

# HCAHPS: Communication with Nurses

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,176	3,052,046	4%	16%	80%
<b>Region</b>					
New England	168	138,255		16%	81%
Mid-Atlantic	378	305,130	5%	17%	78%
South Atlantic	620	569,750	5%	16%	79%
East North Central	675	504,074		15%	82%
East South Central	343	214,106	4%	15%	81%
West North Central	576	227,821		15%	82%
West South Central	573	381,307	4%	15%	81%
Mountain	345	244,257	4%	17%	79%
Pacific	475	456,289	5%	18%	77%
<b>Bed Size</b>					
6-24 beds	427	53,175		13%	85%
25-49 beds	870	165,829		14%	83%
50-99 beds	668	251,877	4%	15%	81%
100-199 beds	925	631,085	5%	17%	78%
200-299 beds	498	567,772	5%	18%	77%
300-399 beds	306	434,880	5%	17%	78%
400-499 beds	182	305,764	5%	18%	77%
500 or more beds	265	625,096	5%	17%	78%
<b>Teaching Status</b>					
Major Teaching	232	453,881	5%	17%	78%
Minor Teaching	1,373	1,524,260	5%	17%	78%
Non-Teaching	2,536	1,057,337	4%	15%	81%
<b>Ownership and Control</b>					
Profit	741	525,253	5%	17%	78%
Non-profit	2,534	2,164,882	4%	16%	80%
Government Affiliated	579	270,845	4%	15%	81%
<b>Location</b>					
Rural	1,601	407,039		15%	82%
Urban	2,540	2,628,439	5%	16%	79%

# HCAHPS: Communication with Doctors

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,176	3,052,046	4%	14%	82%
<b>Region</b>					
New England	168	138,255	4%	15%	81%
Mid-Atlantic	378	305,130	5%	16%	79%
South Atlantic	620	569,750	5%	14%	81%
East North Central	675	504,074	4%	14%	82%
East South Central	343	214,106		12%	85%
West North Central	576	227,821		13%	84%
West South Central	573	381,307	4%	12%	84%
Mountain	345	244,257	4%	16%	80%
Pacific	475	456,289	5%	16%	79%
<b>Bed Size</b>					
6-24 beds	427	53,175		10%	87%
25-49 beds	870	165,829		12%	85%
50-99 beds	668	251,877	4%	13%	83%
100-199 beds	925	631,085	5%	15%	80%
200-299 beds	498	567,772	5%	16%	79%
300-399 beds	306	434,880	5%	16%	79%
400-499 beds	182	305,764	5%	17%	78%
500 or more beds	265	625,096	5%	16%	79%
<b>Teaching Status</b>					
Major Teaching	232	453,881	5%	16%	79%
Minor Teaching	1,373	1,524,260	4%	16%	80%
Non-Teaching	2,536	1,057,337	4%	13%	83%
<b>Ownership and Control</b>					
Profit	741	525,253	5%	14%	81%
Non-profit	2,534	2,164,882	4%	15%	81%
Government Affiliated	579	270,845	4%	13%	83%
<b>Location</b>					
Rural	1,601	407,039		13%	84%
Urban	2,540	2,628,439	5%	15%	80%

# HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,173	3,052,046	8%	23%	69%
<b>Region</b>					
New England	168	138,255	8%	23%	69%
Mid-Atlantic	378	305,130	11%	24%	65%
South Atlantic	620	569,750	11%	24%	65%
East North Central	675	504,074	7%	22%	71%
East South Central	343	214,106	9%	21%	70%
West North Central	575	227,821	5%	22%	73%
West South Central	573	381,307	8%	21%	71%
Mountain	344	244,257	7%	24%	69%
Pacific	474	456,289	10%	26%	64%
<b>Bed Size</b>					
6-24 beds	425	53,175	4%	15%	81%
25-49 beds	870	165,829	6%	19%	75%
50-99 beds	667	251,877	8%	22%	70%
100-199 beds	925	631,085	10%	25%	65%
200-299 beds	498	567,772	11%	26%	63%
300-399 beds	306	434,880	11%	27%	62%
400-499 beds	182	305,764	11%	27%	62%
500 or more beds	265	625,096	11%	27%	62%
<b>Teaching Status</b>					
Major Teaching	232	453,881	11%	27%	62%
Minor Teaching	1,373	1,524,260	10%	25%	65%
Non-Teaching	2,533	1,057,337	7%	22%	71%
<b>Ownership and Control</b>					
Profit	741	525,253	10%	23%	67%
Non-profit	2,534	2,164,882	8%	24%	68%
Government Affiliated	577	270,845	8%	21%	71%
<b>Location</b>					
Rural	1,598	407,039	6%	21%	73%
Urban	2,540	2,628,439	10%	24%	66%

# HCAHPS: Pain Management

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,163	3,052,046	7%	22%	71%
<b>Region</b>					
New England	167	138,255	6%	23%	71%
Mid-Atlantic	378	305,130	7%	24%	69%
South Atlantic	619	569,750	8%	22%	70%
East North Central	674	504,074	6%	22%	72%
East South Central	343	214,106	7%	21%	72%
West North Central	572	227,821	5%	23%	72%
West South Central	573	381,307	6%	21%	73%
Mountain	342	244,257	6%	23%	71%
Pacific	472	456,289	7%	24%	69%
<b>Bed Size</b>					
6-24 beds	420	53,175	5%	19%	76%
25-49 beds	867	165,829	6%	21%	73%
50-99 beds	666	251,877	6%	22%	72%
100-199 beds	925	631,085	7%	24%	69%
200-299 beds	498	567,772	7%	24%	69%
300-399 beds	305	434,880	7%	24%	69%
400-499 beds	182	305,764	8%	24%	68%
500 or more beds	265	625,096	7%	24%	69%
<b>Teaching Status</b>					
Major Teaching	232	453,881	7%	25%	68%
Minor Teaching	1,371	1,524,260	7%	23%	70%
Non-Teaching	2,525	1,057,337	6%	22%	72%
<b>Ownership and Control</b>					
Profit	741	525,253	8%	21%	71%
Non-profit	2,529	2,164,882	6%	23%	71%
Government Affiliated	574	270,845	7%	21%	72%
<b>Location</b>					
Rural	1,593	407,039	6%	21%	73%
Urban	2,535	2,628,439	7%	23%	70%

# HCAHPS: Communication About Medicines

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,153	3,052,046	17%	18%	65%
<b>Region</b>					
New England	167	138,255	17%	17%	66%
Mid-Atlantic	377	305,130	20%	18%	62%
South Atlantic	618	569,750	19%	17%	64%
East North Central	675	504,074	17%	17%	66%
East South Central	341	214,106	18%	16%	66%
West North Central	568	227,821	14%	19%	67%
West South Central	568	381,307	17%	16%	67%
Mountain	343	244,257	17%	18%	65%
Pacific	474	456,289	19%	18%	63%
<b>Bed Size</b>					
6-24 beds	416	53,175	12%	16%	72%
25-49 beds	863	165,829	15%	16%	69%
50-99 beds	665	251,877	17%	17%	66%
100-199 beds	925	631,085	19%	18%	63%
200-299 beds	498	567,772	20%	18%	62%
300-399 beds	305	434,880	20%	18%	62%
400-499 beds	182	305,764	20%	19%	61%
500 or more beds	265	625,096	20%	18%	62%
<b>Teaching Status</b>					
Major Teaching	232	453,881	20%	18%	62%
Minor Teaching	1,372	1,524,260	19%	18%	63%
Non-Teaching	2,515	1,057,337	16%	18%	66%
<b>Ownership and Control</b>					
Profit	740	525,253	19%	17%	64%
Non-profit	2,527	2,164,882	17%	18%	65%
Government Affiliated	571	270,845	17%	17%	66%
<b>Location</b>					
Rural	1,585	407,039	15%	18%	67%
Urban	2,534	2,628,439	19%	17%	64%

# HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2015 and June 2016)

Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,175	3,052,046	8%	18%	74%
<b>Region</b>					
New England	168	138,255	7%	18%	75%
Mid-Atlantic	378	305,130	9%	19%	72%
South Atlantic	620	569,750	10%	19%	71%
East North Central	675	504,074	7%	17%	76%
East South Central	343	214,106	9%	17%	74%
West North Central	576	227,821	6%	16%	78%
West South Central	573	381,307	8%	17%	75%
Mountain	344	244,257	8%	19%	73%
Pacific	475	456,289	9%	19%	72%
<b>Bed Size</b>					
6-24 beds	426	53,175	5%	13%	82%
25-49 beds	870	165,829	6%	15%	79%
50-99 beds	668	251,877	7%	17%	76%
100-199 beds	925	631,085	9%	19%	72%
200-299 beds	498	567,772	10%	20%	70%
300-399 beds	306	434,880	10%	21%	69%
400-499 beds	182	305,764	11%	21%	68%
500 or more beds	265	625,096	10%	21%	69%
<b>Teaching Status</b>					
Major Teaching	232	453,881	11%	21%	68%
Minor Teaching	1,373	1,524,260	9%	20%	71%
Non-Teaching	2,535	1,057,337	7%	17%	76%
<b>Ownership and Control</b>					
Profit	741	525,253	10%	18%	72%
Non-profit	2,534	2,164,882	8%	18%	74%
Government Affiliated	578	270,845	7%	17%	76%
<b>Location</b>					
Rural	1,600	407,039	6%	16%	78%
Urban	2,540	2,628,439	9%	19%	72%

# HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2015 and June 2016)

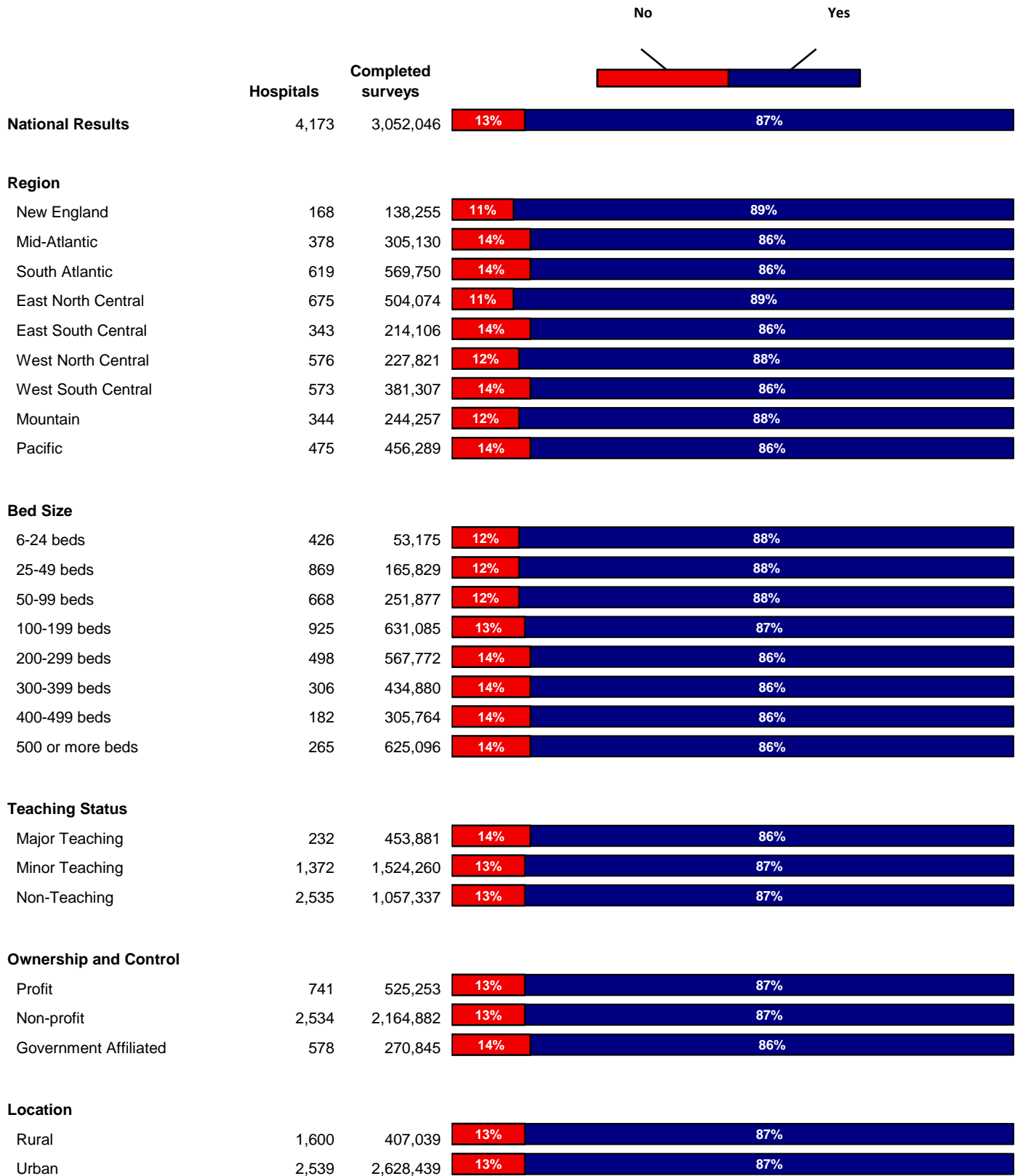
Never + Sometimes      Usually      Always



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
<b>National Results</b>	4,175	3,052,046	9%	29%	62%
<b>Region</b>					
New England	168	138,255	12%	33%	55%
Mid-Atlantic	378	305,130	13%	33%	54%
South Atlantic	620	569,750	9%	29%	62%
East North Central	675	504,074	8%	30%	62%
East South Central	343	214,106	6%	24%	70%
West North Central	576	227,821	6%	27%	67%
West South Central	573	381,307	6%	24%	70%
Mountain	344	244,257	8%	30%	62%
Pacific	475	456,289	14%	33%	53%
<b>Bed Size</b>					
6-24 beds	426	53,175	5%	23%	72%
25-49 beds	870	165,829	6%	27%	67%
50-99 beds	668	251,877	8%	28%	64%
100-199 beds	925	631,085	10%	31%	59%
200-299 beds	498	567,772	11%	32%	57%
300-399 beds	306	434,880	12%	31%	57%
400-499 beds	182	305,764	12%	32%	56%
500 or more beds	265	625,096	12%	31%	57%
<b>Teaching Status</b>					
Major Teaching	232	453,881	13%	32%	55%
Minor Teaching	1,373	1,524,260	11%	30%	59%
Non-Teaching	2,535	1,057,337	8%	27%	65%
<b>Ownership and Control</b>					
Profit	741	525,253	9%	27%	64%
Non-profit	2,534	2,164,882	9%	30%	61%
Government Affiliated	578	270,845	8%	27%	65%
<b>Location</b>					
Rural	1,600	407,039	7%	27%	66%
Urban	2,540	2,628,439	10%	30%	60%

# HCAHPS: Discharge Information

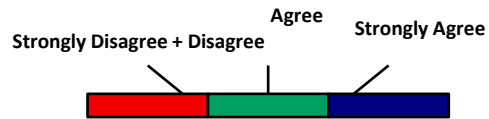
(Represents patients discharged between July 2015 and June 2016)





