HCAHPS: Communication with Nurses

(Represents patients discharged between July 2011 and June 2012)

	Hospitals	Completed surveys					
National Results	3,854	2,996,774	5% 17%	78%			
	0,001	_,000,					
Region							
New England	176	145,129	<mark>4%</mark> 17%	79%			
Mid-Atlantic	376	335,300	6% 18%	76%			
South Atlantic	601	521,067	6% 17%	77%			
East North Central	641	551,942	<mark>4%</mark> 16%	80%			
East South Central	334	196,921	<mark>5%</mark> 15%	80%			
West North Central	428	234,405	17%	80%			
West South Central	568	381,227	<mark>5%</mark> 15%	80%			
Mountain	285	220,168	<mark>5%</mark> 18%	77%			
Pacific	445	410,615	6% 20%	74%			
Bed Size							
6-24 beds	290	49,091	13%	84%			
25-49 beds	677	176,575	<mark>4%</mark> 15%	81%			
50-99 beds	660	294,590	<mark>4%</mark> 17%	79%			
100-199 beds	911	635,379	<mark>5%</mark> 19%	76%			
200-299 beds	537	572,258	<mark>6%</mark> 18%	76%			
300-399 beds	334	442,107	5% 19%	76%			
400-499 beds	177	243,920	5% 19%	76%			
500 or more beds	268	582,854	5% 19%	76%			
Teaching Status							
Major Teaching	791	881,639	5% 18%	77%			
Minor Teaching	269	497,216	<mark>6%</mark> 19%	75%			
Non-Teaching	2,794	1,617,919	<mark>5%</mark> 16%	79%			
Ownership and Control							
Profit	760	514,145	<mark>6%</mark> 17%	77%			
Non-profit	2,397	2,165,502	<mark>4%</mark> 18%	78%			
Government Affiliated	697	317,127	<mark>5%</mark> 16%	79%			
Location							
Rural	1,378	486,202	<mark>4%</mark> 16%	80%			
Urban	2,476	2,510,572		77%			

Never +

Sometimes

Usually

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2011 and June 2012)

				Sometimes
		Completed		
	Hospitals	surveys		
National Results	3,854	2,996,774	<mark>4%</mark> 15%	81%
Region				
New England	176	145,129	<mark>4%</mark> 15%	81%
Mid-Atlantic	376	335,300	<mark>5%</mark> 17%	78%
South Atlantic	601	521,067	<mark>5%</mark> 14%	81%
East North Central	641	551,942	<mark>4%</mark> 15%	81%
East South Central	334	196,921	<mark>4%</mark> 11%	85%
West North Central	428	234,405	14%	83%
West South Central	568	381,227	<mark>4%</mark> 12%	84%
Mountain	285	220,168	5% 15%	80%
Pacific	445	410,615	<mark>5%</mark> 17%	78%
Bed Size				
6-24 beds	290	49,091	11%	86%
25-49 beds	677	176,575	12%	85%
50-99 beds	660	294,590	<mark>4%</mark> 13%	83%
100-199 beds	911	635,379	5% 15%	80%
200-299 beds	537	572,258	5% 16%	79%
300-399 beds	334	442,107	<mark>5%</mark> 16%	79%
400-499 beds	177	243,920	5% 17%	78%
500 or more beds	268	582,854	<mark>5%</mark> 16%	79%
Teaching Status				
Major Teaching	791	881,639	<mark>4%</mark> 16%	80%
Minor Teaching	269	497,216	5% 17%	78%
Non-Teaching	2,794	1,617,919		82%
Ownership and Control				
Profit	760	514,145	5% 14%	81%
Non-profit	2,397	2,165,502		81%
Government Affiliated	697	317,127		83%
Location	4 0-0	400.000	13%	84%
Rural	1,378	486,202		80%
Urban	2,476	2,510,572	370 1370	

Never +

Usually

HCAHPS: Responsiveness of Hospital Staff

Never +

Sometimes

Usually

Always

(Represents patients discharged between July 2011 and June 2012)

