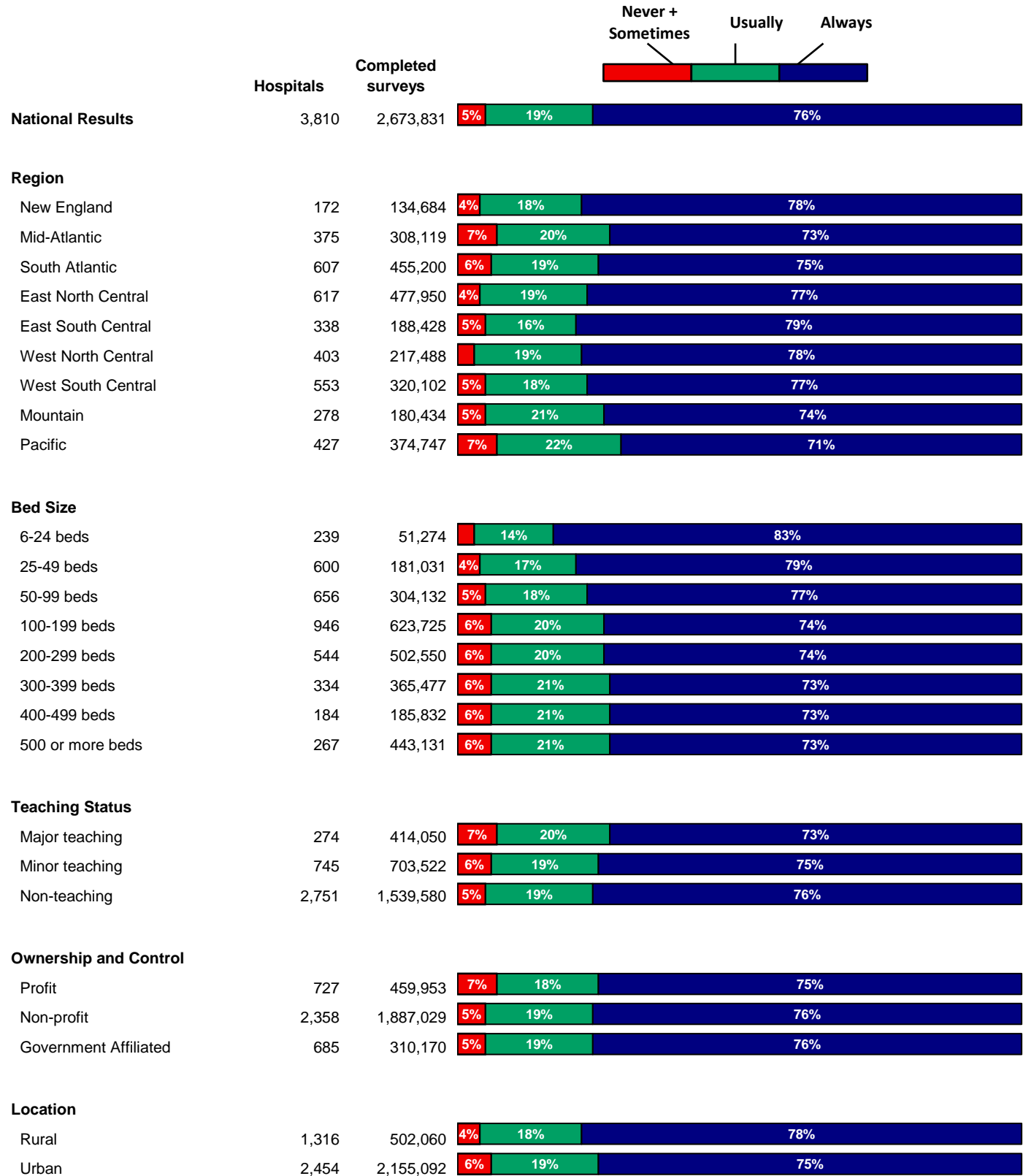


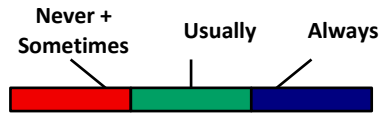
# HCAHPS: Communication with Nurses

(Represents patients discharged between July 2009 and June 2010)



