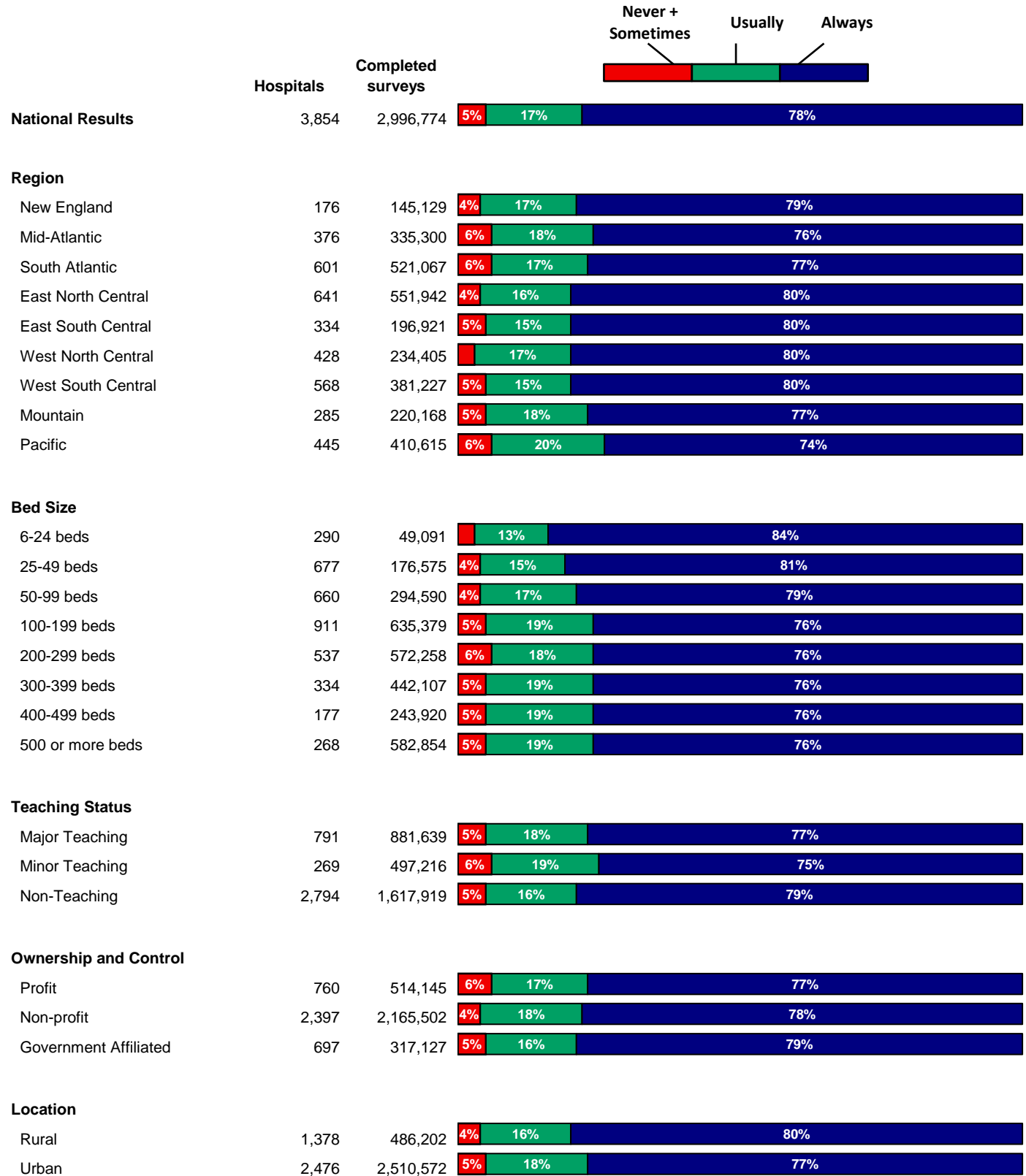


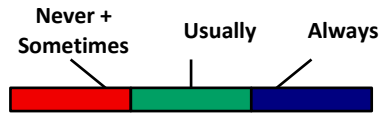
HCAHPS: Communication with Nurses

(Represents patients discharged between July 2011 and June 2012)



