

HCAHPS: Communication with Nurses

(Represents patients discharged between July 2013 and June 2014)

Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,143	3,080,703	4%	17%	79%
Region					
New England	172	141,231	4%	15%	81%
Mid-Atlantic	386	334,475	5%	18%	77%
South Atlantic	617	578,420	5%	17%	78%
East North Central	673	512,249	4%	16%	81%
East South Central	346	206,504	5%	14%	81%
West North Central	535	241,455	4%	16%	81%
West South Central	593	377,101	4%	16%	80%
Mountain	334	242,623	4%	18%	78%
Pacific	467	439,960	5%	19%	76%
Bed Size					
6-24 beds	391	52,573	4%	12%	85%
25-49 beds	810	176,824	4%	15%	82%
50-99 beds	673	272,081	4%	16%	80%
100-199 beds	915	619,360	5%	18%	77%
200-299 beds	530	577,150	5%	18%	77%
300-399 beds	326	460,159	5%	18%	77%
400-499 beds	181	291,569	5%	18%	77%
500 or more beds	267	600,476	5%	18%	77%
Teaching Status					
Major Teaching	253	491,301	5%	18%	77%
Minor Teaching	896	992,188	5%	17%	78%
Non-Teaching	2,944	1,566,703	4%	16%	80%
Ownership and Control					
Profit	782	523,908	6%	16%	78%
Non-profit	2,525	2,185,891	4%	17%	79%
Government Affiliated	554	287,105	4%	17%	79%
Location					
Rural	1,608	483,584	4%	15%	81%
Urban	2,485	2,566,608	5%	17%	78%

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2013 and June 2014)