# HCAHPS: Communication with Doctors

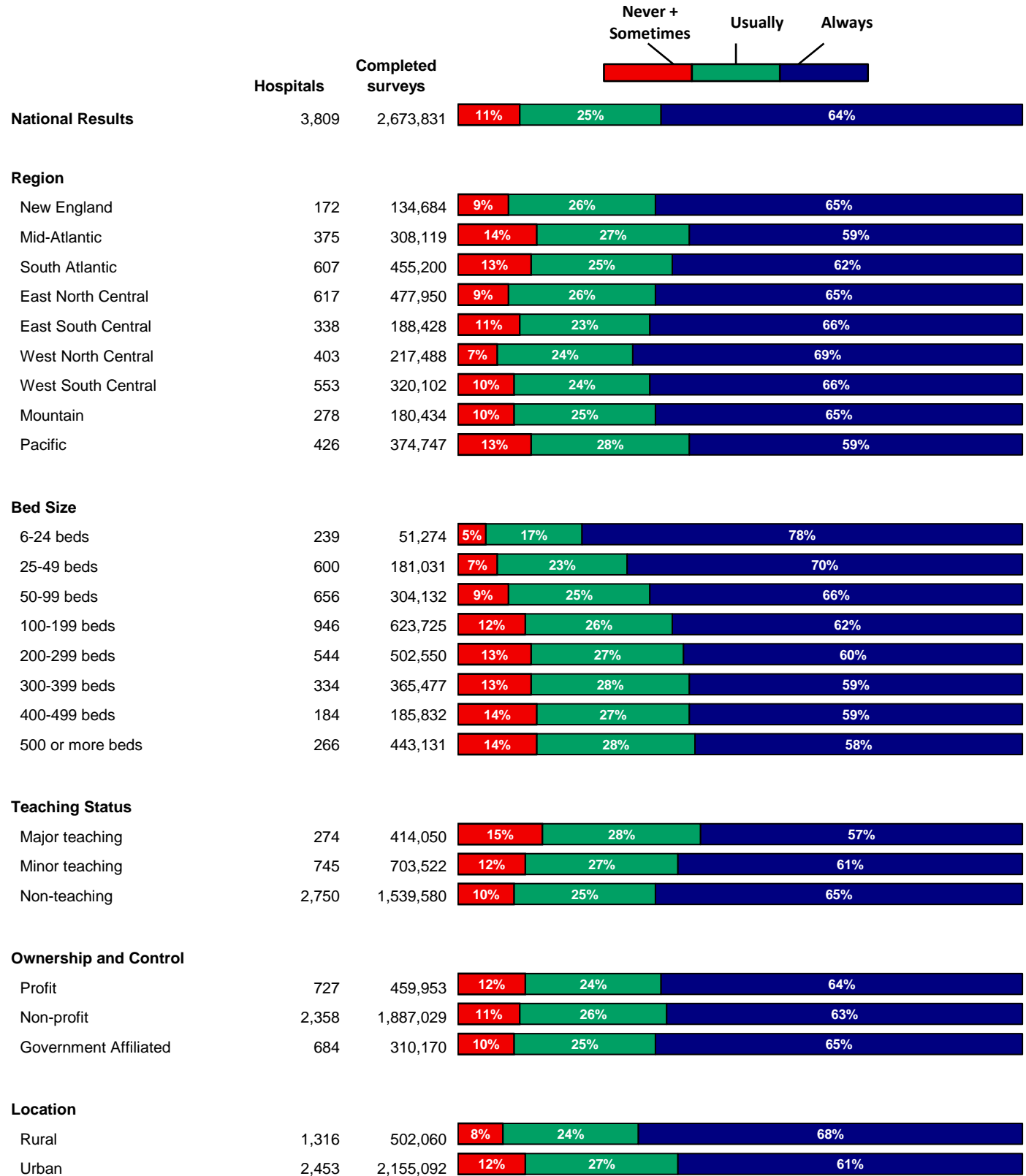
(Represents patients discharged between July 2009 and June 2010)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	3,810	2,673,831	5%	15%	80%
<b>Region</b>					
New England	172	134,684	4%	16%	80%
Mid-Atlantic	375	308,119	6%	17%	77%
South Atlantic	607	455,200	5%	15%	80%
East North Central	617	477,950	4%	16%	80%
East South Central	338	188,428	4%	12%	84%
West North Central	403	217,488	4%	15%	82%
West South Central	553	320,102	4%	13%	83%
Mountain	278	180,434	5%	17%	78%
Pacific	427	374,747	6%	17%	77%
<b>Bed Size</b>					
6-24 beds	239	51,274	4%	11%	86%
25-49 beds	600	181,031	4%	13%	84%
50-99 beds	656	304,132	4%	14%	82%
100-199 beds	946	623,725	5%	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%
<b>Teaching Status</b>					
Major teaching	274	414,050	6%	17%	77%
Minor teaching	745	703,522	5%	16%	79%
Non-teaching	2,751	1,539,580	4%	15%	81%
<b>Ownership and Control</b>					
Profit	727	459,953	5%	14%	81%
Non-profit	2,358	1,887,029	5%	15%	80%
Government Affiliated	685	310,170	4%	15%	81%
<b>Location</b>					
Rural	1,316	502,060	4%	13%	83%
Urban	2,454	2,155,092	5%	16%	79%