HCAHPS: Communication with Doctors

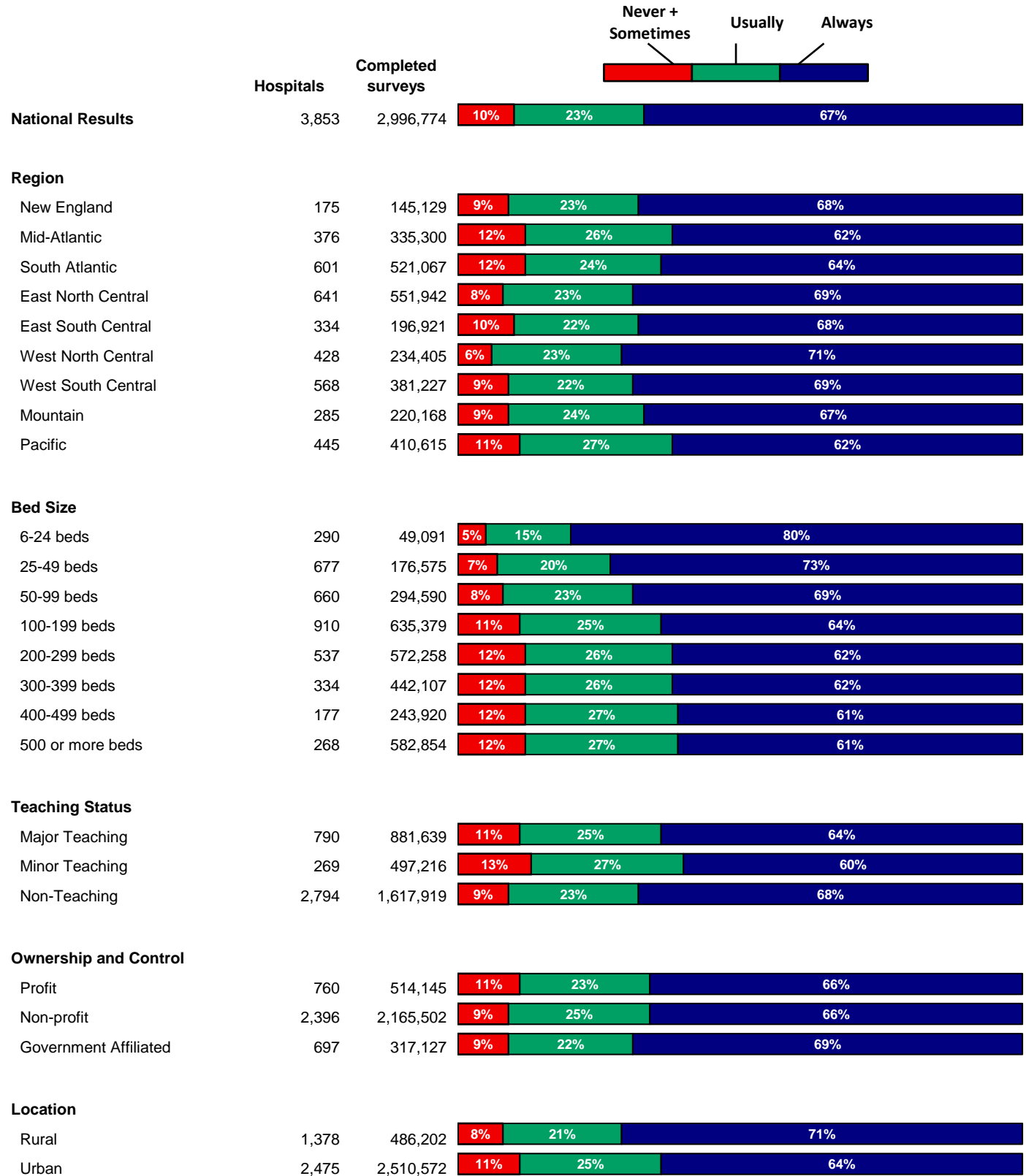
(Represents patients discharged between July 2011 and June 2012)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,854	2,996,774	4%	15%	81%
Region					
New England	176	145,129	4%	15%	81%
Mid-Atlantic	376	335,300	5%	17%	78%
South Atlantic	601	521,067	5%	14%	81%
East North Central	641	551,942	4%	15%	81%
East South Central	334	196,921	4%	11%	85%
West North Central	428	234,405	4%	14%	83%
West South Central	568	381,227	4%	12%	84%
Mountain	285	220,168	5%	15%	80%
Pacific	445	410,615	5%	17%	78%
Bed Size					
6-24 beds	290	49,091	4%	11%	86%
25-49 beds	677	176,575	4%	12%	85%
50-99 beds	660	294,590	4%	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	5%	16%	79%
400-499 beds	177	243,920	5%	17%	78%
500 or more beds	268	582,854	5%	16%	79%
Teaching Status					
Major Teaching	791	881,639	4%	16%	80%
Minor Teaching	269	497,216	5%	17%	78%
Non-Teaching	2,794	1,617,919	4%	14%	82%
Ownership and Control					
Profit	760	514,145	5%	14%	81%
Non-profit	2,397	2,165,502	4%	15%	81%
Government Affiliated	697	317,127	4%	13%	83%
Location					
Rural	1,378	486,202	4%	13%	84%
Urban	2,476	2,510,572	5%	15%	80%

