

HCAHPS: Communication with Nurses

(Represents patients discharged between July 2008 and June 2009)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,775	2,418,311	6%	19%	75%
Region					
New England	172	135,004	4%	19%	77%
Mid-Atlantic	378	308,815	7%	21%	72%
South Atlantic	597	353,023	7%	20%	73%
East North Central	606	455,499	5%	19%	76%
East South Central	332	167,806	6%	16%	78%
West North Central	382	198,691	4%	19%	77%
West South Central	541	274,708	6%	17%	77%
Mountain	267	154,635	6%	21%	73%
Pacific	419	329,240	7%	23%	70%
Bed Size					
6-24 beds	216	47,034		14%	83%
25-49 beds	571	169,170	4%	17%	79%
50-99 beds	654	293,499	5%	19%	76%
100-199 beds	932	562,244	6%	21%	73%
200-299 beds	548	428,053	7%	21%	72%
300-399 beds	337	301,563	7%	21%	72%
400-499 beds	172	178,174	7%	21%	72%
500 or more beds	264	397,684	7%	21%	72%
Teaching Status					
Major teaching	271	376,263	7%	21%	72%
Minor teaching	765	647,923	6%	21%	73%
Non-teaching	2,658	1,353,235	6%	19%	75%
Ownership and Control					
Profit	686	328,583	7%	20%	73%
Non-profit	2,328	1,755,637	5%	20%	75%
Government Affiliated	680	293,201	6%	18%	76%
Location					
Rural	1,284	480,825	5%	18%	77%
Urban	2,410	1,896,596	6%	21%	73%

HCAHPS: Communication with Doctors

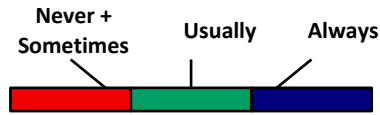
(Represents patients discharged between July 2008 and June 2009)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,775	2,418,311	5%	15%	80%
Region					
New England	172	135,004	4%	16%	80%
Mid-Atlantic	378	308,815	6%	17%	77%
South Atlantic	597	353,023	5%	16%	79%
East North Central	606	455,499	4%	17%	79%
East South Central	332	167,806	4%	13%	83%
West North Central	382	198,691	4%	15%	81%
West South Central	541	274,708	4%	13%	83%
Mountain	267	154,635	6%	17%	77%
Pacific	419	329,240	6%	18%	76%
Bed Size					
6-24 beds	216	47,034		11%	86%
25-49 beds	571	169,170		14%	83%
50-99 beds	654	293,499	4%	15%	81%
100-199 beds	932	562,244	5%	16%	79%
200-299 beds	548	428,053	6%	17%	77%
300-399 beds	337	301,563	6%	17%	77%
400-499 beds	172	178,174	6%	17%	77%
500 or more beds	264	397,684	6%	17%	77%
Teaching Status					
Major teaching	271	376,263	6%	17%	77%
Minor teaching	765	647,923	5%	17%	78%
Non-teaching	2,658	1,353,235	5%	15%	80%
Ownership and Control					
Profit	686	328,583	5%	15%	80%
Non-profit	2,328	1,755,637	5%	16%	79%
Government Affiliated	680	293,201	4%	15%	81%
Location					
Rural	1,284	480,825	4%	14%	82%
Urban	2,410	1,896,596	5%	17%	78%

HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2008 and June 2009)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,775	2,418,311	11%	26%	63%
Region					
New England	172	135,004	10%	26%	64%
Mid-Atlantic	378	308,815	15%	27%	58%
South Atlantic	597	353,023	14%	26%	60%
East North Central	606	455,499	10%	26%	64%
East South Central	332	167,806	11%	24%	65%
West North Central	382	198,691	8%	25%	67%
West South Central	541	274,708	11%	23%	66%
Mountain	267	154,635	11%	26%	63%
Pacific	419	329,240	14%	28%	58%
Bed Size					
6-24 beds	216	47,034	5%	18%	77%
25-49 beds	571	169,170	7%	24%	69%
50-99 beds	654	293,499	10%	25%	65%
100-199 beds	932	562,244	13%	26%	61%
200-299 beds	548	428,053	14%	28%	58%
300-399 beds	337	301,563	14%	29%	57%
400-499 beds	172	178,174	15%	28%	57%
500 or more beds	264	397,684	15%	29%	56%
Teaching Status					
Major teaching	271	376,263	15%	29%	56%
Minor teaching	765	647,923	13%	27%	60%
Non-teaching	2,658	1,353,235	11%	25%	64%
Ownership and Control					
Profit	686	328,583	13%	25%	62%
Non-profit	2,328	1,755,637	11%	27%	62%
Government Affiliated	680	293,201	11%	25%	64%
Location					
Rural	1,284	480,825	9%	24%	67%
Urban	2,410	1,896,596	13%	27%	60%

HCAHPS: Pain Management