# HCAHPS: Care Transition

(Represents patients discharged between July 2015 and June 2016)



	Hospitals	Completed surveys	Strongly Disagree + Disagree	Agree	Strongly Agree
<b>National Results</b>	4,176	3,052,046	5%	43%	52%
<b>Region</b>					
New England	168	138,255	4%	42%	54%
Mid-Atlantic	378	305,130	6%	45%	49%
South Atlantic	620	569,750	6%	44%	50%
East North Central	675	504,074	5%	41%	54%
East South Central	343	214,106	6%	43%	51%
West North Central	576	227,821	4%	40%	56%
West South Central	573	381,307	5%	41%	54%
Mountain	345	244,257	6%	42%	52%
Pacific	475	456,289	6%	44%	50%
<b>Bed Size</b>					
6-24 beds	427	53,175	4%	37%	59%
25-49 beds	870	165,829	4%	42%	54%
50-99 beds	668	251,877	5%	42%	53%
100-199 beds	925	631,085	6%	44%	50%
200-299 beds	498	567,772	6%	44%	50%
300-399 beds	306	434,880	6%	44%	50%
400-499 beds	182	305,764	6%	44%	50%
500 or more beds	265	625,096	6%	43%	51%
<b>Teaching Status</b>					
Major Teaching	232	453,881	6%	42%	52%
Minor Teaching	1,373	1,524,260	6%	43%	51%
Non-Teaching	2,536	1,057,337	5%	42%	53%
<b>Ownership and Control</b>					
Profit	741	525,253	7%	43%	50%
Non-profit	2,534	2,164,882	5%	42%	53%
Government Affiliated	579	270,845	5%	42%	53%
<b>Location</b>					
Rural	1,601	407,039	4%	43%	53%
Urban	2,540	2,628,439	6%	42%	52%

# HCAHPS: Hospital Rating

(Represents patients discharged between July 2015 and June 2016)