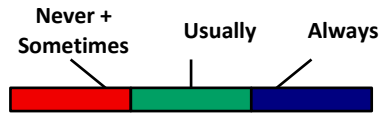
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2011 and June 2012)



HCAHPS: Pain Management

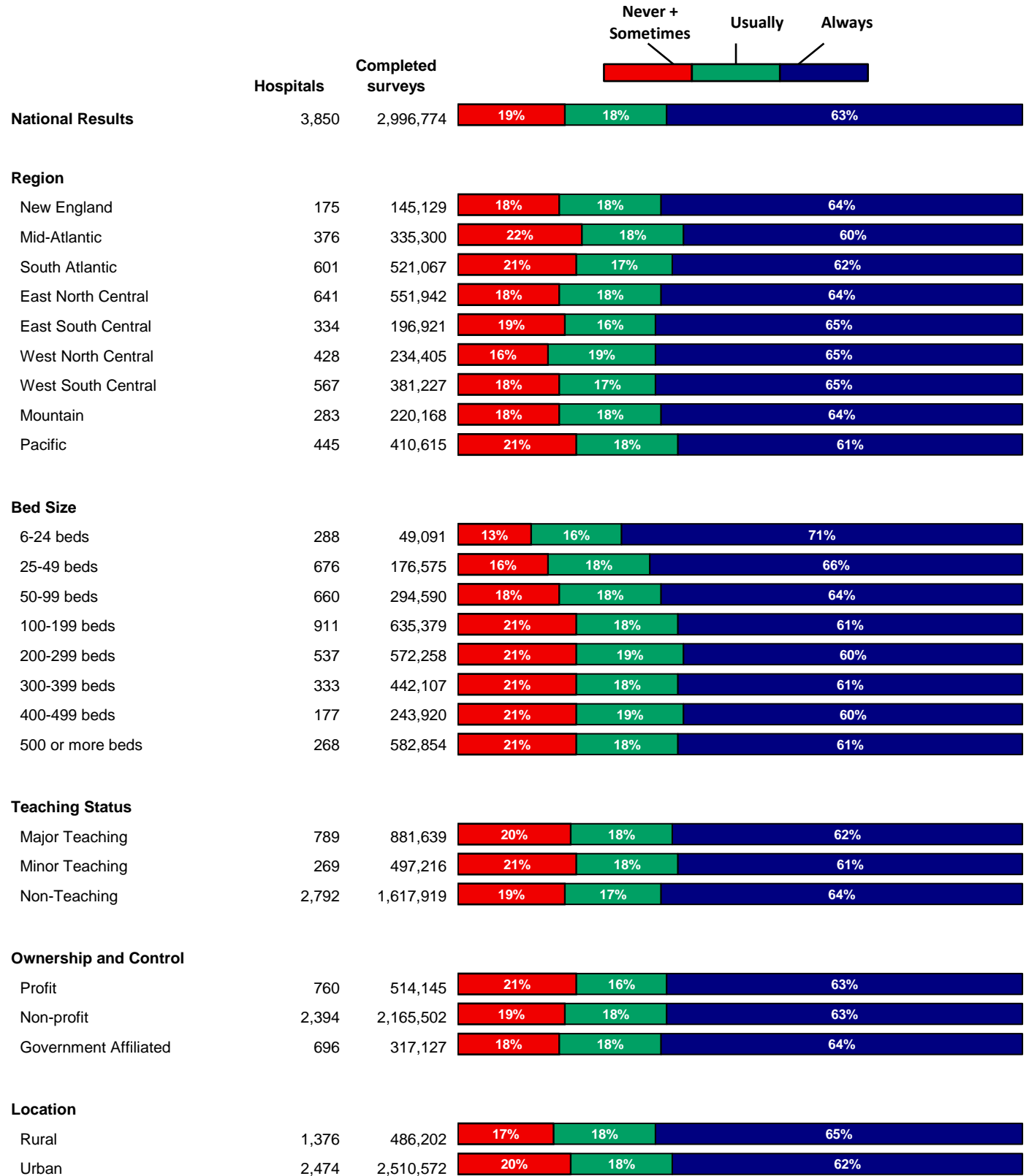
(Represents patients discharged between July 2011 and June 2012)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,851	2,996,774	7%	22%	71%
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	6%	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%
Teaching Status					
Major Teaching	788	881,639	7%	23%	70%
Minor Teaching	269	497,216	8%	24%	68%
Non-Teaching	2,794	1,617,919	7%	22%	71%
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%
Location					
Rural	1,378	486,202	6%	22%	72%
Urban	2,473	2,510,572	7%	23%	70%

HCAHPS: Communication About Medicines

(Represents patients discharged between July 2011 and June 2012)



