HCAHPS: Communication with Nurses

(Represents patients discharged between July 2021 and June 2022)

| | | | Never + Somet | Usually Always |
|----------------------|-----------|-------------------|---------------|----------------|
| | Hospitals | Completed surveys | | |
| lational Results | 4,268 | 2,185,692 | 5 16 | 79 |
| Region | | | | |
| New England | 164 | 98,922 | 5 16 | 79 |
| Mid-Atlantic | 352 | 260,850 | 6 17 | 77 |
| South Atlantic | 621 | 416,427 | 6 17 | 77 |
| East North Central | 669 | 363,560 | 4 16 | 80 |
| East South Central | 340 | 155,276 | 5 15 | 80 |
| West North Central | 638 | 178,647 | 3 14 | 83 |
| Nest South Central | 613 | 251,554 | 5 15 | 80 |
| Mountain | 383 | 146,696 | 5 16 | 79 |
| Pacific | 477 | 309,262 | 6 18 | 76 |
| | | | | |
| ed Size | | | | |
| 6-24 beds | 602 | 51,270 | 3 12 | 85 |
| 5-49 beds | 945 | 134,296 | 4 14 | 82 |
|)-99 beds | 648 | 186,089 | 5 16 | 79 |
| 00-199 beds | 839 | 445,674 | 6 18 | 76 |
| 0-299 beds | 475 | 368,546 | 6 19 | 75 |
| 00-399 beds | 294 | 311,797 | 6 19 | 75 |
| 00-499 beds | 168 | 202,760 | 7 19 | 74 |
| 00 or more beds | 297 | 485,260 | 6 18 | 76 |
| aching Status | | | | |
| lajor Teaching | 227 | 352,145 | 6 17 | 77 |
| linor Teaching | 1,725 | 1,266,595 | 6 17 | 77 |
| on-Teaching | 2,316 | 566,952 | 4 15 | 81 |
| vnership and Control | | | | |
| Profit | 699 | 287,769 | 6 17 | 77 |
| lon-profit | 2,615 | 1,604,031 | 5 16 | 79 |
| overnment Affiliated | 954 | 293,892 | 4 15 | 81 |
| | | | | |
| cation | | | | |
| Rural | 1,674 | 289,273 | 4 14 | 82 |

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2021 and June 2022)

| • | | | Never + Some | times Usually Always |
|-------------------------------|------------|----------------------|--------------|----------------------|
| | Hospitals | Completed surveys | | |
| tional Results | 4,268 | 2,185,692 | 5 16 | 79 |
| gion | | | | |
| ew England | 164 | 98,922 | 5 16 | 79 |
| d-Atlantic | 352 | 260,850 | 6 18 | 76 |
| uth Atlantic | 621 | 416,427 | 6 16 | 78 |
| ast North Central | 669 | 363,560 | 5 16 | 79 |
| st South Central | 340 | 155,276 | 5 13 | 82 |
| est North Central | 638 | 178,647 | 4 13 | 83 |
| est South Central | 613 | 251,554 | 5 14 | 81 |
| untain | 383 | 146,696 | 6 15 | 79 |
| ific | 477 | 309,262 | 7 17 | 76 |
| Size | | | | |
| 4 beds | 600 | 51 070 | 4 11 | 85 |
| 4 beds 49 beds | 602 945 | 51,270 | 4 13 | 83 |
| | | 134,296 | 5 15 | 80 |
| 9 beds | 648 | 186,089 | 7 16 | 77 |
| -199 beds | 839 | 445,674 | 7 16 7 17 | 76 |
| -299 beds | 475 | 368,546 | | 76 |
| -399 beds | 294 | 311,797 | 7 17 | |
| -499 beds or more beds | 168 297 | 202,760 485,260 | 7 18 6 17 | 75 |
| | | | | |
| hing Status | 227 | 252 145 | 6 17 | 77 |
| ijor Teaching nor Teaching | 1,725 | 352,145 1,266,595 | 6 17 | 77 |
| i-Teaching | 2,316 | 566,952 | 5 14 | 81 |
| | | | | |
| nership and Control | | | 7 45 | 70 |
| it | 699 | 287,769 | 7 15 | 78 |
| -profit | 2,615 | 1,604,031 | 5 16 | 79 |
| vernment Affiliated | 954 | 293,892 | 5 13 | 82 |
| ion | | | | |
| al | 1,674 | 289,273 | 4 14 | 82 |
| an | 2,572 | 1,886,296 | 6 17 | 77 |