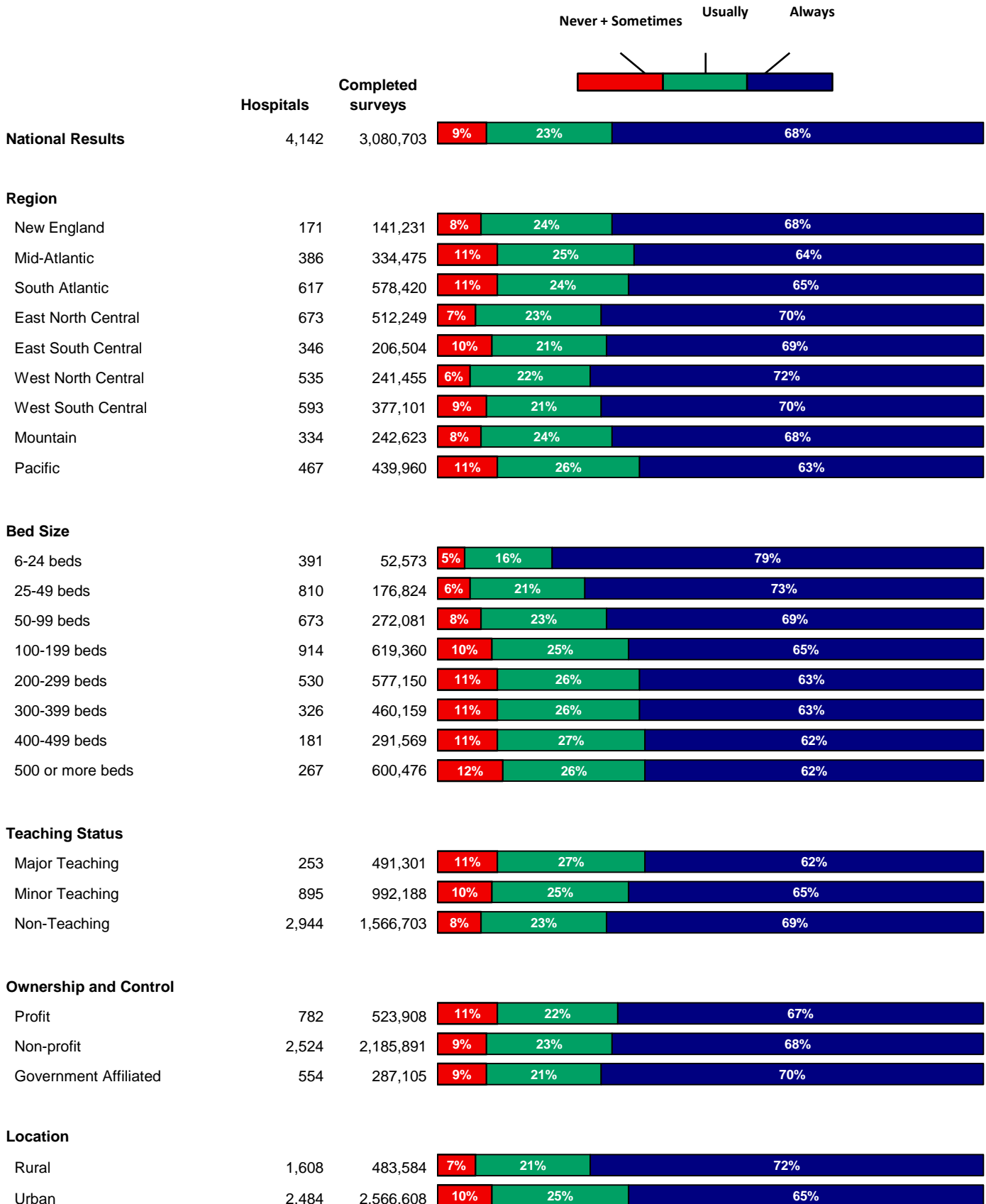
Never + Sometimes Usually Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,143	3,080,703	4%	14%	82%
Region					
New England	172	141,231	4%	15%	81%
Mid-Atlantic	386	334,475	5%	16%	79%
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West North Central	535	241,455		13%	84%
West South Central	593	377,101	4%	12%	84%
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Non-profit	2,525	2,185,891	4%	15%	81%
Government Affiliated	554	287,105	4%	13%	83%
Location					
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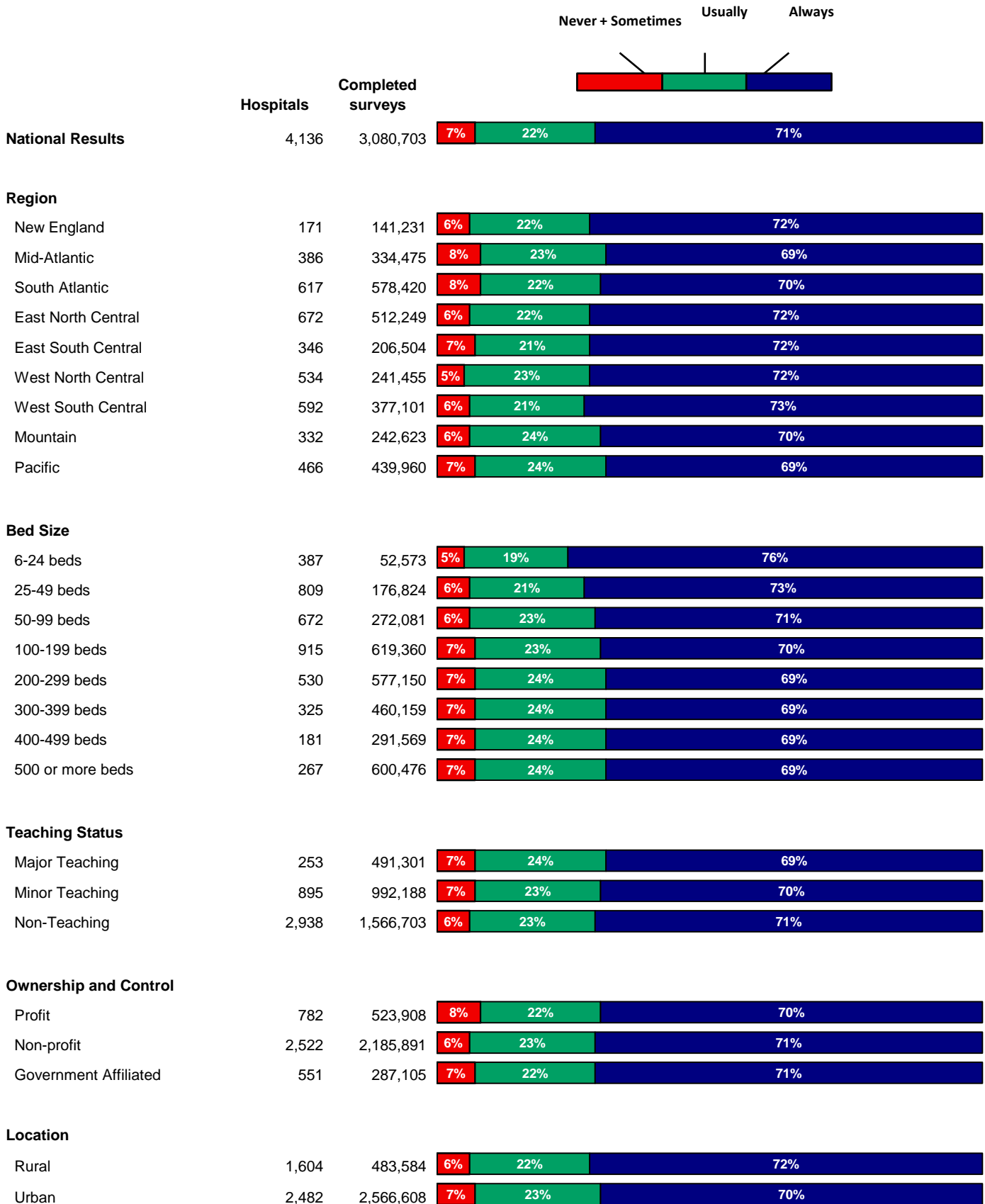
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2013 and June 2014)