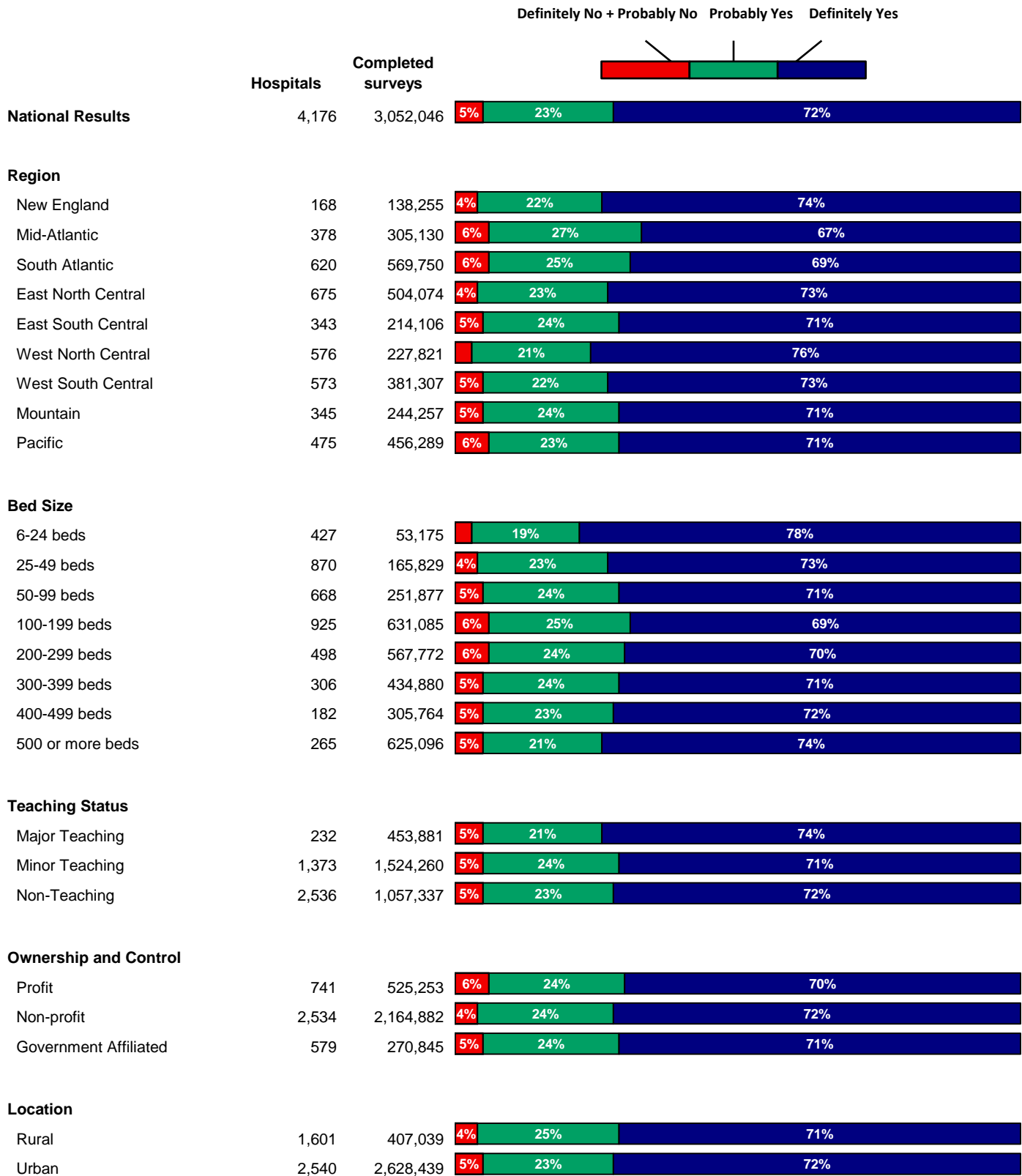
0-6      7-8      9-10



	Hospitals	Completed surveys	0-6	7-8	9-10
<b>National Results</b>	4,176	3,052,046	7%	21%	72%
<b>Region</b>					
New England	168	138,255	7%	21%	72%
Mid-Atlantic	378	305,130	9%	24%	67%
South Atlantic	620	569,750	9%	22%	69%
East North Central	675	504,074	6%	20%	74%
East South Central	343	214,106	7%	21%	72%
West North Central	576	227,821	5%	19%	76%
West South Central	573	381,307	7%	19%	74%
Mountain	345	244,257	8%	20%	72%
Pacific	475	456,289	9%	22%	69%
<b>Bed Size</b>					
6-24 beds	427	53,175	5%	16%	79%
25-49 beds	870	165,829	6%	19%	75%
50-99 beds	668	251,877	7%	21%	72%
100-199 beds	925	631,085	9%	22%	69%
200-299 beds	498	567,772	9%	22%	69%
300-399 beds	306	434,880	9%	21%	70%
400-499 beds	182	305,764	9%	21%	70%
500 or more beds	265	625,096	8%	21%	71%
<b>Teaching Status</b>					
Major Teaching	232	453,881	8%	21%	71%
Minor Teaching	1,373	1,524,260	8%	21%	71%
Non-Teaching	2,536	1,057,337	7%	20%	73%
<b>Ownership and Control</b>					
Profit	741	525,253	9%	20%	71%
Non-profit	2,534	2,164,882	7%	20%	73%
Government Affiliated	579	270,845	8%	21%	71%
<b>Location</b>					
Rural	1,601	407,039	7%	20%	73%
Urban	2,540	2,628,439	8%	20%	72%

# HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2015 and June 2016)



## 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 2015 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2016".

### 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).

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

*Month, Date, Year the page was accessed.*