	Hospitals	Completed surveys							
	-	-	109/	23%	67%				
National Results	3,853	2,996,774	10%	2370	07 %				
Region									
New England	175	145,129	9%	23%	68%				
Mid-Atlantic	376	335,300	12%	26%	62%				
South Atlantic	601	521,067	12%	24%	64%				
East North Central	641	551,942	8%	23%	69%				
East South Central	334	196,921	10%	22%	68%				
West North Central	428	234,405	6%	23%	71%				
West South Central	568	381,227	9%	22%	69%				
Mountain	285	220,168	9%	24%	67%				
Pacific	445	410,615	11%	27%	62%				
Bed Size									
6-24 beds	290	49,091	5% 1	5%	80%				
25-49 beds	677	176,575	7%	20%	73%				
50-99 beds	660	294,590	8%	23%	69%				
100-199 beds	910	635,379	11%	25%	64%				
200-299 beds	537	572,258	12%	26%	62%				
300-399 beds	334	442,107	12%	26%	62%				
400-499 beds	177	243,920	12%	27%	61%				
500 or more beds	268	582,854	12%	27%	61%				
Teaching Status									
Major Teaching	790	881,639	11%	25%	64%				
Minor Teaching	269	497,216	13%	27%	60%				
Non-Teaching	2,794	1,617,919	9%	23%	68%				
Ownership and Control									
Profit	760	514,145	11%	23%	66%				
Non-profit	2,396	2,165,502	9%	25%	66%				
Government Affiliated	697	317,127	9%	22%	69%				
Location									
Rural	1,378	486,202	8%	21%	71%				
Urban	2,475	2,510,572		25%	64%				
	_,•	, - · - , - · -							

HCAHPS: Pain Management (Represents patients discharged between July 2011 and June 2012)

				Sometimes		
	Heenitele	Completed				
	Hospitals	surveys	7% 22%		71%	
National Results	3,851	2,996,774	7% 22%		/ 1 //0	
Region						
New England	174	145,129	6% 22%		72%	
Mid-Atlantic	376	335,300	8% 24%		68%	
South Atlantic	601	521,067	8% 22%		70%	
East North Central	641	551,942	6% 23%		71%	
East South Central	334	196,921	8% 20%		72%	
West North Central	428	234,405	5% 24%		71%	
West South Central	568	381,227	7% 20%		73%	
Mountain	284	220,168	7% 23%		70%	
Pacific	445	410,615	8% 23%		69%	
Bed Size						
6-24 beds	290	49,091	5% 19%		76%	
25-49 beds	676	176,575	<mark>6%</mark> 21%		73%	
50-99 beds	660	294,590	7% 22%		71%	
100-199 beds	910	635,379	8% 23%		69%	
200-299 beds	537	572,258	8% 23%		69%	
300-399 beds	333	442,107	7% 24%		69%	
400-499 beds	177	243,920	8% 23%		69%	
500 or more beds	268	582,854	8% 23%		69%	
Taashing Clatus						
Teaching Status	788	881,639	7% 23%		70%	
Major Teaching Minor Teaching	269	497,216	8% 24%		68%	
Non-Teaching	209	1,617,919	7% 22%		71%	
Non-reaching	2,794	1,017,919			r 1 /0	
Ownership and Control						
Profit	760	514,145	8% 22%		70%	
Non-profit	2,394	2,165,502	7% 23%		70%	
Government Affiliated	697	317,127	7% 22%		71%	
Lander						
Location	4 0-0	400.000	6% 22%		72%	
Rural	1,378	486,202	3% 22% 7% 23%		72%	
Urban	2,473	2,510,572	23%		1078	

Never +

Sometimes

Usually

HCAHPS: Communication About Medicines

Never +

(Represents patients discharged between July 2011 and June 2012)

				Somet	Usually	Always	
	Hospitals	Completed surveys					
National Results	3,850	2,996,774	19%	18%		63%	
Region							
New England	175	145,129	18%	18%		64%	
Mid-Atlantic	376	335,300	22%	18%		60%	
South Atlantic	601	521,067	21%	17%		62%	
East North Central	641	551,942	18%	18%		64%	
East South Central	334	196,921	19%	16%		65%	
West North Central	428	234,405	16%	19%		65%	
West South Central	567	381,227	18%	17%		65%	
Mountain	283	220,168	18%	18%		64%	
Pacific	445	410,615	21%	18%		61%	
Bed Size							
6-24 beds	288	49,091	13%	16%		71%	
25-49 beds	676	176,575	16%	18%		66%	
50-99 beds	660	294,590	18%	18%		64%	
100-199 beds	911	635,379	21%	18%		61%	
200-299 beds	537	572,258	21%	19%		60%	
300-399 beds	333	442,107	21%	18%		61%	
400-499 beds	177	243,920	21%	19%		60%	
500 or more beds	268	582,854	21%	18%		61%	
Teaching Status							
Major Teaching	789	881,639	20%	18%		62%	
Minor Teaching	269	497,216	21%	18%		61%	
Non-Teaching	2,792	1,617,919	19%	17%		64%	
Ownership and Control							
Profit	760	514,145	21%	16%		63%	
Non-profit	2,394	2,165,502	19%	18%		63%	
Government Affiliated	696	317,127	18%	18%		64%	
Location							
Rural	1,376	486,202	17%	18%		65%	
Urban	2,474	2,510,572	20%	18%		62%	