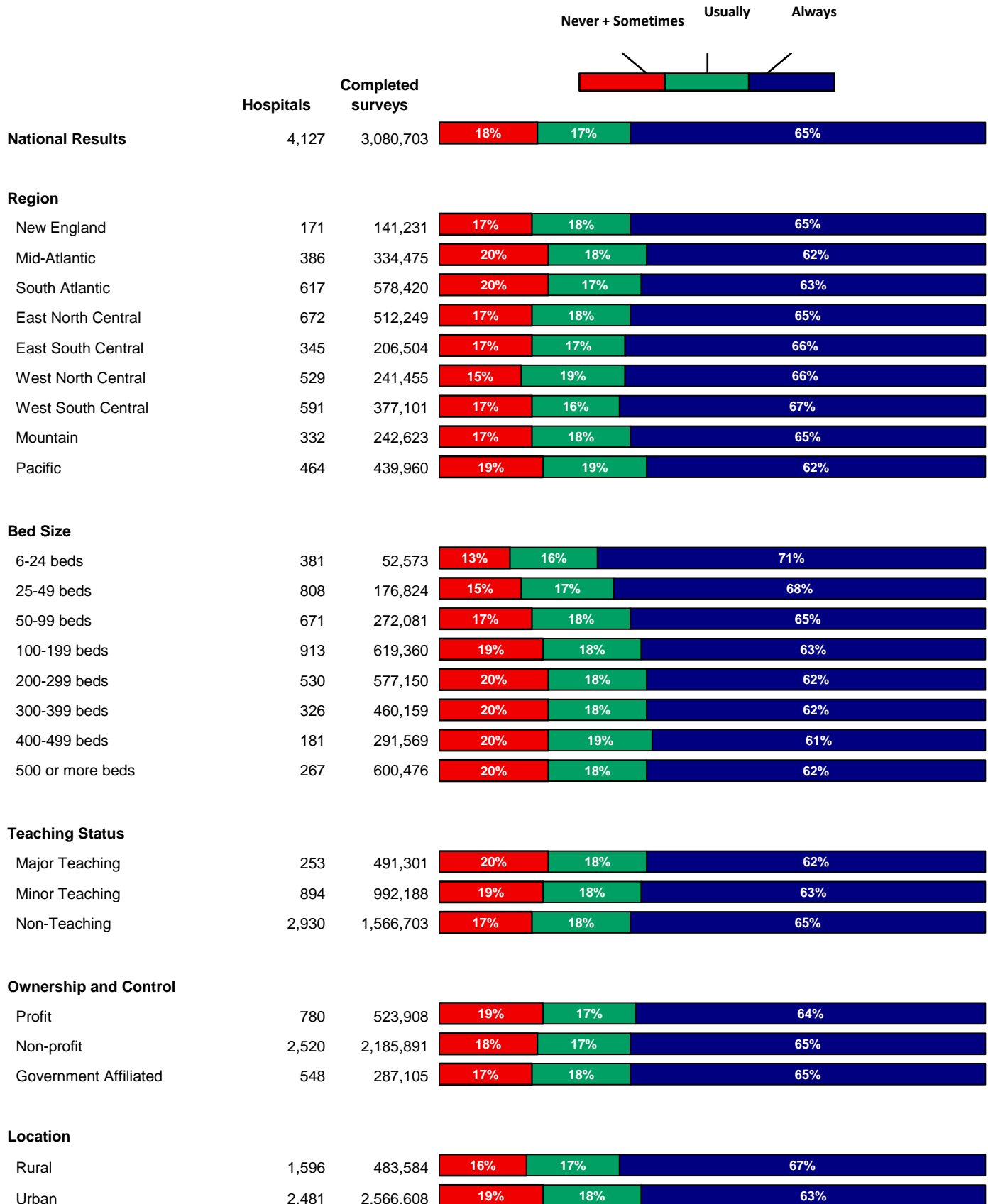
HCAHPS: Pain Management

(Represents patients discharged between July 2013 and June 2014)