HCAHPS: Cleanliness of Hospital Environment

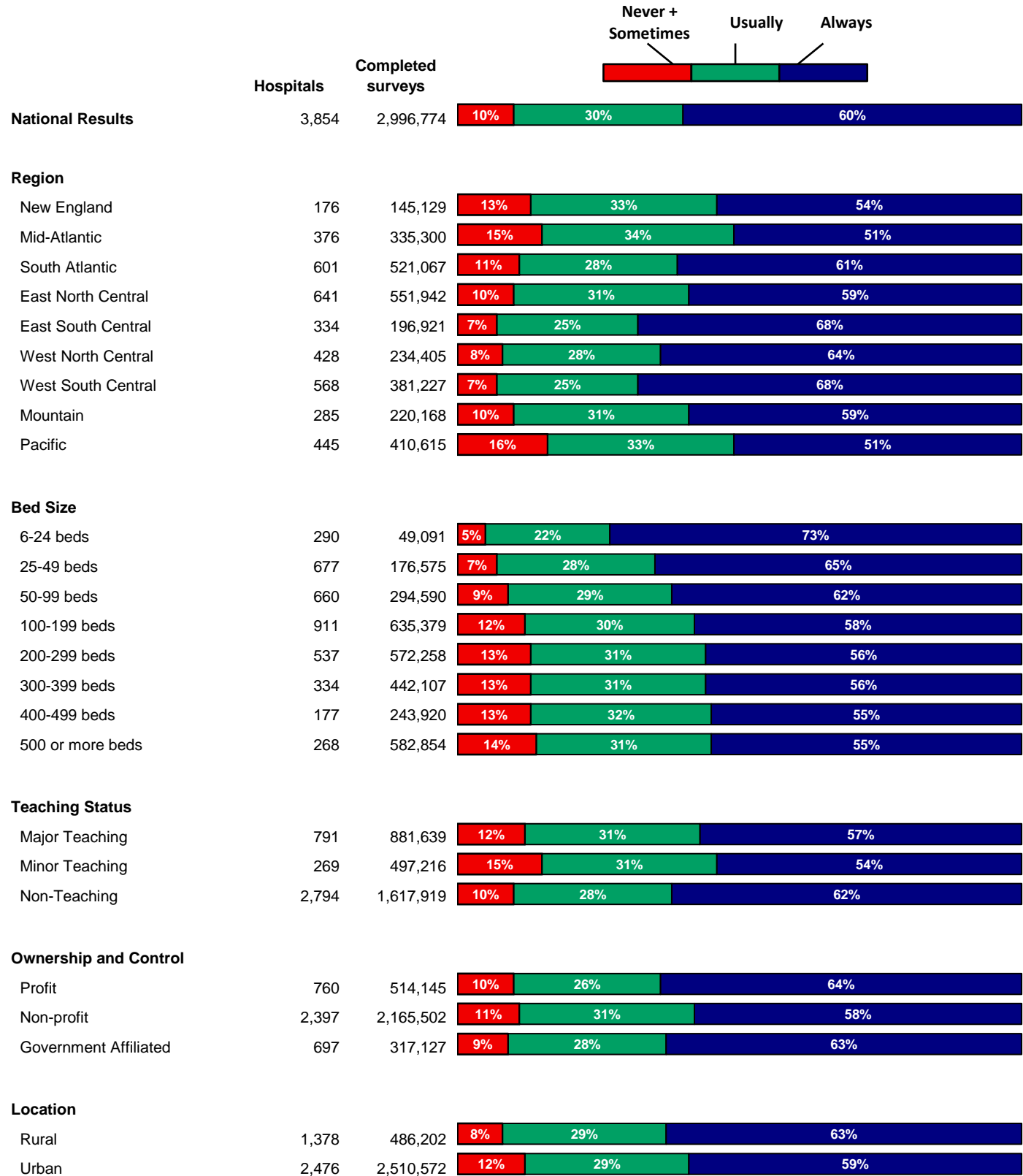
(Represents patients discharged between July 2011 and June 2012)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,854	2,996,774	9%	18%	73%
Region					
New England	176	145,129	7%	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	9%	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	8%	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%	22%	67%
Teaching Status					
Major Teaching	791	881,639	9%	20%	71%
Minor Teaching	269	497,216	11%	22%	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	8%	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%

