

HCAHPS: Communication with Nurses

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,316	2,997,228	4%	16%	80%
Region					
New England	169	135,135		16%	81%
Mid-Atlantic	379	291,809	5%	16%	79%
South Atlantic	635	577,729	5%	16%	79%
East North Central	692	490,655		15%	82%
East South Central	356	213,110	5%	14%	81%
West North Central	611	230,886		14%	83%
West South Central	599	369,635	4%	14%	82%
Mountain	357	217,597	4%	17%	79%
Pacific	483	447,424	5%	18%	77%
Bed Size					
6-24 beds	487	60,132		12%	86%
25-49 beds	928	176,703		14%	83%
50-99 beds	687	247,663	4%	15%	81%
100-199 beds	917	603,925	5%	17%	78%
200-299 beds	505	547,654	5%	17%	78%
300-399 beds	303	432,687	5%	18%	77%
400-499 beds	169	273,386	5%	18%	77%
500 or more beds	272	623,399	5%	17%	78%
Teaching Status					
Major Teaching	233	441,062	5%	17%	78%
Minor Teaching	1,421	1,504,602	5%	16%	79%
Non-Teaching	2,629	1,029,323	4%	14%	82%
Ownership and Control					
Profit	775	514,155	5%	16%	79%
Non-profit	2,579	2,096,759	4%	15%	81%
Government Affiliated	604	279,127	4%	15%	81%
Location					
Rural	1,672	398,711		15%	82%
Urban	2,596	2,566,838	5%	16%	79%

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,316	2,997,228	4%	14%	82%
Region					
New England	169	135,135	4%	15%	81%
Mid-Atlantic	379	291,809	5%	16%	79%
South Atlantic	635	577,729	5%	14%	81%
East North Central	692	490,655	4%	14%	82%
East South Central	356	213,110	4%	11%	85%
West North Central	611	230,886	4%	12%	85%
West South Central	599	369,635	4%	12%	84%
Mountain	357	217,597	4%	15%	81%
Pacific	483	447,424	5%	16%	79%
Bed Size					
6-24 beds	487	60,132	4%	10%	87%
25-49 beds	928	176,703	4%	12%	85%
50-99 beds	687	247,663	4%	13%	83%
100-199 beds	917	603,925	5%	15%	80%
200-299 beds	505	547,654	5%	16%	79%
300-399 beds	303	432,687	5%	16%	79%
400-499 beds	169	273,386	5%	16%	79%
500 or more beds	272	623,399	5%	16%	79%
Teaching Status					
Major Teaching	233	441,062	5%	16%	79%
Minor Teaching	1,421	1,504,602	5%	15%	80%
Non-Teaching	2,629	1,029,323	4%	13%	83%
Ownership and Control					
Profit	775	514,155	5%	14%	81%
Non-profit	2,579	2,096,759	4%	14%	82%
Government Affiliated	604	279,127	4%	13%	83%
Location					
Rural	1,672	398,711	4%	13%	84%
Urban	2,596	2,566,838	5%	15%	80%

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,315	2,997,228	8%	23%	69%
Region					
New England	169	135,135	8%	24%	68%
Mid-Atlantic	379	291,809	10%	25%	65%
South Atlantic	635	577,729	11%	24%	65%
East North Central	692	490,655	7%	22%	71%
East South Central	356	213,110	9%	21%	70%
West North Central	611	230,886	5%	21%	74%
West South Central	598	369,635	8%	20%	72%
Mountain	357	217,597	7%	23%	70%
Pacific	483	447,424	10%	26%	64%
Bed Size					
6-24 beds	486	60,132	4%	15%	81%
25-49 beds	928	176,703	6%	19%	75%
50-99 beds	687	247,663	7%	22%	71%
100-199 beds	917	603,925	10%	25%	65%
200-299 beds	505	547,654	11%	26%	63%
300-399 beds	303	432,687	11%	27%	62%
400-499 beds	169	273,386	12%	26%	62%
500 or more beds	272	623,399	11%	27%	62%
Teaching Status					
Major Teaching	233	441,062	11%	27%	62%
Minor Teaching	1,421	1,504,602	10%	25%	65%
Non-Teaching	2,628	1,029,323	7%	21%	72%
Ownership and Control					
Profit	775	514,155	10%	22%	68%
Non-profit	2,578	2,096,759	8%	24%	68%
Government Affiliated	604	279,127	8%	21%	71%
Location					
Rural	1,672	398,711	6%	20%	74%
Urban	2,595	2,566,838	10%	24%	66%