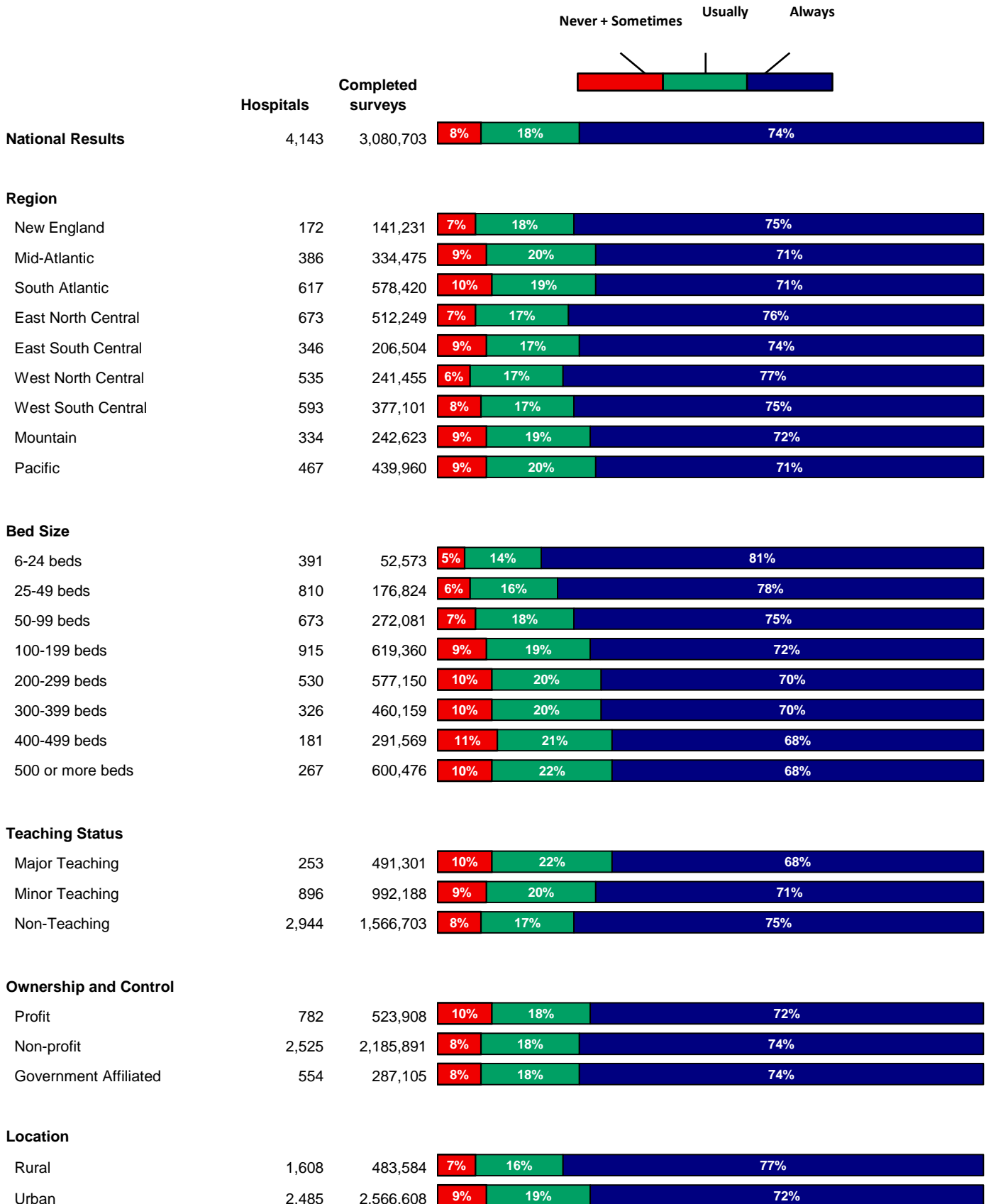
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2013 and June 2014)