HCAHPS: Responsiveness of Hospital Staff (Represents patients discharged between July 2021 and June 2022)

| | | Completed |
|-----------------------|-----------|----------------------|
| | Hospitals | Completed surveys |
| National Results | 4,264 | 2,185,692 |
| | | |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 621 | 416,427 |
| East North Central | 669 | 363,560 |
| East South Central | 339 | 155,276 |
| West North Central | 637 | 178,647 |
| West South Central | 613 | 251,554 |
| Mountain | 382 | 146,696 |
| Pacific | 476 | 309,262 |
| | | |
| Bed Size | | |
| 6-24 beds | 599 | 51,270 |
| 25-49 beds | 945 | 134,296 |
| 50-99 beds | 648 | 186,089 |
| 100-199 beds | 838 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| | | |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,312 | 566,952 |
| | | |
| Ownership and Control | | |
| Profit | 699 | 287,769 |
| Non-profit | 2,615 | 1,604,031 |
| Government Affiliated | 950 | 293,892 |
| | | |
| Location | | |
| Rural | 1,670 | 289,273 |
| Urban | 2,572 | 1,886,296 |
| | - | |

HCAHPS: Communication About Medicines

| | Hospitals | Completed surveys |
|-----------------------|-----------|-------------------|
| National Results | 4,239 | 2,185,692 |
| | | |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 618 | 416,427 |
| East North Central | 666 | 363,560 |
| East South Central | 338 | 155,276 |
| West North Central | 628 | 178,647 |
| West South Central | 608 | 251,554 |
| Mountain | 381 | 146,696 |
| Pacific | 473 | 309,262 |
| | | |
| Bed Size | | |
| 6-24 beds | 587 | 51,270 |
| 25-49 beds | 933 | 134,296 |
| 50-99 beds | 646 | 186,089 |
| 100-199 beds | 839 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| | | |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,287 | 566,952 |
| . | | |
| Ownership and Control | | |
| Profit | 696 | 287,769 |
| Non-profit | 2,605 | 1,604,031 |
| Government Affiliated | 938 | 293,892 |
| Location | | |
| Rural | 1,651 | 289,273 |
| Urban | 2,566 | 1,886,296 |

HCAHPS: Cleanliness of Hospital Environment

| | | | Never + Sometime | Usually Alway |
|-----------------------|------------|-------------------|------------------|---------------|
| | Hospitals | Completed surveys | | |
| lational Results | 4,266 | 2,185,692 | 10 18 | 72 |
| egion | | | | |
| New England | 164 | 98,922 | 10 20 | 70 |
| Mid-Atlantic | 352 | 260,850 | 11 21 | 68 |
| South Atlantic | 620 | 416,427 | 12 19 | 69 |
| East North Central | 669 | 363,560 | 9 19 | 72 |
| East South Central | 340 | 155,276 | 11 18 | 71 |
| West North Central | 638 | 178,647 | 7 17 | 76 |
| West South Central | 613 | 251,554 | 9 17 | 74 |
| Mountain | 382 | 146,696 | 10 18 | 72 |
| Pacific | 477 | 309,262 | 10 19 | 71 |
| ed Size | | | | |
| 6-24 beds | 602 | 51,270 | 6 14 | 80 |
| 25-49 beds | 944 | 134,296 | 8 16 | 76 |
| 50-99 beds | 648 | 186,089 | 9 18 | 73 |
| 100-199 beds | 838 | 445,674 | 12 19 | 69 |
| 200-299 beds | 475 | 368,546 | 12 21 | 67 |
| 300-399 beds | 473 294 | 311,797 | 13 21 | 66 |
| 100-499 beds | 294 168 | 202,760 | 13 21 | 66 |
| 500 or more beds | 297 | 485,260 | 13 21 13 22 | 65 |
| | | | | |
| eaching Status | | | | |
| lajor Teaching | 227 | 352,145 | 13 21 | 66 |
| Ainor Teaching | 1,725 | 1,266,595 | 11 20 | 69 |
| Non-Teaching | 2,314 | 566,952 | 9 16 | 75 |
| wnership and Control | | | | |
| Profit | 699 | 287,769 | 11 18 | 71 |
| Non-profit | 2,615 | 1,604,031 | 10 19 | 71 |
| Government Affiliated | 952 | 293,892 | 9 16 | 75 |
| ocation | | | | |
| Rural | 1,673 | 289,273 | 8 17 | 75 |
| Urban | 2,571 | 1,886,296 | 11 20 | 69 |