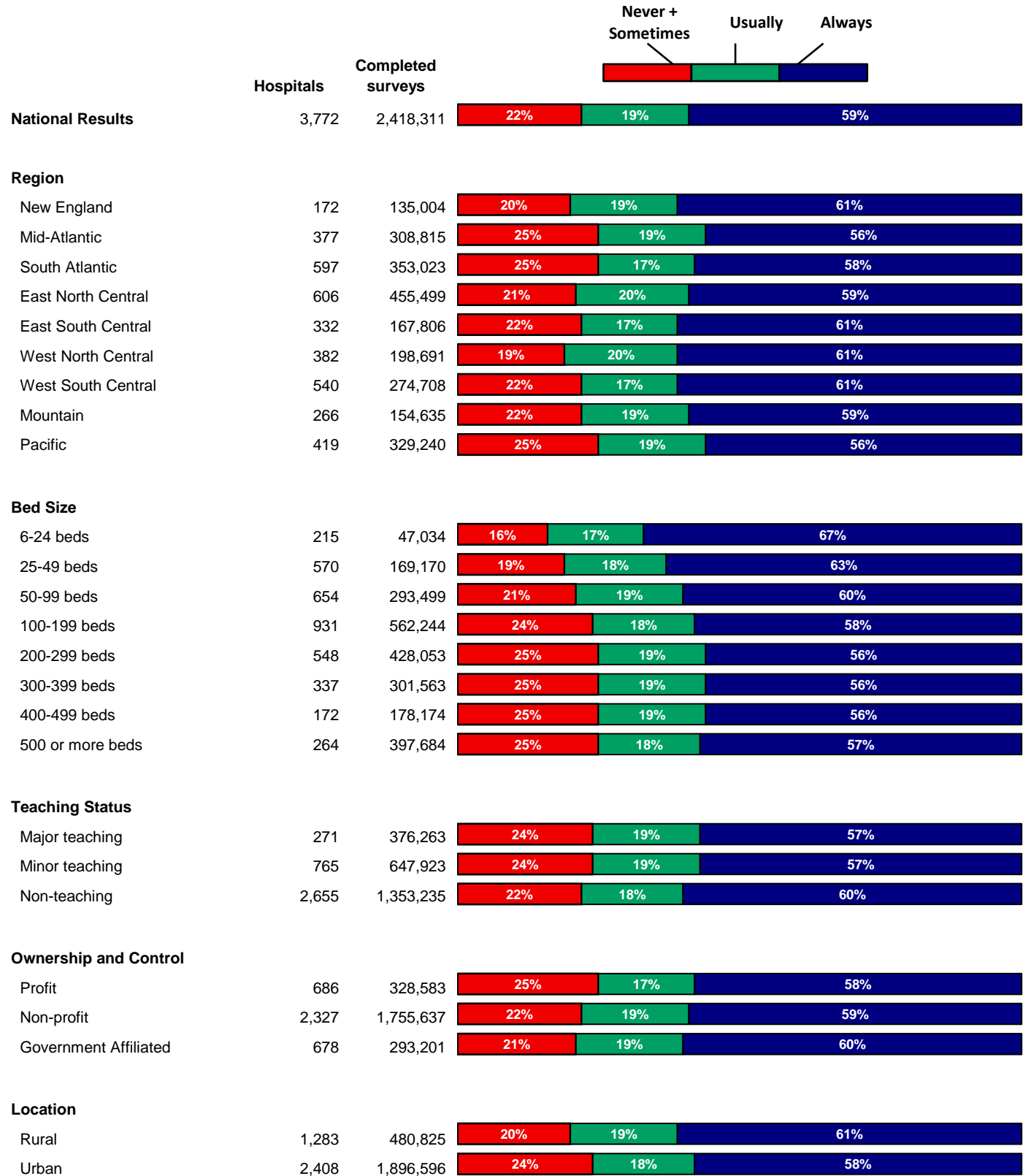
(Represents patients discharged between July 2008 and June 2009)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,773	2,418,311	8%	24%	68%
Region					
New England	172	135,004	7%	23%	70%
Mid-Atlantic	378	308,815	9%	25%	66%
South Atlantic	597	353,023	9%	23%	68%
East North Central	606	455,499	7%	24%	69%
East South Central	331	167,806	8%	21%	71%
West North Central	382	198,691	6%	25%	69%
West South Central	541	274,708	7%	22%	71%
Mountain	266	154,635	7%	25%	68%
Pacific	419	329,240	9%	25%	66%
Bed Size					
6-24 beds	216	47,034	5%	20%	75%
25-49 beds	569	169,170	6%	23%	71%
50-99 beds	654	293,499	7%	24%	69%
100-199 beds	932	562,244	8%	25%	67%
200-299 beds	548	428,053	9%	25%	66%
300-399 beds	337	301,563	9%	25%	66%
400-499 beds	172	178,174	8%	25%	67%
500 or more beds	264	397,684	9%	25%	66%
Teaching Status					
Major teaching	271	376,263	9%	25%	66%
Minor teaching	764	647,923	8%	25%	67%
Non-teaching	2,657	1,353,235	7%	24%	69%
Ownership and Control					
Profit	686	328,583	9%	23%	68%
Non-profit	2,327	1,755,637	7%	25%	68%
Government Affiliated	679	293,201	7%	24%	69%
Location					
Rural	1,283	480,825	7%	23%	70%
Urban	2,409	1,896,596	8%	24%	68%