HCAHPS: Cleanliness of Hospital Environment (Represents patients discharged between July 2011 and June 2012)

Never +

Sometimes

Usually

				Sometimes	
	Hoopitala	Completed			
	Hospitals	surveys	9% 18%	73%	
National Results	3,854	2,996,774	3/0 10/0	13/0	
Region					
New England	176	145,129	<mark>7%</mark> 18%	75%	
Mid-Atlantic	376	335,300	10% 21%	69%	
South Atlantic	601	521,067	10% 20%	70%	
East North Central	641	551,942	7% 19%	74%	
East South Central	334	196,921	10% 18%	72%	
West North Central	428	234,405	6% 18%	76%	
West South Central	568	381,227	<mark>9%</mark> 17%	74%	
Mountain	285	220,168	9% 19%	72%	
Pacific	445	410,615	10% 19%	71%	
Bed Size					
6-24 beds	290	49,091	6% 13%	81%	
25-49 beds	677	176,575	7% 16%	77%	
50-99 beds	660	294,590	<mark>8%</mark> 18%	74%	
100-199 beds	911	635,379	9% 20%	71%	
200-299 beds	537	572,258	10% 21%	69%	
300-399 beds	334	442,107	10% 21%	69%	
400-499 beds	177	243,920	11% 21%	68%	
500 or more beds	268	582,854	11% 229	67%	
Teaching Status					
Major Teaching	791	881,639	9% 20%	71%	
Minor Teaching	269	497,216	11% 229	67%	
Non-Teaching	2,794	1,617,919	8% 18%	74%	
Ownership and Control					
Profit	760	514,145	10% 18%	72%	
Non-profit	2,397	2,165,502	<mark>8%</mark> 19%	73%	
Government Affiliated	697	317,127	8% 18%	74%	
Location					
Rural	1,378	486,202	7% 17%	76%	
Urban	2,476	2,510,572	10% 19%	71%	
	_,0	_,			

HCAHPS: Quietness of Hospital Environment

Never +

Sometimes

Usually

Always

(Represents patients discharged between July 2011 and June 2012)

				Sometim	
	Hospitals	Completed surveys			
National Results	3,854	2,996,774	10%	30%	60%
Region					
New England	176	145,129	13%	33%	54%
Mid-Atlantic	376	335,300	15%	34%	51%
South Atlantic	601	521,067	11%	28%	61%
East North Central	641	551,942	10%	31%	59%
East South Central	334	196,921	7%	25%	68%
West North Central	428	234,405	8%	28%	64%
West South Central	568	381,227	7%	25%	68%
Mountain	285	220,168	10%	31%	59%
Pacific	445	410,615	16%	33%	51%
Bed Size 6-24 beds 25-49 beds 50-99 beds 100-199 beds 200-299 beds 300-399 beds 400-499 beds 500 or more beds	290 677 660 911 537 334 177 268	49,091 176,575 294,590 635,379 572,258 442,107 243,920 582,854	5%	22% 28% 29% 30% 31% 31% 32% 31%	73% 65% 62% 58% 56% 56% 55% 55%
Teaching Status	791	881,639	12%	31%	57%
Major Teaching Minor Teaching	269	497,216	15%	31%	54%
Non-Teaching	2,794	1,617,919	10%	28%	62%
Ownership and Control					
Profit	760	514,145	10%	26%	64%
Non-profit	2,397	2,165,502	11%	31%	58%
Government Affiliated	697	317,127	9%	28%	63%
Location					
Rural	1,378	486,202	8%	29%	63%
Urban	2,476	2,510,572	12%	29%	59%

HCAHPS: Discharge Information (Represents patients discharged between July 2011 and June 2012)