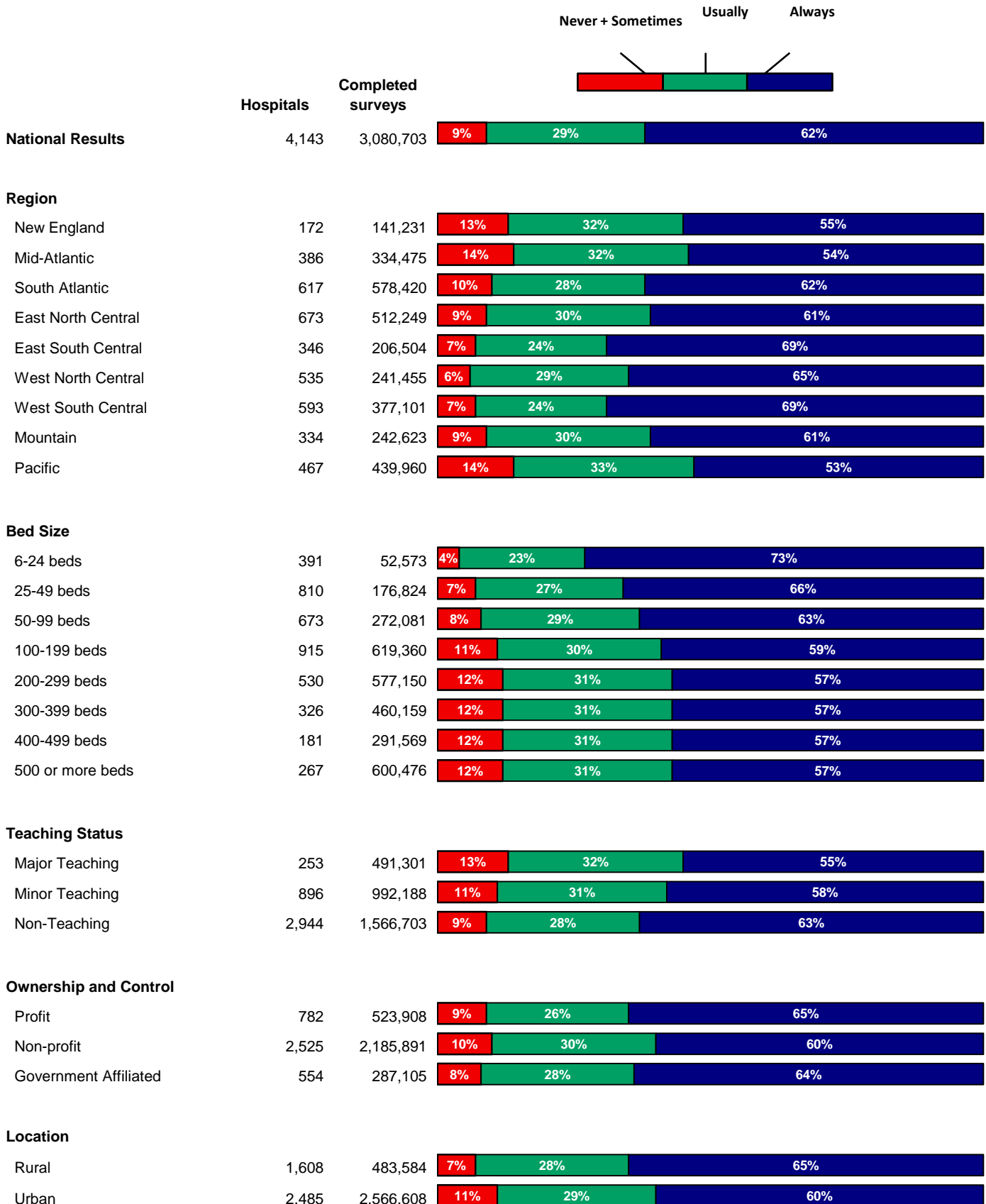
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2013 and June 2014)