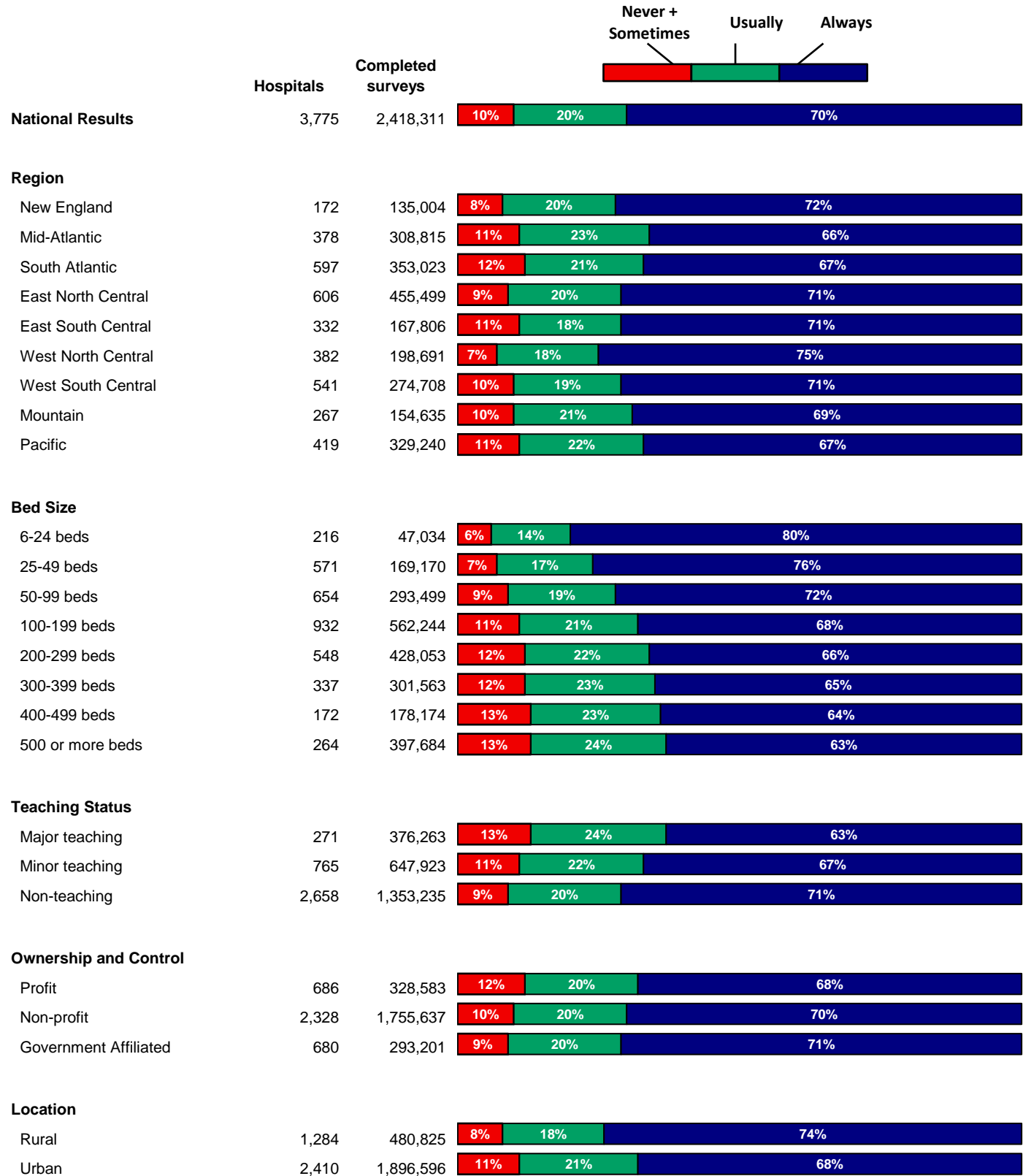
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2008 and June 2009)