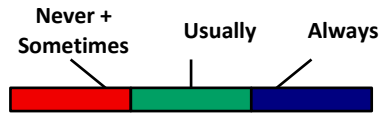
# HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2009 and June 2010)



# HCAHPS: Pain Management

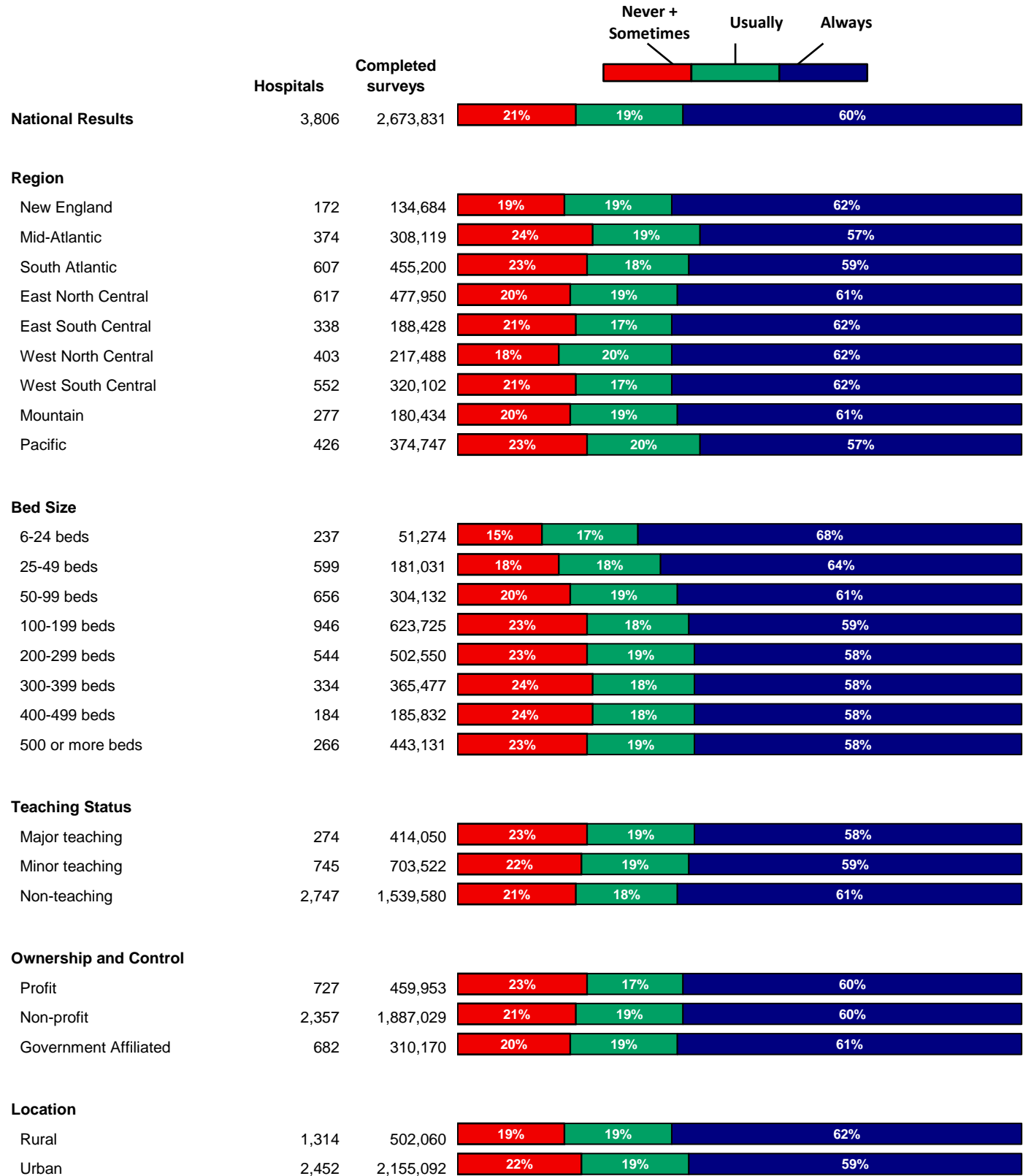
(Represents patients discharged between July 2009 and June 2010)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	3,808	2,673,831	7%	24%	69%
<b>Region</b>					
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%
<b>Bed Size</b>					
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%
<b>Teaching Status</b>					
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%
<b>Ownership and Control</b>					
Profit	727	459,953	8%	22%	70%
Non-profit	2,357	1,887,029	7%	24%	69%
Government Affiliated	684	310,170	7%	23%	70%
<b>Location</b>					
Rural	1,316	502,060	7%	22%	71%
Urban	2,452	2,155,092	8%	23%	69%