	Hospitals	Completed surveys	
National Results	3,853	2,996,774	16% 84%
Region			
New England	175	145,129	14% 86%
Mid-Atlantic	376	335,300	18% 82%
South Atlantic	601	521,067	17% 83%
East North Central	641	551,942	14% 86%
East South Central	334	196,921	18% 82%
West North Central	428	234,405	14% 86%
West South Central	568	381,227	17% 83%
Mountain	285	220,168	15% 85%
Pacific	445	410,615	17% 83%
Bed Size			
6-24 beds	290	49,091	14% 86%
25-49 beds	677	176,575	15% 85%
50-99 beds	660	294,590	16% 84%
100-199 beds	911	635,379	17% 83%
200-299 beds	537	572,258	17% 83%
300-399 beds	333	442,107	17% 83%
400-499 beds	177	243,920	17% 83%
500 or more beds	268	582,854	17% 83%
Teaching Status			
Major Teaching	790	881,639	16% 84%
Minor Teaching	269	497,216	16% 84%
Non-Teaching	2,794	1,617,919	16% 84%
Ownership and Control			
Profit	760	514,145	16% 84%
Non-profit	2,396	2,165,502	16% 84%
Government Affiliated	697	317,127	17% 83%
Location			
Rural	1,378	486,202	16% 84%
Urban	2,475	2,510,572	

No

Yes

HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2011 and June 2012)

	Hospitals	Completed surveys			
National Results	3,854	2,996,774	8%	22%	70%
Region					
New England	176	145,129	7% 2	23%	70%
Mid-Atlantic	376	335,300	11%	25%	64%
South Atlantic	601	521,067	9%	23%	68%
East North Central	641	551,942	7% 2	2%	71%
East South Central	334	196,921	8%	22%	70%
West North Central	428	234,405	6% 21	%	73%
West South Central	568	381,227	8% 2	0%	72%
Mountain	285	220,168	8%	22%	70%
Pacific	445	410,615	9%	24%	67%
Bed Size					
6-24 beds	290	49,091	<mark>5%</mark> 17%		78%
25-49 beds	677	176,575		1%	72%
50-99 beds	660	294,590		22%	70%
100-199 beds	911	635,379	9%	24%	67%
200-299 beds	537	572,258	9%	24%	67%
300-399 beds	334	442,107	9%	22%	69%
400-499 beds	177	243,920	9%	22%	69%
500 or more beds	268	582,854	9%	22%	69%
Teaching Status					
Major Teaching	791	881,639	8%	23%	69%
Minor Teaching	269	497,216	9%	22%	69%
Non-Teaching	2,794	1,617,919	8%	22%	70%
Ownership and Control					
Profit	760	514,145	9%	22%	69%
Non-profit	2,397	2,165,502	8%	22%	70%
Government Affiliated	697	317,127	8%	23%	69%
Landian					
Location	4 070	400.000	8%	22%	70%
Rural	1,378	486,202		22%	69%
Urban	2,476	2,510,572			

0-6

7-8

9-10

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2011 and June 2012)

					Probably No +	Yes	Yes
		Completed					
	Hospitals	surveys					
National Results	3,854	2,996,774	<mark>5%</mark>	24%			71%
Region							
New England	176	145,129	<mark>4%</mark> 22	2%			74%
Mid-Atlantic	376	335,300	6%	28%			66%
South Atlantic	601	521,067	6%	25%			69%
East North Central	641	551,942	<mark>4%</mark> 2	25%			71%
East South Central	334	196,921	<mark>5%</mark>	25%			70%
West North Central	428	234,405	23	%			74%
West South Central	568	381,227	<mark>5%</mark> 2	2%			73%
Mountain	285	220,168	5%	24%			71%
Pacific	445	410,615	6%	24%			70%
Bed Size							
6-24 beds	290	49,091	19%			7	8%
25-49 beds	677	176,575	<mark>4%</mark> 2	25%			71%
50-99 beds	660	294,590	<mark>5%</mark>	26%			69%
100-199 beds	911	635,379	6%	26%			68%
200-299 beds	537	572,258	<mark>6%</mark>	25%			69%
300-399 beds	334	442,107	<mark>5%</mark> 2	23%			72%
400-499 beds	177	243,920	<mark>5%</mark> 2	23%			72%
500 or more beds	268	582,854	<mark>5%</mark> 21	1%			74%
Teaching Status							
Major Teaching	791	881,639	<mark>5%</mark>	24%			71%
Minor Teaching	269	497,216	<mark>5%</mark> 2	2%			73%
Non-Teaching	2,794	1,617,919	<mark>5%</mark>	25%			70%
Ownership and Control							
Profit	760	514,145	7%	23%			70%
Non-profit	2,397	2,165,502	<mark>5%</mark>	24%			71%
Government Affiliated	697	317,127		26%			69%
Location							
Rural	1,378	486,202	<mark>5%</mark>	26%			69%
Urban	2,476	2,510,572		23%			72%

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 2011 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2013".

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.