HCAHPS: Communication with Nurses

(Represents patients discharged between July 2023 and June 2024)

			Never + Some	Never + Sometimes	
	Hospitals	Completed surveys			
ational Results	4,145	2,119,067	4 16	80	
egion					
New England	161	99,279	4 16	80	
/lid-Atlantic	346	263,638	5 17	78	
South Atlantic	614	456,179	5 17	78	
East North Central	631	336,168	4 16	80	
East South Central	331	139,138	4 15	81	
Vest North Central	621	172,077	<mark>3 14</mark>	83	
Vest South Central	586	239,774	4 15	81	
Nountain	378	134,735	4 17	79	
Pacific	469	275,449	5 19	76	
d Size					
6-24 beds	602	48,377	2 12	86	
25-49 beds	908	125,435	3 13	84	
0-99 beds	624	192,169	4 16	80	
00-199 beds	804	435,834	5 18	77	
00-299 beds	451	357,194	6 18	76	
300-399 beds	291	265,023	6 19	75	
00-499 beds	169	187,552	6 19	75	
00 or more beds	296	507,483	6 18	76	
eaching Status					
Aajor Teaching	230	375,197	5 18	77	
linor Teaching	1,794	1,231,199	5 18	77	
on-Teaching	2,121	512,671	<mark>3</mark> 15	82	
vnership and Control					
Profit	646	271,146	6 16	78	
lon-profit	2,645	1,582,239	4 16	80	
overnment Affiliated	854	265,682	4 14	82	
cation					
ural	1,637	289,492	<mark>3 14</mark>	83	
rban	2,498	1,826,461	5 17	78	

Usually

Never + Sometimes

HCAHPS: Communication with Doctors

(Represents patients discharged between July 2023 and June 2024)

	Hospitals	Completed surveys
National Desults		
National Results	4,144	2,119,067
Region		
New England	161	99,279
Mid-Atlantic	346	263,638
South Atlantic	614	456,179
East North Central	631	336,168
East South Central	331	139,138
West North Central	620	172,077
West South Central	586	239,774
Mountain	378	134,735
Pacific	469	275,449
		,
Bed Size		
6-24 beds	601	48,377
25-49 beds	908	125,435
50-99 beds	624	192,169
100-199 beds	804	435,834
200-299 beds	451	357,194
300-399 beds	291	265,023
400-499 beds	169	187,552
500 or more beds	296	507,483
Teaching Status	000	07F 407
Major Teaching	230	375,197
Minor Teaching	1,794	1,231,199
Non-Teaching	2,120	512,671
Ownership and Control		
Profit	646	271,146
Non-profit	2,645	1,582,239
Government Affiliated	853	265,682
Location	4 000	200,400
Rural	1,636	289,492

HCAHPS: Responsiveness of Hospital Staff (Represents patients discharged between July 2023 and June 2024)

Usually

Never + Sometimes

			Never + Sometimes		
	Hospitals	Completed surveys			
onal Results	4,144	2,119,067	9 25	66	
ion					
w England	161	99,279	11 26	63	
-Atlantic	346	263,638	12 26	62	
th Atlantic	613	456,179	12 26	62	
North Central	631	336,168	9 25	66	
South Central	331	139,138	9 23	68	
st North Central	621	172,077	5 22	73	
est South Central	586	239,774	9 21	70	
untain	378	134,735	8 24	68	
sific	469	275,449	11 27	62	
Size					
24 beds	602	48,377	4 16	80	
-49 beds	907	125,435	6 20	74	
99 beds	624	192,169	8 24	68	
)-199 beds	804	435,834	12 27	61	
)-299 beds	451	357,194	14 29	57	
0-399 beds	291	265,023	14 29	57	
-499 beds	169	187,552	14 29	57	
) or more beds	296	507,483	14 29	57	
ching Status					
jor Teaching	230	375,197	13 29	58	
or Teaching	1,794	1,231,199	12 27	61	
n-Teaching	2,120	512,671	7 21	72	
nership and Control					
ofit	645	271,146	12 24	64	
n-profit	2,645	1,582,239	9 26	65	
			7 22	71	
vernment Affiliated	854	265,682			
vernment Affiliated	854	265,682			
	854 1,636	265,682 289,492	6 21	73	

HCAHPS: Communication About Medicines

Usually

Never + Sometimes

Always

(Represents patients discharged between July 2023 and June 2024)