HCAHPS: Pain Management

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,303	2,997,228	7%	22%	71%
Region					
New England	169	135,135	6%	23%	71%
Mid-Atlantic	377	291,809	8%	23%	69%
South Atlantic	635	577,729	8%	22%	70%
East North Central	691	490,655	6%	22%	72%
East South Central	355	213,110	7%	20%	73%
West North Central	608	230,886	5%	23%	72%
West South Central	597	369,635	6%	21%	73%
Mountain	353	217,597	6%	24%	70%
Pacific	483	447,424	7%	24%	69%
Bed Size					
6-24 beds	479	60,132	5%	19%	76%
25-49 beds	925	176,703	6%	21%	73%
50-99 beds	685	247,663	6%	23%	71%
100-199 beds	917	603,925	7%	24%	69%
200-299 beds	505	547,654	7%	24%	69%
300-399 beds	303	432,687	8%	23%	69%
400-499 beds	169	273,386	8%	24%	68%
500 or more beds	272	623,399	8%	24%	68%
Teaching Status					
Major Teaching	233	441,062	8%	24%	68%
Minor Teaching	1,421	1,504,602	7%	24%	69%
Non-Teaching	2,616	1,029,323	6%	22%	72%
Ownership and Control					
Profit	775	514,155	7%	22%	71%
Non-profit	2,574	2,096,759	6%	23%	71%
Government Affiliated	599	279,127	7%	21%	72%
Location					
Rural	1,662	398,711	6%	21%	73%
Urban	2,593	2,566,838	7%	23%	70%

HCAHPS: Communication About Medicines

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,297	2,997,228	17%	17%	66%
Region					
New England	169	135,135	17%	18%	65%
Mid-Atlantic	377	291,809	20%	18%	62%
South Atlantic	634	577,729	19%	17%	64%
East North Central	692	490,655	16%	18%	66%
East South Central	355	213,110	17%	16%	67%
West North Central	608	230,886	14%	18%	68%
West South Central	594	369,635	16%	16%	68%
Mountain	352	217,597	17%	18%	65%
Pacific	483	447,424	19%	18%	63%
Bed Size					
6-24 beds	478	60,132	12%	16%	72%
25-49 beds	923	176,703	14%	17%	69%
50-99 beds	684	247,663	16%	18%	66%
100-199 beds	917	603,925	19%	18%	63%
200-299 beds	505	547,654	19%	19%	62%
300-399 beds	303	432,687	20%	18%	62%
400-499 beds	169	273,386	20%	19%	61%
500 or more beds	272	623,399	20%	18%	62%
Teaching Status					
Major Teaching	233	441,062	19%	19%	62%
Minor Teaching	1,421	1,504,602	19%	18%	63%
Non-Teaching	2,612	1,029,323	16%	17%	67%
Ownership and Control					
Profit	774	514,155	18%	17%	65%
Non-profit	2,573	2,096,759	17%	18%	65%
Government Affiliated	598	279,127	16%	17%	67%
Location					
Rural	1,658	398,711	15%	17%	68%
Urban	2,593	2,566,838	18%	18%	64%

HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2016 and June 2017)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,316	2,997,228	8%	17%	75%
Region					
New England	169	135,135	7%	18%	75%
Mid-Atlantic	379	291,809	9%	19%	72%
South Atlantic	635	577,729	10%	18%	72%
East North Central	692	490,655	7%	16%	77%
East South Central	356	213,110	9%	17%	74%
West North Central	611	230,886	6%	15%	79%
West South Central	599	369,635	8%	16%	76%
Mountain	357	217,597	8%	18%	74%
Pacific	483	447,424	9%	19%	72%
Bed Size					
6-24 beds	487	60,132	5%	13%	82%
25-49 beds	928	176,703	6%	15%	79%
50-99 beds	687	247,663	7%	16%	77%
100-199 beds	917	603,925	9%	19%	72%
200-299 beds	505	547,654	10%	19%	71%
300-399 beds	303	432,687	10%	21%	69%
400-499 beds	169	273,386	11%	21%	68%
500 or more beds	272	623,399	10%	21%	69%
Teaching Status					
Major Teaching	233	441,062	10%	22%	68%
Minor Teaching	1,421	1,504,602	9%	19%	72%
Non-Teaching	2,629	1,029,323	7%	16%	77%
Ownership and Control					
Profit	775	514,155	10%	17%	73%
Non-profit	2,579	2,096,759	8%	17%	75%
Government Affiliated	604	279,127	7%	17%	76%
Location					
Rural	1,672	398,711	6%	16%	78%
Urban	2,596	2,566,838	9%	19%	72%

HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2016 and June 2017)

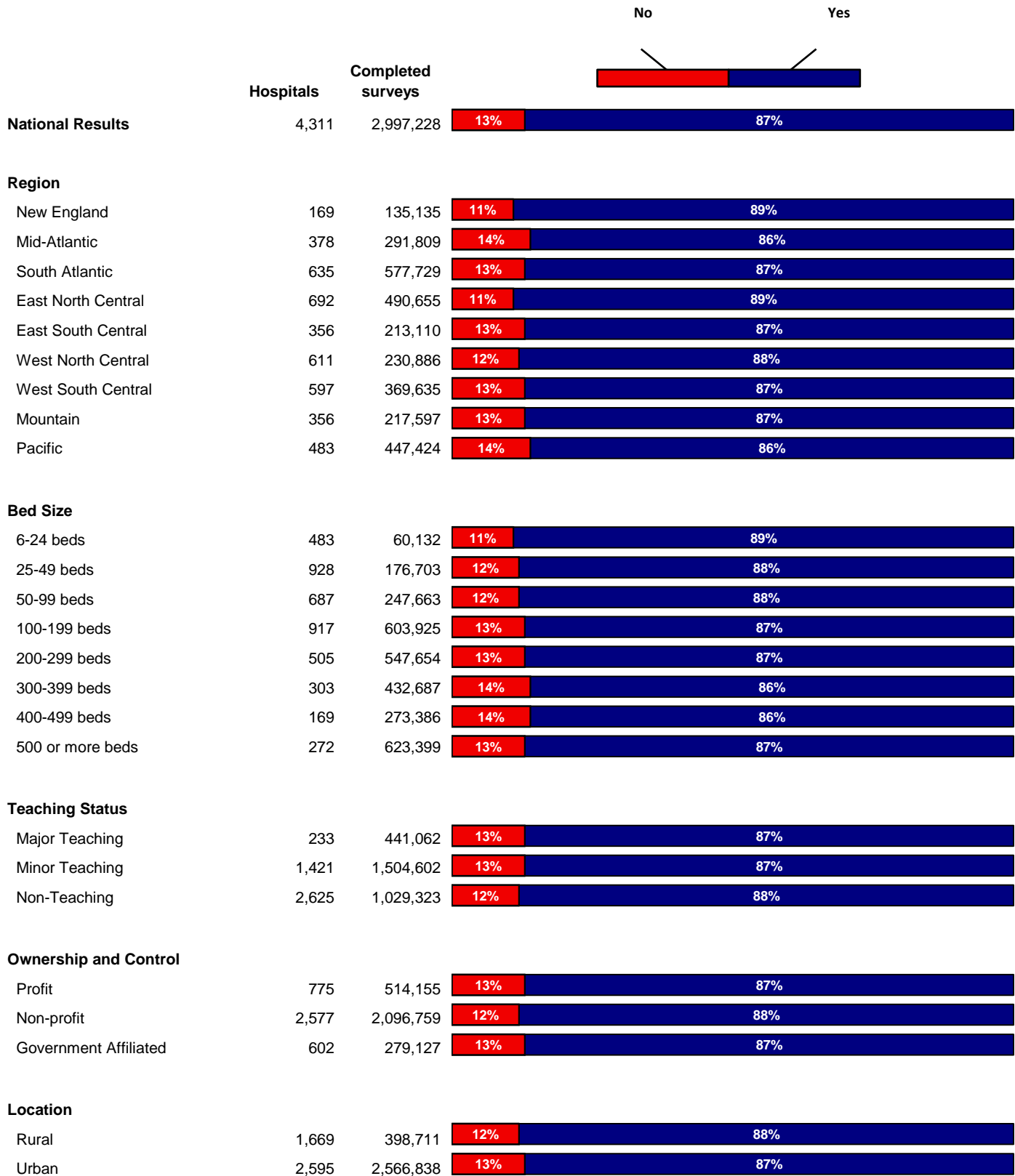
Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,316	2,997,228	9%	29%	62%
Region					
New England	169	135,135	12%	33%	55%
Mid-Atlantic	379	291,809	13%	33%	54%
South Atlantic	635	577,729	10%	28%	62%
East North Central	692	490,655	8%	30%	62%
East South Central	356	213,110	7%	24%	69%
West North Central	611	230,886	6%	27%	67%
West South Central	599	369,635	6%	24%	70%
Mountain	357	217,597	9%	30%	61%
Pacific	483	447,424	14%	33%	53%
Bed Size					
6-24 beds	487	60,132	4%	23%	73%
25-49 beds	928	176,703	6%	27%	67%
50-99 beds	687	247,663	8%	28%	64%
100-199 beds	917	603,925	11%	30%	59%
200-299 beds	505	547,654	12%	31%	57%
300-399 beds	303	432,687	12%	32%	56%
400-499 beds	169	273,386	12%	31%	57%
500 or more beds	272	623,399	12%	31%	57%
Teaching Status					
Major Teaching	233	441,062	13%	31%	56%
Minor Teaching	1,421	1,504,602	11%	30%	59%
Non-Teaching	2,629	1,029,323	8%	27%	65%
Ownership and Control					
Profit	775	514,155	9%	27%	64%
Non-profit	2,579	2,096,759	9%	30%	61%
Government Affiliated	604	279,127	8%	27%	65%
Location					
Rural	1,672	398,711	7%	27%	66%
Urban	2,596	2,566,838	10%	30%	60%