# HCAHPS: Communication About Medicines

(Represents patients discharged between July 2009 and June 2010)



# HCAHPS: Cleanliness of Hospital Environment

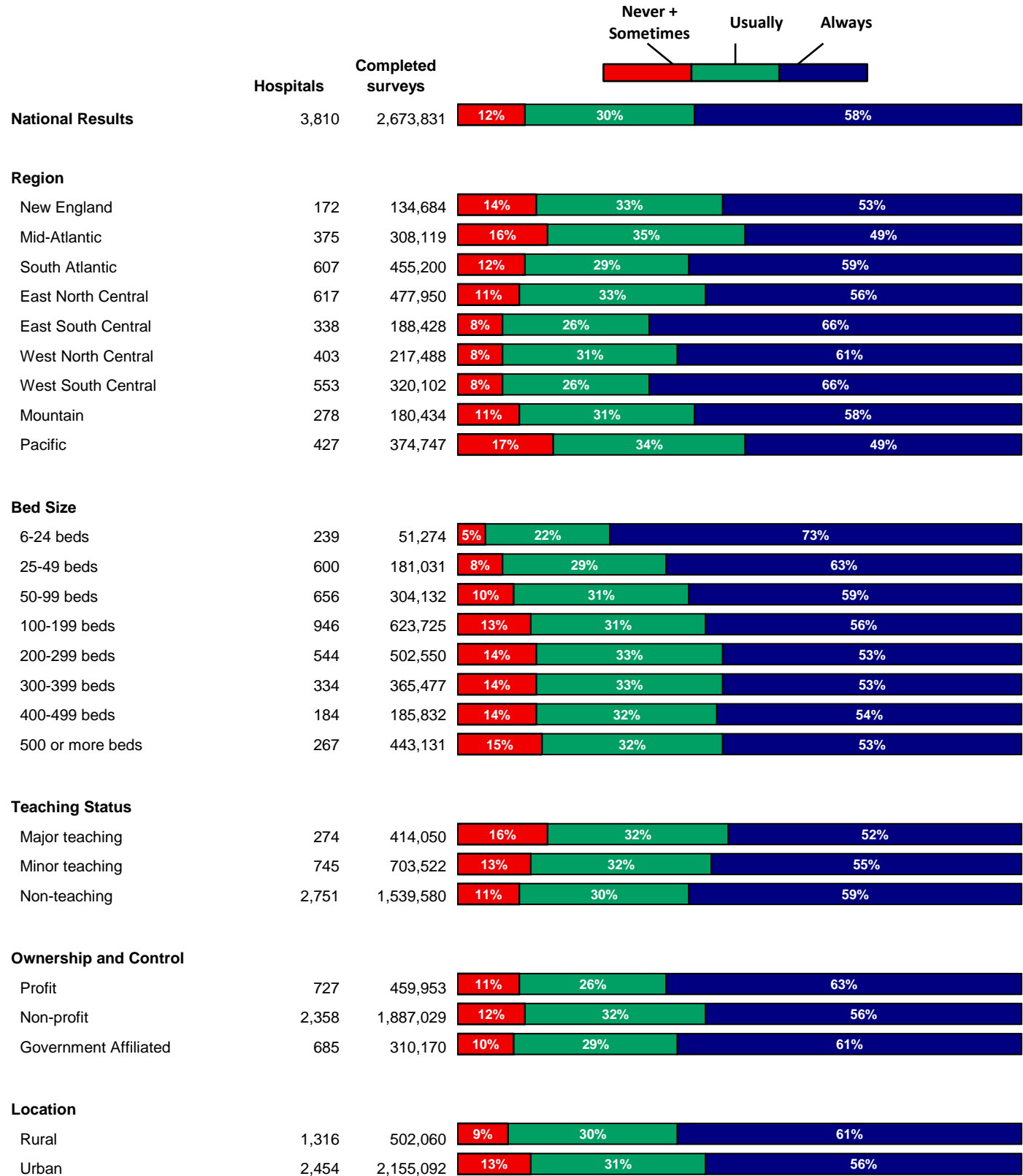
(Represents patients discharged between July 2009 and June 2010)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	3,810	2,673,831	9%	20%	71%
<b>Region</b>					
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	7%	18%	75%
West South Central	553	320,102	10%	18%	72%
Mountain	278	180,434	9%	20%	71%
Pacific	427	374,747	10%	21%	69%
<b>Bed Size</b>					
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%
<b>Teaching Status</b>					
Major teaching	274	414,050	12%	23%	65%
Minor teaching	745	703,522	10%	21%	69%
Non-teaching	2,751	1,539,580	9%	19%	72%
<b>Ownership and Control</b>					
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%
<b>Location</b>					
Rural	1,316	502,060	8%	17%	75%
Urban	2,454	2,155,092	10%	21%	69%