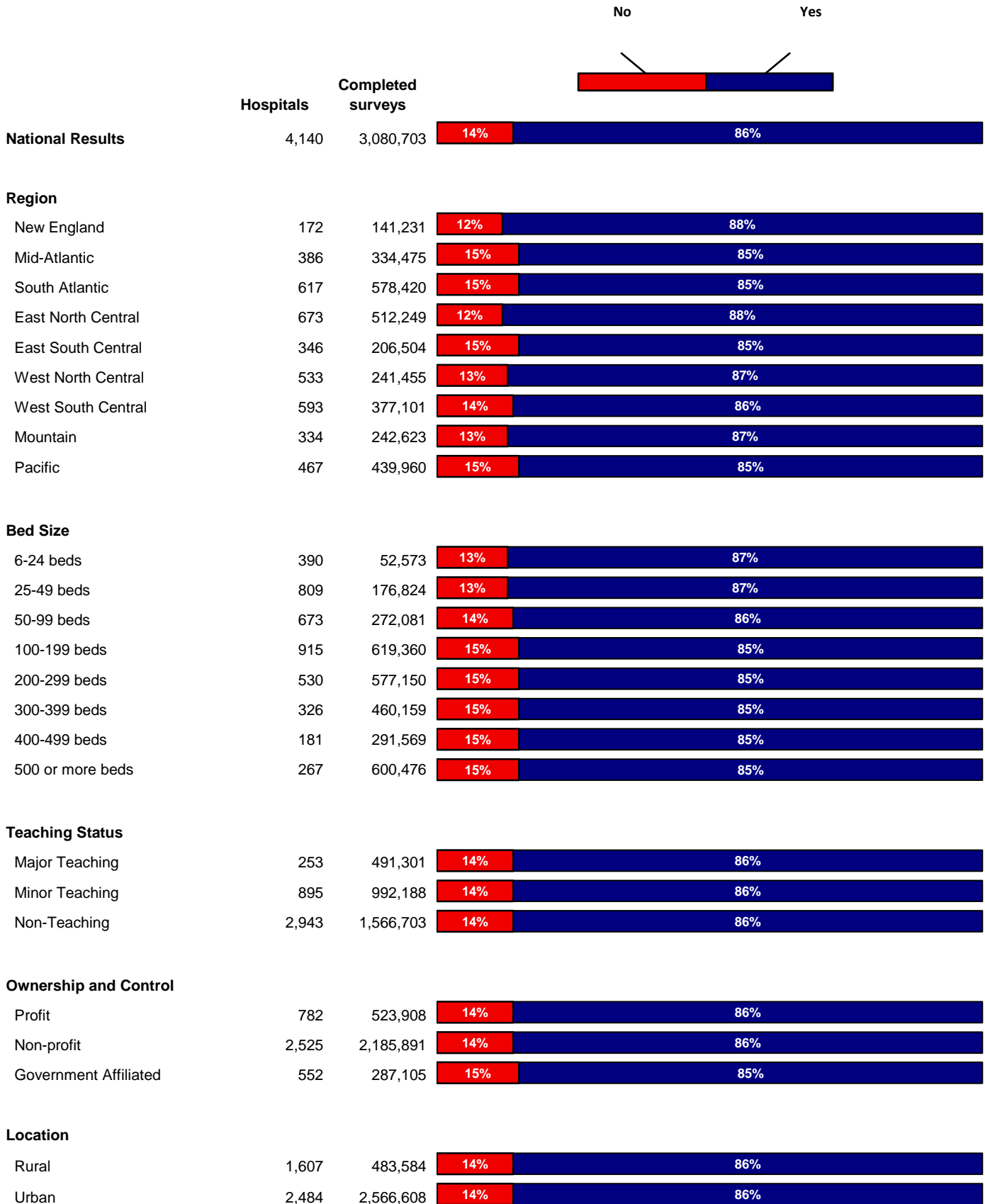
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2013 and June 2014)