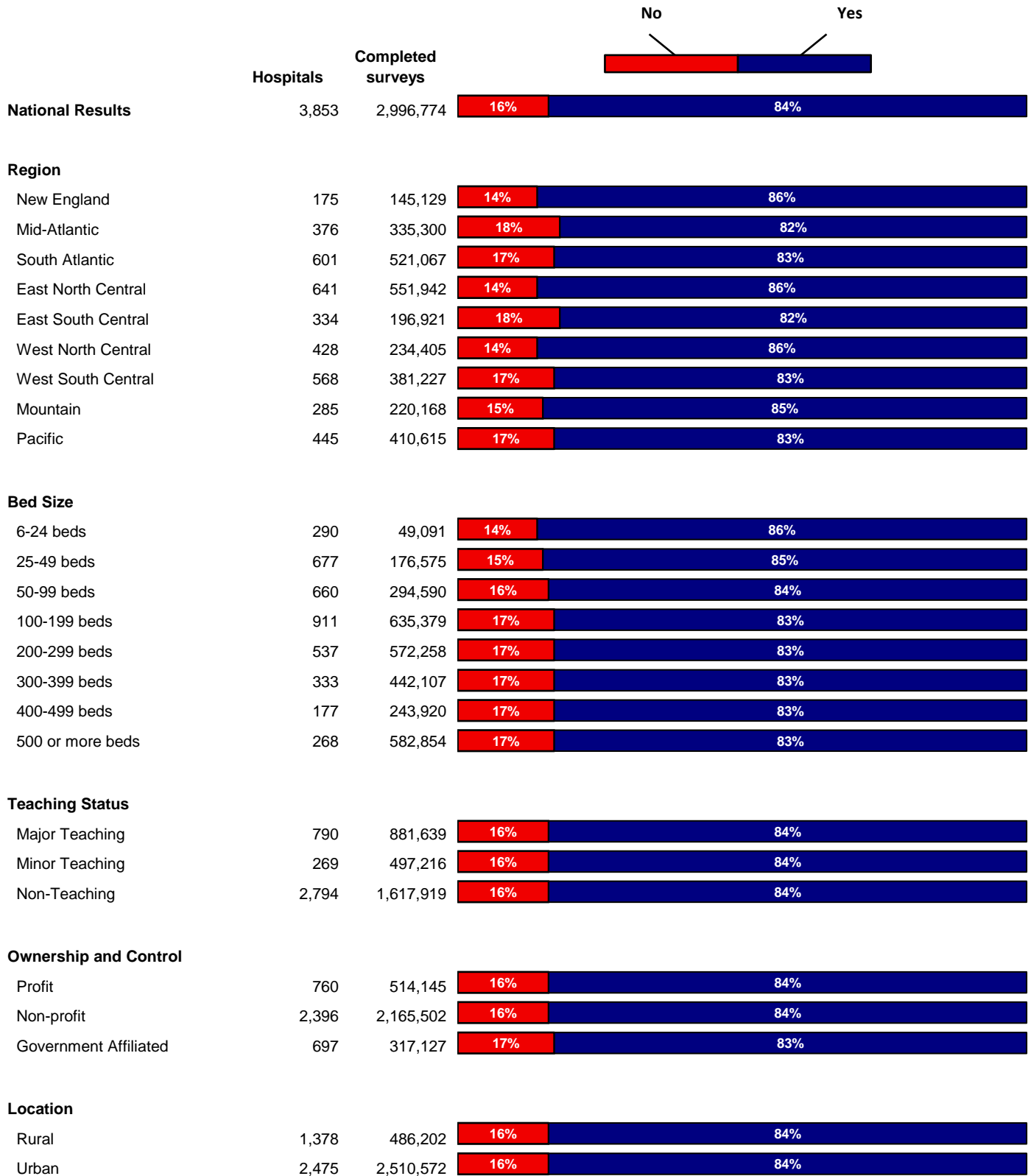
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2011 and June 2012)