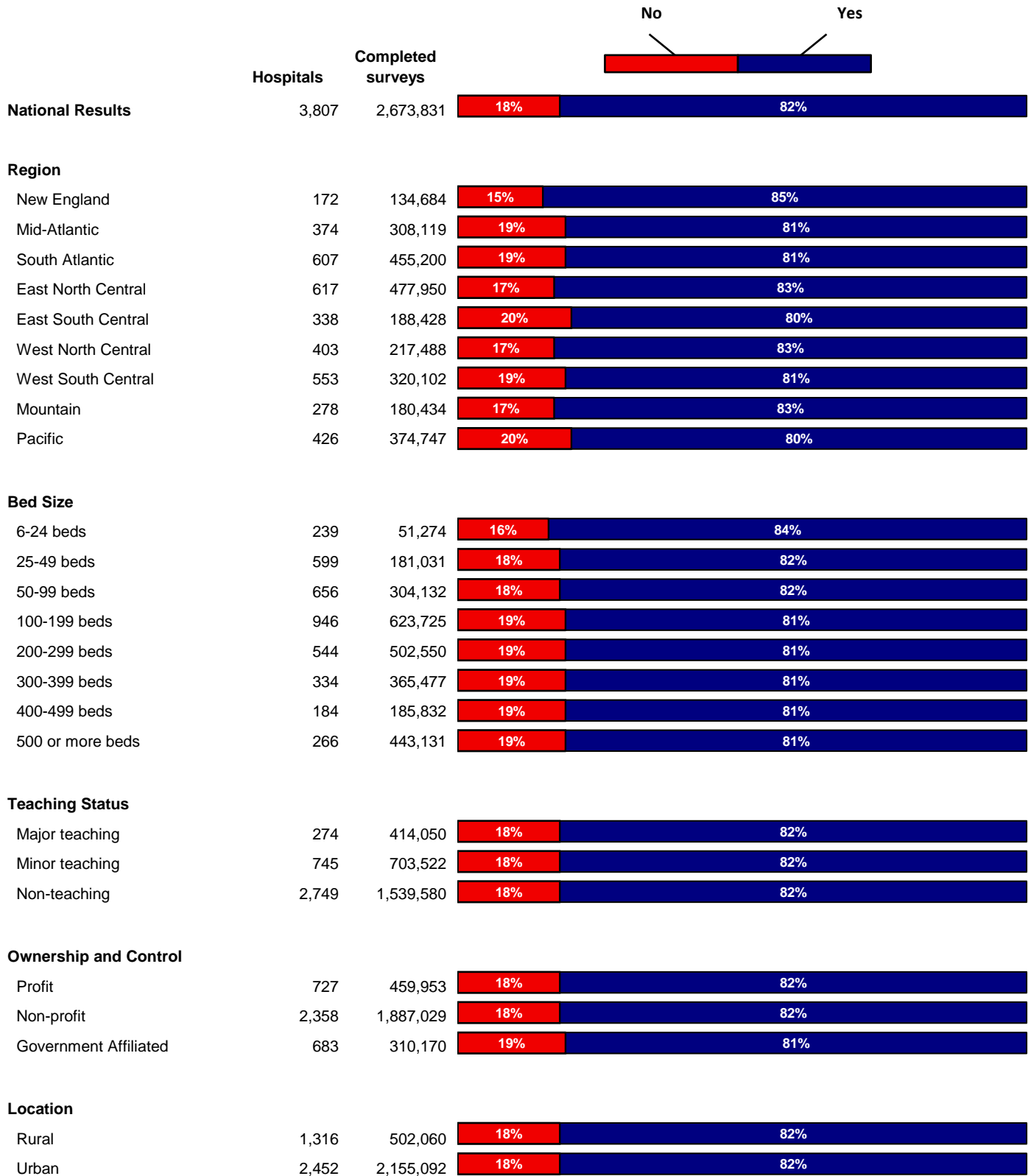
# HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2009 and June 2010)