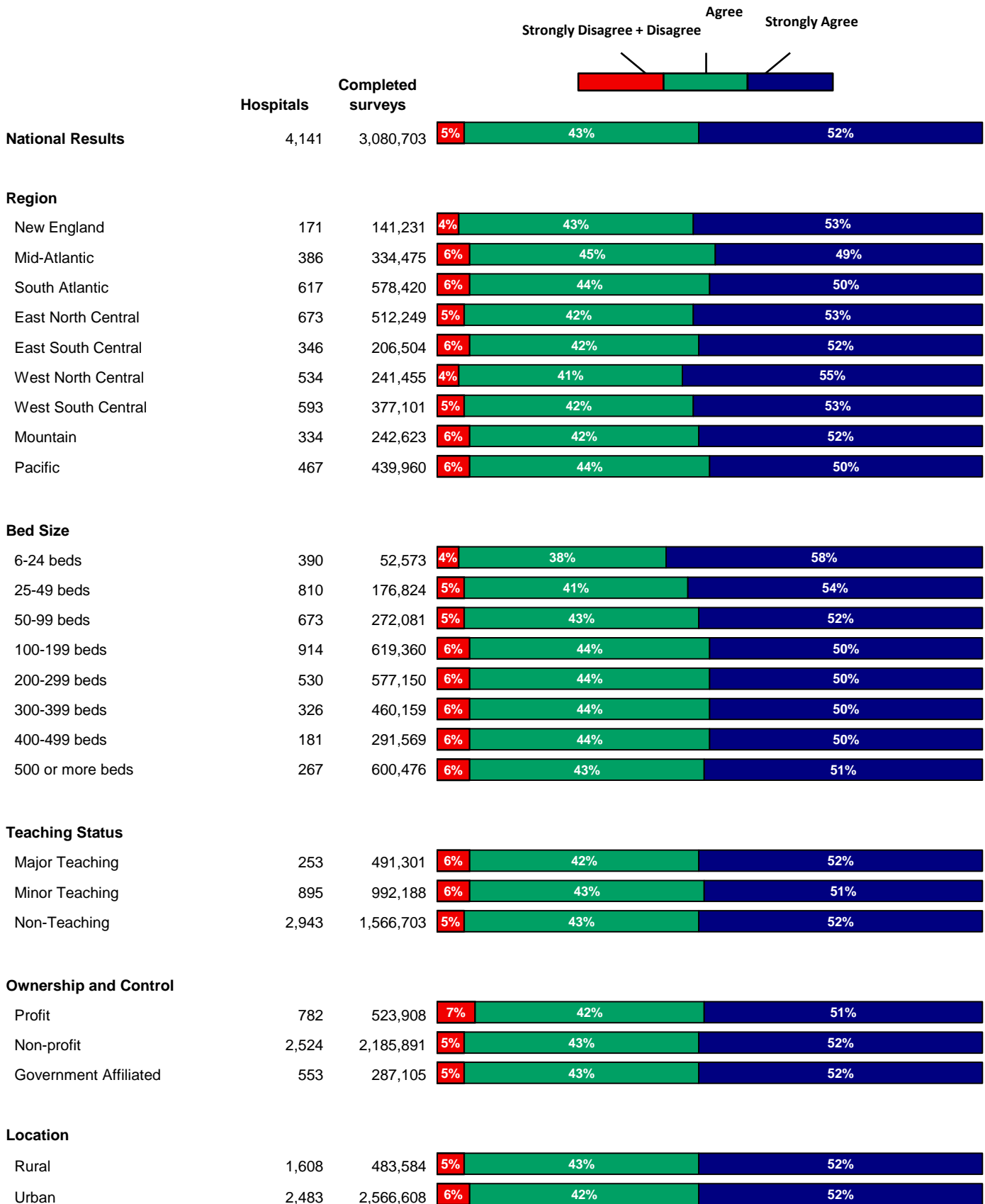
HCAHPS: Discharge Information

(Represents patients discharged between July 2013 and June 2014)



HCAHPS: Care Transition

(Represents patients discharged between July 2013 and June 2014)



HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2013 and June 2014)