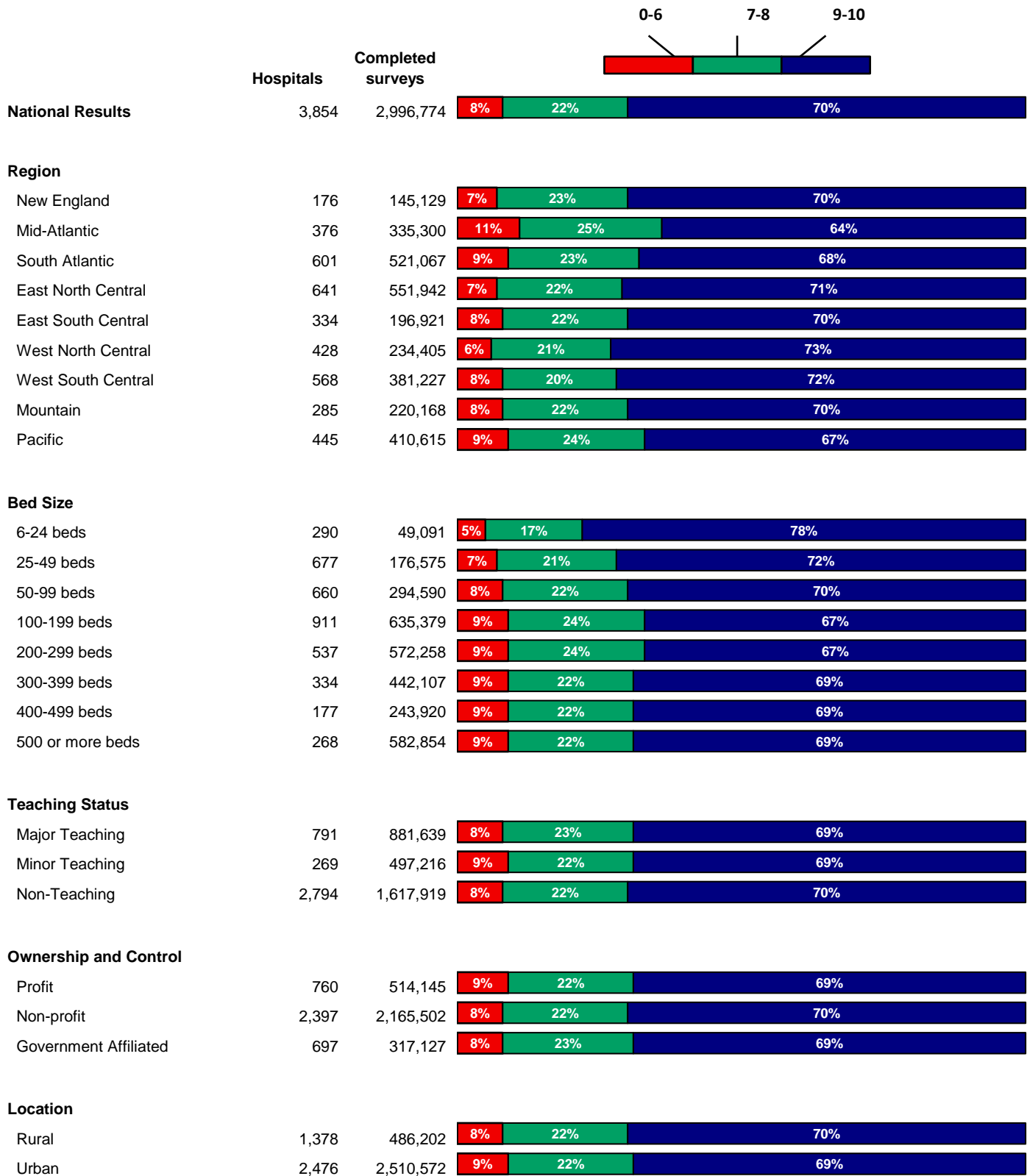
HCAHPS: Discharge Information

(Represents patients discharged between July 2011 and June 2012)



HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2011 and June 2012)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2011 and June 2012)

Definitely No + Probably No Probably Yes Definitely Yes



	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
National Results	3,854	2,996,774	5%	24%	71%
Region					
New England	176	145,129	4%	22%	74%
Mid-Atlantic	376	335,300	6%	28%	66%
South Atlantic	601	521,067	6%	25%	69%
East North Central	641	551,942	4%	25%	71%
East South Central	334	196,921	5%	25%	70%
West North Central	428	234,405	5%	23%	74%
West South Central	568	381,227	5%	22%	73%
Mountain	285	220,168	5%	24%	71%
Pacific	445	410,615	6%	24%	70%
Bed Size					
6-24 beds	290	49,091	5%	19%	78%
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50-99 beds	660	294,590	5%	26%	69%
100-199 beds	911	635,379	6%	26%	68%
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Teaching Status					
Major Teaching	791	881,639	5%	24%	71%
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Ownership and Control					
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Government Affiliated	697	317,127	5%	26%	69%
Location					
Rural	1,378	486,202	5%	26%	69%
Urban	2,476	2,510,572	5%	23%	72%

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.