# HCAHPS: Discharge Information

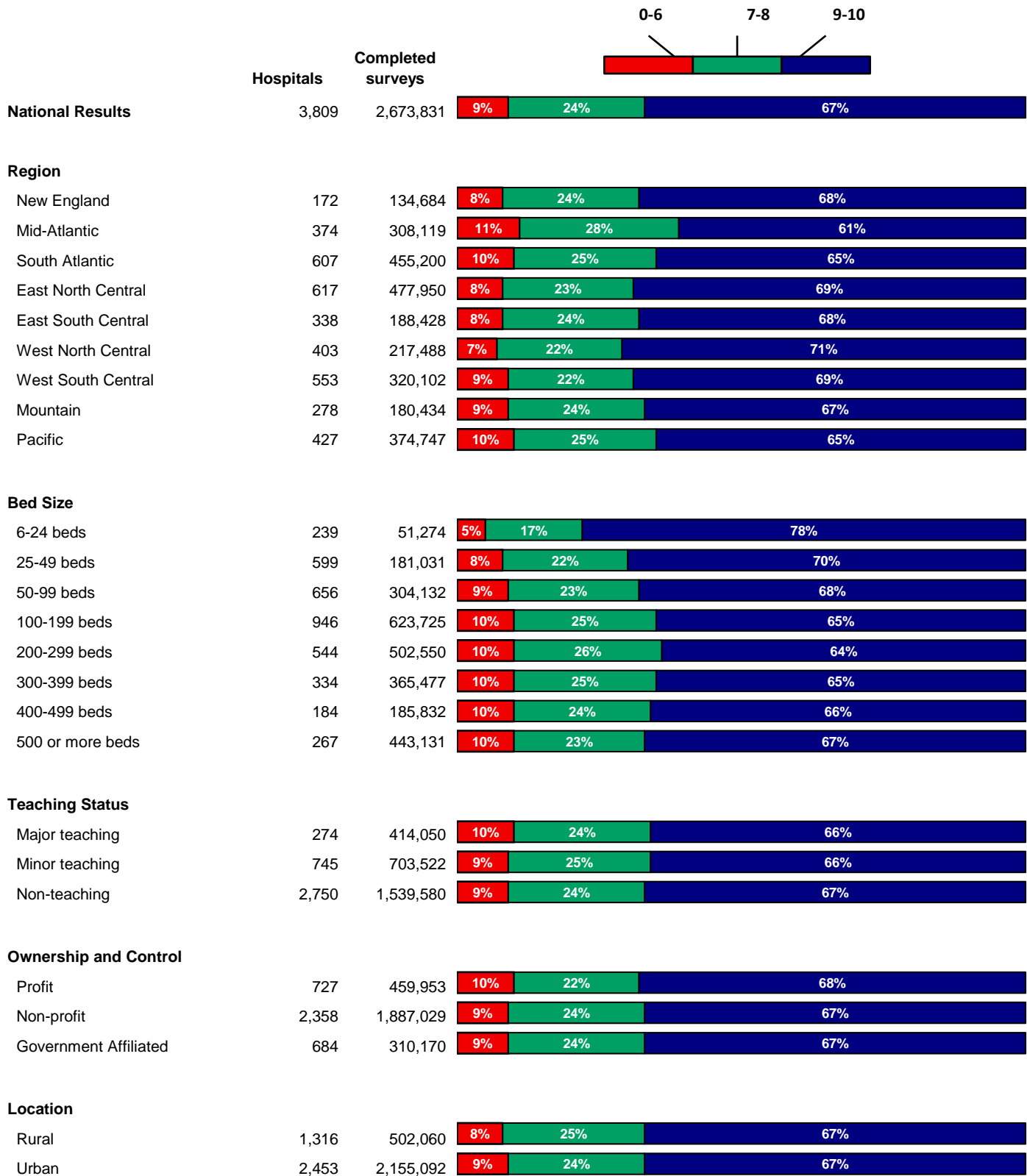
(Represents patients discharged between July 2009 and June 2010)





# HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2009 and June 2010)



# HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2009 and June 2010)

Definitely No + Probably No      Probably Yes      Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
<b>National Results</b>	3,809	2,673,831	5%	26%	69%
<b>Region</b>					
New England	172	134,684	4%	23%	73%
Mid-Atlantic	374	308,119	7%	28%	65%
South Atlantic	607	455,200	6%	26%	68%
East North Central	617	477,950	5%	25%	70%
East South Central	338	188,428	5%	26%	69%
West North Central	403	217,488	4%	24%	72%
West South Central	553	320,102	5%	24%	71%
Mountain	278	180,434	5%	26%	69%
Pacific	427	374,747	6%	26%	68%
<b>Bed Size</b>					
6-24 beds	239	51,274		19%	78%
25-49 beds	599	181,031	4%	26%	70%
50-99 beds	656	304,132	5%	27%	68%
100-199 beds	946	623,725	6%	27%	67%
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500 or more beds	267	443,131	5%	23%	72%
<b>Teaching Status</b>					
Major teaching	274	414,050	5%	24%	71%
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Profit	727	459,953	7%	24%	69%
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Government Affiliated	684	310,170	5%	27%	68%
<b>Location</b>					
Rural	1,316	502,060	5%	28%	67%
Urban	2,453	2,155,092	6%	24%	70%

## 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 [www.ahadata.com](http://www.ahadata.com).