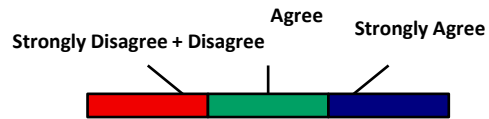
HCAHPS: Discharge Information

(Represents patients discharged between July 2016 and June 2017)



HCAHPS: Care Transition

(Represents patients discharged between July 2016 and June 2017)



	Hospitals	Completed surveys	Strongly Disagree + Disagree	Agree	Strongly Agree
National Results	4,316	2,997,228	5%	42%	53%
Region					
New England	169	135,135	4%	43%	53%
Mid-Atlantic	379	291,809	6%	45%	49%
South Atlantic	635	577,729	6%	43%	51%
East North Central	692	490,655	5%	41%	54%
East South Central	356	213,110	5%	43%	52%
West North Central	611	230,886	4%	40%	56%
West South Central	599	369,635	5%	41%	54%
Mountain	357	217,597	5%	42%	53%
Pacific	483	447,424	6%	44%	50%
Bed Size					
6-24 beds	487	60,132	4%	37%	59%
25-49 beds	928	176,703	4%	42%	54%
50-99 beds	687	247,663	5%	42%	53%
100-199 beds	917	603,925	6%	44%	50%
200-299 beds	505	547,654	6%	44%	50%
300-399 beds	303	432,687	6%	44%	50%
400-499 beds	169	273,386	6%	44%	50%
500 or more beds	272	623,399	6%	43%	51%
Teaching Status					
Major Teaching	233	441,062	6%	42%	52%
Minor Teaching	1,421	1,504,602	6%	43%	51%
Non-Teaching	2,629	1,029,323	5%	42%	53%
Ownership and Control					
Profit	775	514,155	6%	43%	51%
Non-profit	2,579	2,096,759	5%	42%	53%
Government Affiliated	604	279,127	5%	42%	53%
Location					
Rural	1,672	398,711	4%	42%	54%
Urban	2,596	2,566,838	6%	42%	52%

HCAHPS: Hospital Rating

(Represents patients discharged between July 2016 and June 2017)