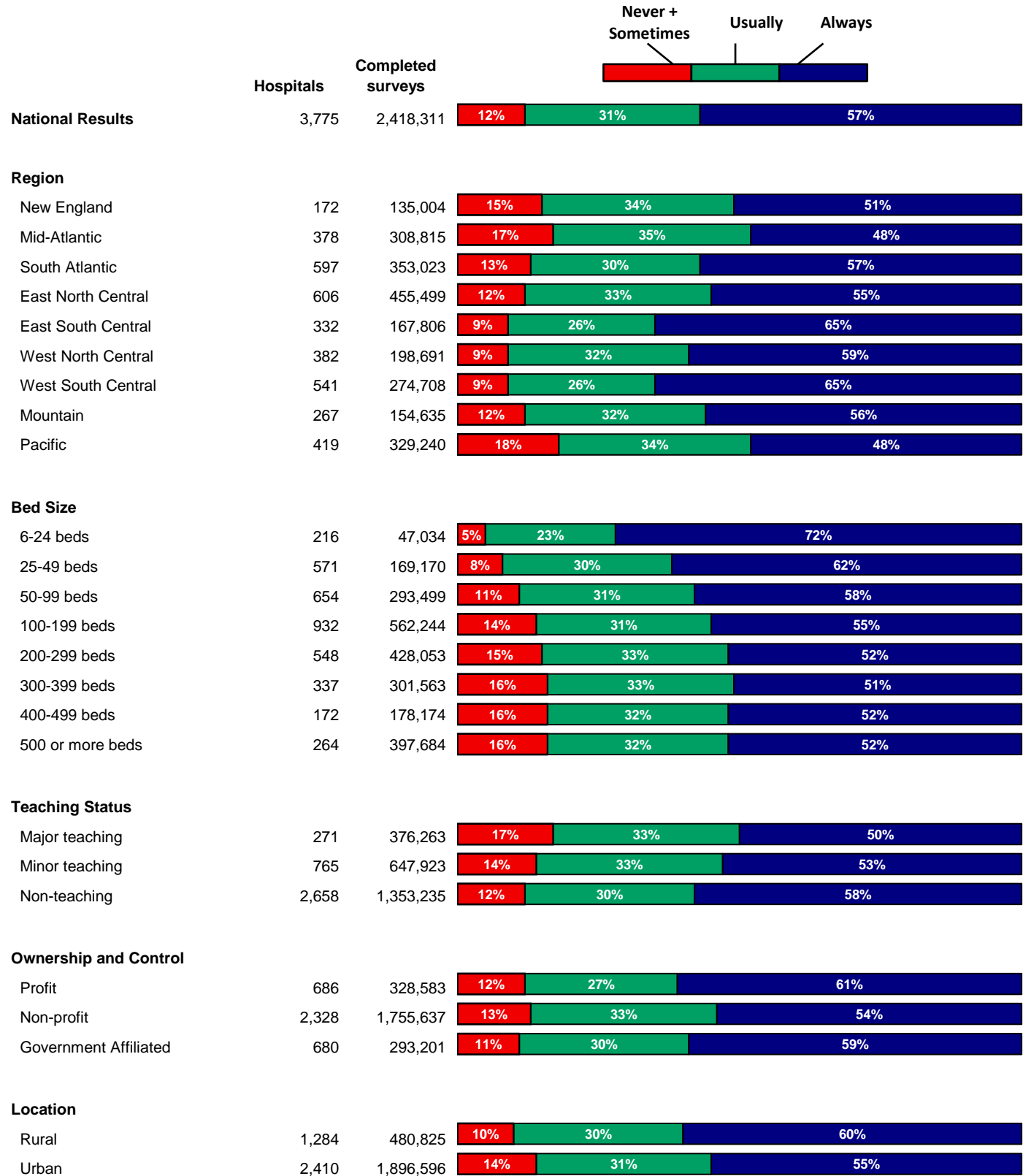
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2008 and June 2009)