HCAHPS: Quietness of Hospital Environment

| | Hospitals | Completed surveys |
|-----------------------|-----------|----------------------|
| National Results | 4,267 | 2,185,692 |
| | .,=0. | 2,100,002 |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 621 | 416,427 |
| East North Central | 669 | 363,560 |
| East South Central | 340 | 155,276 |
| West North Central | 638 | 178,647 |
| West South Central | 612 | 251,554 |
| Mountain | 383 | 146,696 |
| Pacific | 477 | 309,262 |
| | | |
| Bed Size | | |
| 6-24 beds | 601 | 51,270 |
| 25-49 beds | 945 | 134,296 |
| 50-99 beds | 648 | 186,089 |
| 100-199 beds | 839 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| | | , |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,315 | 566,952 |
| | 2,010 | 000,002 |
| Ownership and Control | | |
| Profit | 698 | 287,769 |
| Non-profit | 2,615 | 1,604,031 |
| Government Affiliated | 2,015 | 293,892 |
| | 504 | 233,032 |
| Leastion | | |
| Location | 4 07 4 | 000 070 |
| Rural | 1,674 | 289,273 |
| Urban | 2,571 | 1,886,296 |

HCAHPS: Discharge Information (Represents patients discharged between July 2021 and June 2022)

| | | Completed |
|-----------------------|-----------|----------------------|
| | Hospitals | Completed surveys |
| National Results | 4,263 | 2,185,692 |
| | -, | _,, |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 620 | 416,427 |
| East North Central | 668 | 363,560 |
| East South Central | 339 | 155,276 |
| West North Central | 638 | 178,647 |
| West South Central | 612 | 251,554 |
| Mountain | 382 | 146,696 |
| Pacific | 477 | 309,262 |
| | | , - |
| Bed Size | | |
| 6-24 beds | 600 | 51,270 |
| 25-49 beds | 944 | 134,296 |
| 50-99 beds | 648 | 186,089 |
| 100-199 beds | 837 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| 500 of more beds | 291 | 405,200 |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,311 | 566,952 |
| | _, | |
| Ownership and Control | | |
| Profit | 698 | 287,769 |
| Non-profit | 2,614 | 1,604,031 |
| Government Affiliated | 951 | 293,892 |
| Location | | |
| Rural | 1,671 | 289,273 |
| Urban | 2,570 | 1,886,296 |
| UDAII | 2,570 | 1,000,290 |

No

Yes

HCAHPS: Care Transition

| | | | Strong | y Disagree + Disag | Agree Str | ongly Agree |
|----------------------|-----------|-------------------|---------|--------------------|-----------|-------------|
| | Hospitals | Completed surveys | ou ongo | | | / |
| ational Results | 4,268 | 2,185,692 | 6 | 43 | | 51 |
| egion | | | | | | |
| New England | 164 | 98,922 | 6 | 44 | | 50 |
| 1id-Atlantic | 352 | 260,850 | 7 | 46 | | 4 |
| outh Atlantic | 621 | 416,427 | 8 | 43 | | 49 |
| ast North Central | 669 | 363,560 | 6 | 42 | | 52 |
| ast South Central | 340 | 155,276 | 6 | 43 | | 51 |
| est North Central | 638 | 178,647 | 4 | 41 | | 55 |
| est South Central | 613 | 251,554 | 6 | 41 | | 53 |
| ountain | 383 | 146,696 | 6 | 44 | | 50 |
| acific | 477 | 309,262 | 7 | 45 | | 4 |
| d Size | | | | | | |
| 24 beds | 602 | 51,270 | 4 | 39 | | 57 |
| 49 beds | 945 | 134,296 | 5 | 42 | | 53 |
| 99 beds | 648 | 186,089 | 6 | 43 | | 51 |
|)-199 beds | 839 | 445,674 | 7 | 45 | | 4 |
| 0-299 beds | 475 | 368,546 | 8 | 45 | | 4 |
| 0-399 beds | 294 | 311,797 | 8 | 44 | | 4 |
| 0-499 beds | 168 | 202,760 | 8 | 44 | | 4 |
| 0 or more beds | 297 | 485,260 | 7 | 43 | | 50 |
| aching Status | | | | | | |
| ajor Teaching | 227 | 352,145 | 7 | 42 | | 51 |
| inor Teaching | 1,725 | 1,266,595 | 7 | 44 | | 49 |
| on-Teaching | 2,316 | 566,952 | 6 | 42 | | 52 |
| vnership and Control | | | | | | |
| Profit | 699 | 287,769 | 8 | 43 | | 49 |
| on-profit | 2,615 | 1,604,031 | 6 | 43 | | 51 |
| overnment Affiliated | 954 | 293,892 | 6 | 41 | | 53 |
| cation | | | | | | |
| ural | 1,674 | 289,273 | 5 | 42 | | 53 |
| Irban | 2,572 | 1,886,296 | 7 | 43 | | 50 |