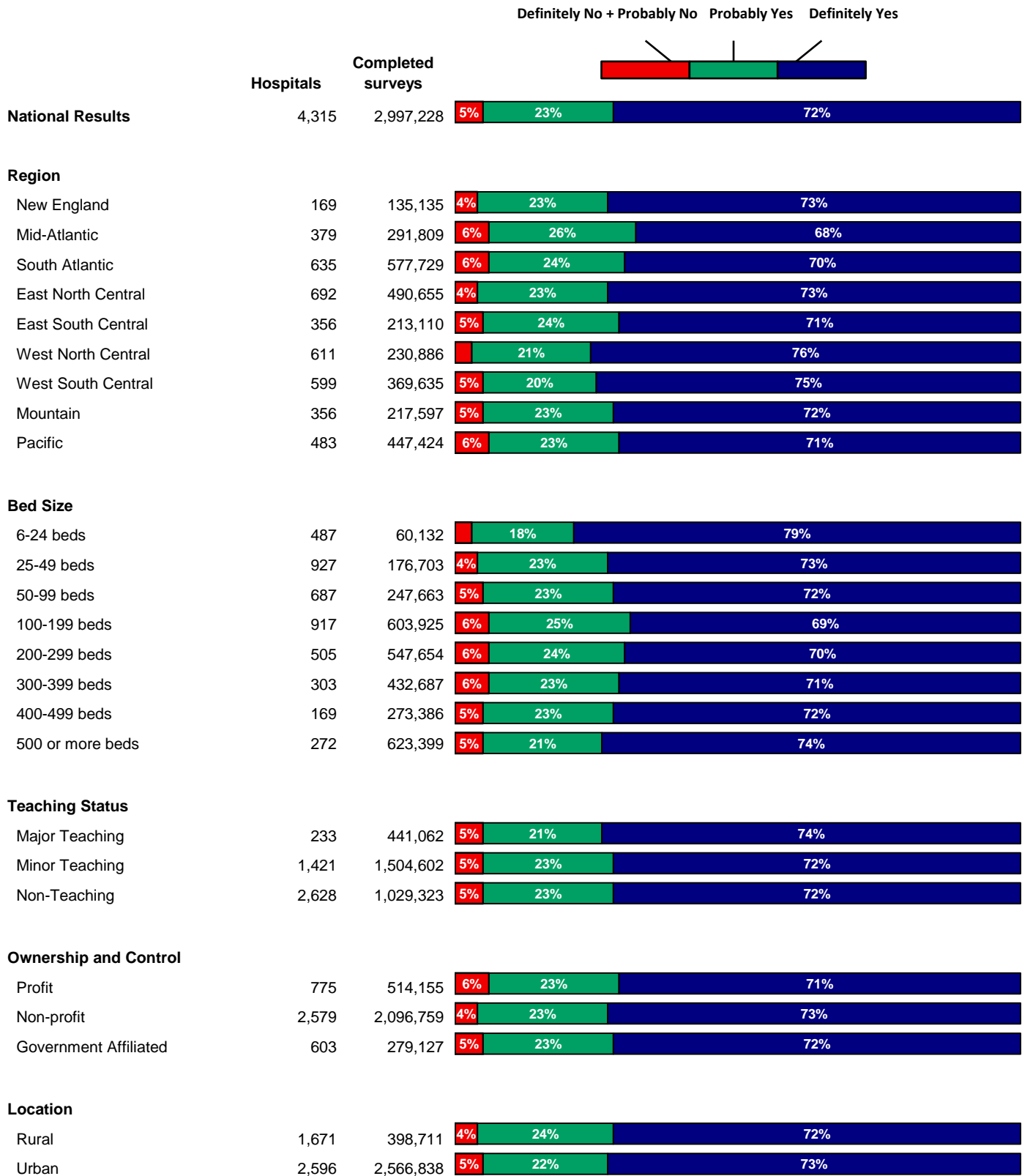
0-6 7-8 9-10



	Hospitals	Completed surveys	0-6	7-8	9-10
National Results	4,316	2,997,228	7%	20%	73%
Region					
New England	169	135,135	7%	21%	72%
Mid-Atlantic	379	291,809	9%	23%	68%
South Atlantic	635	577,729	9%	20%	71%
East North Central	692	490,655	6%	19%	75%
East South Central	356	213,110	8%	19%	73%
West North Central	611	230,886	5%	18%	77%
West South Central	599	369,635	7%	17%	76%
Mountain	357	217,597	8%	20%	72%
Pacific	483	447,424	8%	22%	70%
Bed Size					
6-24 beds	487	60,132	5%	15%	80%
25-49 beds	928	176,703	6%	19%	75%
50-99 beds	687	247,663	7%	20%	73%
100-199 beds	917	603,925	9%	21%	70%
200-299 beds	505	547,654	8%	22%	70%
300-399 beds	303	432,687	9%	21%	70%
400-499 beds	169	273,386	9%	21%	70%
500 or more beds	272	623,399	8%	20%	72%
Teaching Status					
Major Teaching	233	441,062	8%	20%	72%
Minor Teaching	1,421	1,504,602	8%	21%	71%
Non-Teaching	2,629	1,029,323	7%	19%	74%
Ownership and Control					
Profit	775	514,155	9%	19%	72%
Non-profit	2,579	2,096,759	7%	20%	73%
Government Affiliated	604	279,127	7%	20%	73%
Location					
Rural	1,672	398,711	7%	19%	74%
Urban	2,596	2,566,838	8%	20%	72%

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2016 and June 2017)



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 2016 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2017".

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.

<http://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.