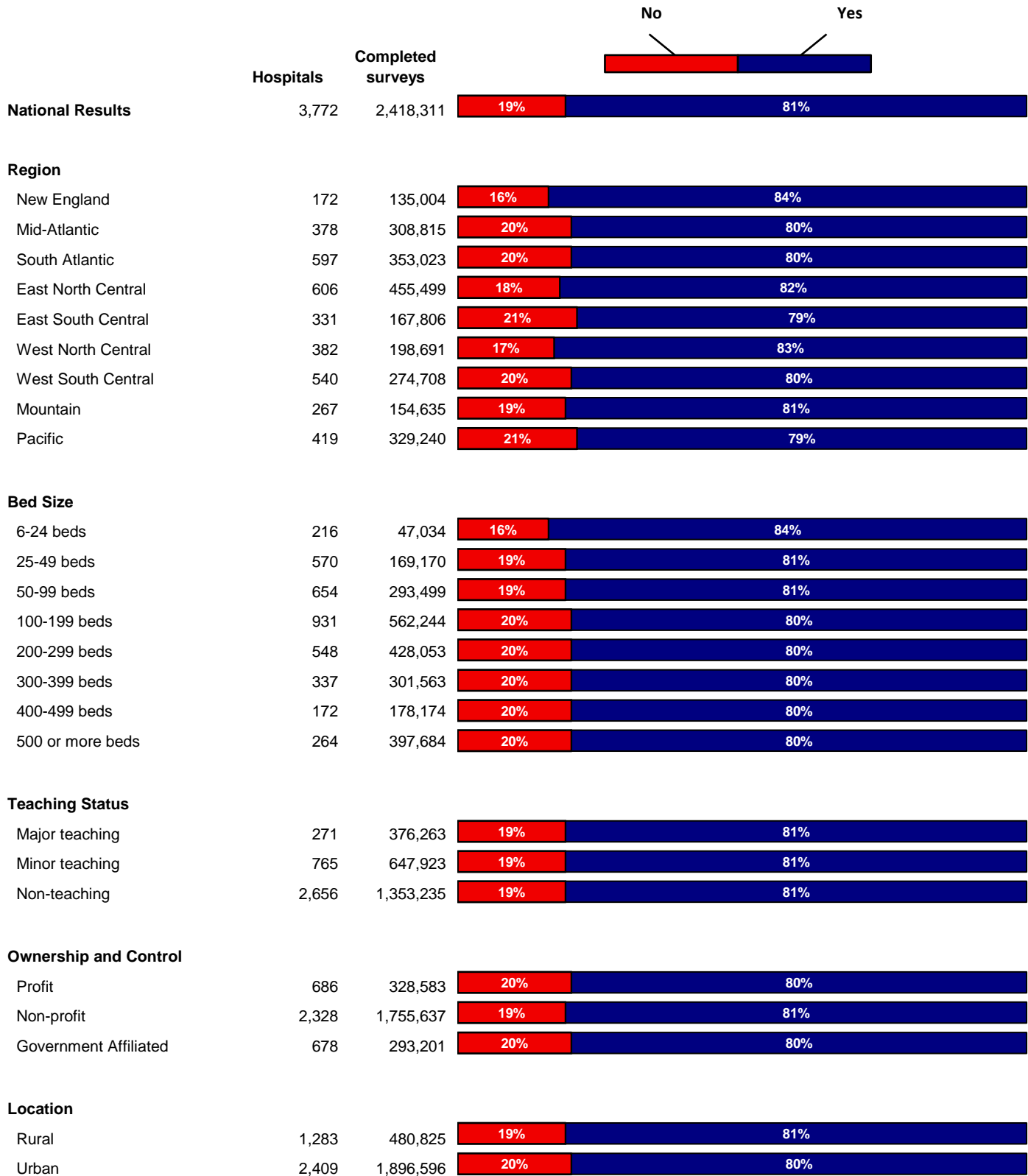
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2008 and June 2009)