HCAHPS: Hospital Rating

| | 11 | Completed |
|-----------------------|-----------|-----------|
| Notice of Baseline | Hospitals | surveys |
| National Results | 4,266 | 2,185,692 |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 620 | 416,427 |
| East North Central | 669 | 363,560 |
| East South Central | 340 | 155,276 |
| West North Central | 637 | 178,647 |
| West South Central | 613 | 251,554 |
| Mountain | 383 | 146,696 |
| Pacific | 477 | 309,262 |
| | | |
| Bed Size | | |
| 6-24 beds | 601 | 51,270 |
| 25-49 beds | 945 | 134,296 |
| 50-99 beds | 648 | 186,089 |
| 100-199 beds | 838 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| | 201 | , |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,314 | 566,952 |
| Non-reaching | 2,314 | 500,952 |
| Ownership and Control | | |
| Profit | 699 | 287,769 |
| Non-profit | 2,615 | 1,604,031 |
| Government Affiliated | 2,013 | 293,892 |
| | 902 | 293,092 |
| Location | | |
| Rural | 1,673 | 289,273 |
| Urban | 2,571 | 1,886,296 |
| Giball | 2,071 | 1,000,290 |

HCAHPS: Recommend the Hospital (Represents patients discharged between July 2021 and June 2022)

| | | Completed |
|-----------------------|-----------|-----------|
| | Hospitals | surveys |
| National Results | 4,268 | 2,185,692 |
| Region | | |
| New England | 164 | 98,922 |
| Mid-Atlantic | 352 | 260,850 |
| South Atlantic | 621 | 416,427 |
| East North Central | 669 | 363,560 |
| East South Central | 340 | 155,276 |
| | | |
| West North Central | 638 | 178,647 |
| West South Central | 613 | 251,554 |
| Mountain | 383 | 146,696 |
| Pacific | 477 | 309,262 |
| | | |
| Bed Size | | |
| 6-24 beds | 602 | 51,270 |
| 25-49 beds | 945 | 134,296 |
| 50-99 beds | 648 | 186,089 |
| 100-199 beds | 839 | 445,674 |
| 200-299 beds | 475 | 368,546 |
| 300-399 beds | 294 | 311,797 |
| 400-499 beds | 168 | 202,760 |
| 500 or more beds | 297 | 485,260 |
| | | |
| Teaching Status | | |
| Major Teaching | 227 | 352,145 |
| Minor Teaching | 1,725 | 1,266,595 |
| Non-Teaching | 2,316 | 566,952 |
| Ownership and Control | | |
| Profit | 699 | 287,769 |
| Non-profit | 2,615 | 1,604,031 |
| Government Affiliated | 954 | 293,892 |
| Government Anniateu | 904 | 233,082 |
| Location | | |
| Rural | 1,674 | 289,273 |
| Urban | 2,572 | 1,886,296 |

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 conducted by the American Hospital Association (AHA);

<u>Region</u>

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.

<u>http://www.hcahpsonline.org</u> Centers for Medicare & Medicaid Services, Baltimore, MD. *Month, Date, Year the page was accessed.*