	273	492,420	10% 23%	67%
Teaching Status				
Teaching Status	274	440,165	9% 24%	67%
Major teaching	793	772,105	9% 24%	67%
Minor teaching			9% 23%	68%
Non-teaching	2,738	1,555,457	570 2570	0070
Ownership and Control				
Profit	742	467,199	10% 22%	68%
Non-profit	2,380	1,992,609	8% 24%	68%
Government Affiliated	683	307,919	9% 23%	68%
Location				
Rural	1,352	500,682	8% 24%	68%
Urban	2,453	2,267,045	9% 23%	68%
	_,	_,_0.,010		

0-6

7-8

9-10

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2010 and June 2011)

				Probably No +	Yes Yes	
		Completed				
	Hospitals	surveys				
National Results	3,851	2,786,920	<mark>5%</mark> 25%		70%	
Region						
New England	175	135,576	<mark>4%</mark> 23%		73%	
Mid-Atlantic	377	309,150	7% 2	8%	65%	
South Atlantic	604	481,446	6% 26%	6	68%	
East North Central	629	513,879	5% 25%		70%	
East South Central	333	183,137	5% 26%		69%	
West North Central	416	224,253	<mark>4%</mark> 24%		72%	
West South Central	554	335,269	5% 24%		71%	
Mountain	282	195,342	5% 25%		70%	
Pacific	435	389,675	6% 25%	, 0	69%	
Bed Size						
6-24 beds	260	50,148	<mark>4%</mark> 19%		77%	
25-49 beds	638	183,496	<mark>4%</mark> 25%		71%	
50-99 beds	655	298,787	5% 26%		69%	
100-199 beds	923	625,341	6% 279	%	67%	
200-299 beds	541	518,765	6% 26%	6	68%	
300-399 beds	340	394,886	5% 24%		71%	
400-499 beds	175	203,884	5% 24%		71%	
500 or more beds	273	492,420	5% 23%		72%	
Teaching Status						
Major teaching	274	440,165	5% 23%		72%	
Minor teaching	793	772,105	5% 25%		70%	
Non-teaching	2,738	1,555,457	5% 26%		69%	
Ownership and Control						
Profit	742	467,199	7% 24%	/o	69%	
Non-profit	2,380	1,992,609	5% 25%		70%	
Government Affiliated	683	307,919	<mark>5%</mark> 27%	, 0	68%	
Location						
Rural	1,352	500,682	5% 27%	ó -	68%	
Urban	2,453	2,267,045	6% 23%		71%	
	,	,				

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 2010 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2012".

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.