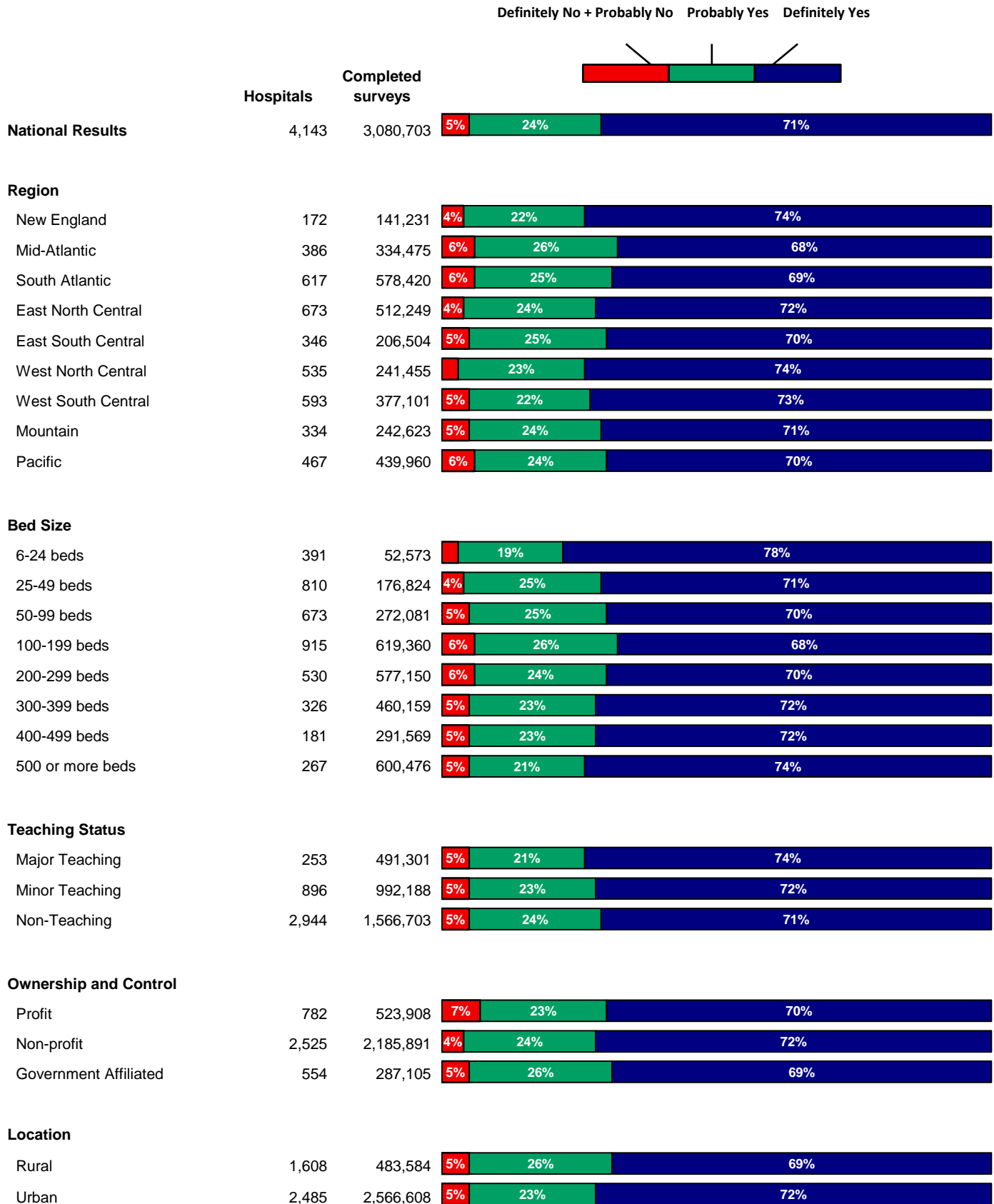
0-6 7-8 9-10



	Hospitals	Completed surveys	0-6	7-8	9-10
National Results	4,143	3,080,703	8%	21%	71%
Region					
New England	172	141,231	7%	22%	71%
Mid-Atlantic	386	334,475	9%	25%	66%
South Atlantic	617	578,420	9%	22%	69%
East North Central	673	512,249	7%	20%	73%
East South Central	346	206,504	8%	21%	71%
West North Central	535	241,455	6%	20%	74%
West South Central	593	377,101	7%	20%	73%
Mountain	334	242,623	8%	21%	71%
Pacific	467	439,960	9%	23%	68%
Bed Size					
6-24 beds	391	52,573	5%	16%	79%
25-49 beds	810	176,824	7%	20%	73%
50-99 beds	673	272,081	8%	21%	71%
100-199 beds	915	619,360	9%	23%	68%
200-299 beds	530	577,150	9%	23%	68%
300-399 beds	326	460,159	8%	23%	69%
400-499 beds	181	291,569	8%	22%	70%
500 or more beds	267	600,476	8%	22%	70%
Teaching Status					
Major Teaching	253	491,301	8%	21%	71%
Minor Teaching	896	992,188	8%	22%	70%
Non-Teaching	2,944	1,566,703	8%	21%	71%
Ownership and Control					
Profit	782	523,908	9%	21%	70%
Non-profit	2,525	2,185,891	7%	22%	71%
Government Affiliated	554	287,105	8%	22%	70%
Location					
Rural	1,608	483,584	7%	22%	71%
Urban	2,485	2,566,608	8%	21%	71%

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2013 and June 2014)



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 2013 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2015".

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.