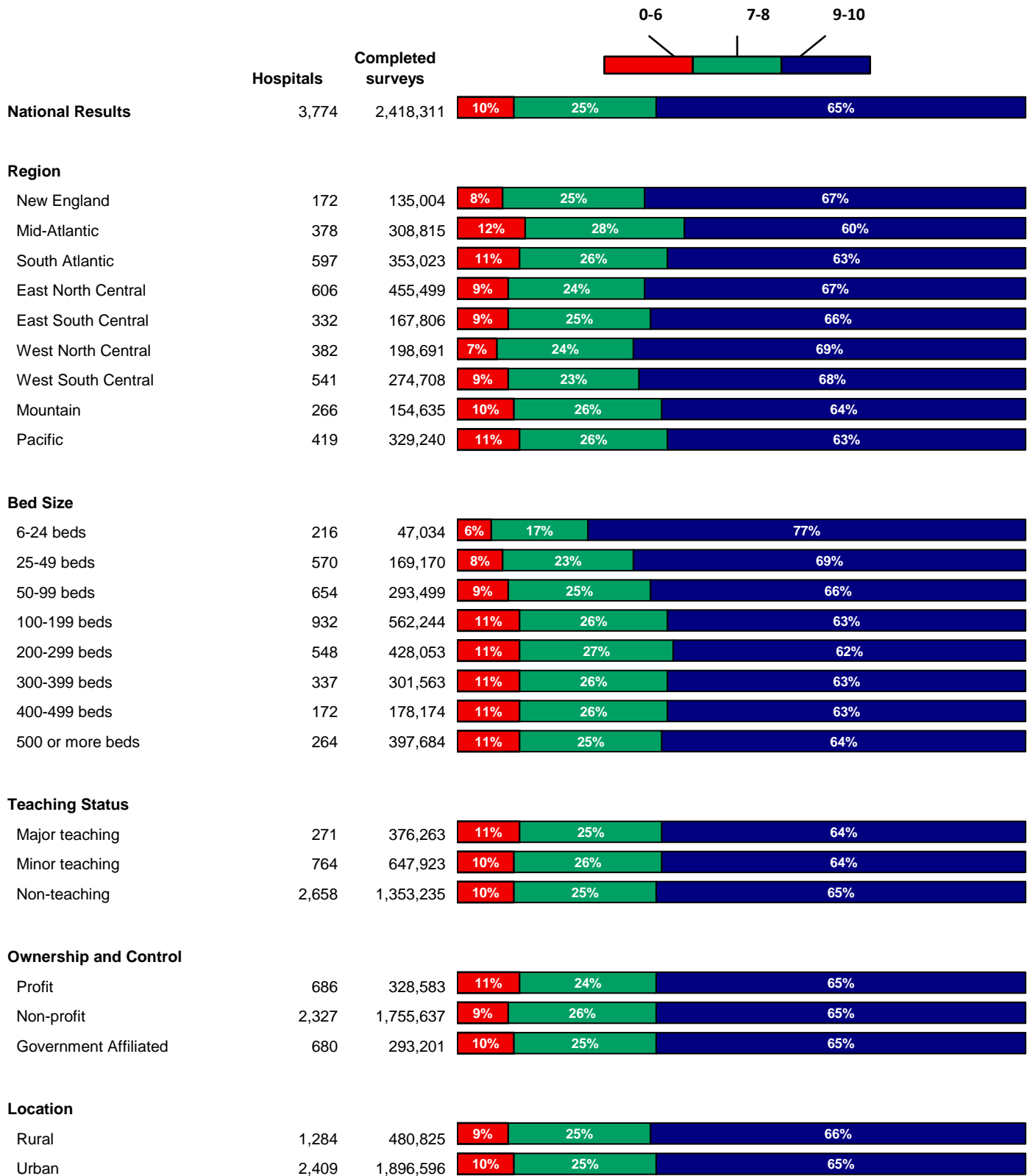
HCAHPS: Discharge Information

(Represents patients discharged between July 2008 and June 2009)



HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2008 and June 2009)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2008 and June 2009)

Definitely No + Probably No Probably Yes Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
National Results	3,775	2,418,311	6%	26%	68%
Region					
New England	172	135,004	4%	23%	73%
Mid-Atlantic	378	308,815	7%	30%	63%
South Atlantic	597	353,023	7%	27%	66%
East North Central	606	455,499	5%	26%	69%
East South Central	332	167,806	6%	25%	69%
West North Central	382	198,691	4%	25%	71%
West South Central	541	274,708	6%	24%	70%
Mountain	267	154,635	6%	27%	67%
Pacific	419	329,240	7%	26%	67%
Bed Size					
6-24 beds	216	47,034		19%	78%
25-49 beds	571	169,170	5%	25%	70%
50-99 beds	654	293,499	5%	27%	68%
100-199 beds	932	562,244	7%	27%	66%
200-299 beds	548	428,053	7%	27%	66%
300-399 beds	337	301,563	6%	26%	68%
400-499 beds	172	178,174	6%	26%	68%
500 or more beds	264	397,684	6%	24%	70%
Teaching Status					
Major teaching	271	376,263	6%	24%	70%
Minor teaching	765	647,923	6%	26%	68%
Non-teaching	2,658	1,353,235	6%	26%	68%
Ownership and Control					
Profit	686	328,583	8%	25%	67%
Non-profit	2,328	1,755,637	5%	26%	69%
Government Affiliated	680	293,201	6%	27%	67%
Location					
Rural	1,284	480,825	5%	28%	67%
Urban	2,410	1,896,596	6%	25%	69%

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 2008 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2010".

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.