		Completed
	Hospitals	surveys
National Results	4,111	2,119,067
Region		
New England	161	99,279
Mid-Atlantic	345	263,638
South Atlantic	608	456,179
East North Central	631	336,168
East South Central	326	139,138
West North Central	614	172,077
West South Central	579	239,774
Mountain	372	134,735
Pacific	467	275,449
Bed Size		
6-24 beds	590	48,377
25-49 beds	892	125,435
50-99 beds	618	192,169
100-199 beds	804	435,834
200-299 beds	451	357,194
300-399 beds	291	265,023
400-499 beds	169	187,552
500 or more beds	296	507,483
Topphing Status		
Teaching Status	230	375,197
Major Teaching		
Minor Teaching	1,793	1,231,199
Non-Teaching	2,088	512,671
Ownership and Control		
Profit	643	271,146
Non-profit	2,629	1,582,239
Government Affiliated	839	265,682
Location		
Rural	1,609	289,492
rtara	,	

HCAHPS: Cleanliness of Hospital Environment

Usually

Never + Sometimes

Always

(Represents patients discharged between July 2023 and June 2024)

			Never + Sometin	Never + Sometimes		
	Hospitals	Completed surveys				
tional Results	4,144	2,119,067	9 17	74		
jion						
ew England	161	99,279	8 20	72		
id-Atlantic	346	263,638	10 19	71		
outh Atlantic	614	456,179	10 19	71		
st North Central	631	336,168	9 18	73		
ast South Central	331	139,138	10 17	73		
est North Central	621	172,077	7 15	78		
est South Central	586	239,774	8 16	76		
ountain	377	134,735	9 17	74		
ific	469	275,449	9 19	72		
Size						
24 beds	602	48,377	5 14	81		
-49 beds	907	125,435	6 15	79		
-99 beds	624	192,169	8 17	75		
0-199 beds	804	435,834	10 19	71		
0-299 beds	451	357,194	11 20	69		
)-399 beds	291	265,023	12 21	67		
)-499 beds	169	187,552	12 21	67		
) or more beds	296	507,483	12 22	66		
ching Status						
ajor Teaching	230	375,197	12 22	66		
nor Teaching	1,794	1,231,199	10 20	70		
on-Teaching	2,120	512,671	7 16	77		
nership and Control						
ofit	646	271,146	10 17	73		
n-profit	2,645	1,582,239	9 18	73		
vernment Affiliated	853	265,682	7 16	77		
cation						
ral	1,636	289,492	7 15	78		
ban	2,498	1,826,461	10 19	71		

HCAHPS: Quietness of Hospital Environment (Represents patients discharged between July 2023 and June 2024)

Usually

Never + Sometimes

		Completed
	Hospitals	surveys
National Results	4,145	2,119,067
Pagion		
Region	101	00.070
New England	161	99,279
Mid-Atlantic	346	263,638
South Atlantic	614	456,179
East North Central	631	336,168
East South Central	331	139,138
West North Central	621	172,077
West South Central	586	239,774
Mountain	378	134,735
Pacific	469	275,449
Bed Size		
6-24 beds	602	48,377
25-49 beds	908	125,435
50-99 beds	624	192,169
100-199 beds	804	435,834
200-299 beds	451	357,194
300-399 beds	291	265,023
400-499 beds	169	187,552
500 or more beds	296	507,483
Teaching Status		
Major Teaching	230	375,197
Minor Teaching	1,794	1,231,199
Non-Teaching	2,121	512,671
Ownership and Control		
Profit	646	271,146
Non-profit	2,645	1,582,239
Government Affiliated	854	265,682
Location		
Rural	1,637	289,492
Urban	2,498	1,826,461

HCAHPS: Discharge Information (Represents patients discharged between July 2023 and June 2024)

		Completed
	Hospitals	surveys
National Results	4,138	2,119,067
Region		
New England	161	99,279
Mid-Atlantic	346	263,638
South Atlantic	614	456,179
East North Central	631	336,168
East South Central	329	139,138
West North Central	618	172,077
West South Central	586	239,774
Mountain	377	134,735
Pacific	468	275,449
Bed Size		
6-24 beds	600	48,377
25-49 beds	903	125,435
50-99 beds	624	192,169
100-199 beds	804	435,834
200-299 beds	451	357,194
300-399 beds	291	265,023
400-499 beds	169	187,552
500 or more beds	296	507,483
Soo of more beas	290	507,465
Tradition Office		
Teaching Status	000	075 407
Major Teaching	230	375,197
Minor Teaching	1,794	1,231,199
Non-Teaching	2,114	512,671
Ownership and Control		
Profit	646	271,146
Non-profit	2,643	1,582,239
Government Affiliated	849	265,682
Location		
Location	4 000	200,400
Rural	1,630	289,492
Urban	2,498	1,826,461

No

Yes

HCAHPS: Care Transition

(Represents patients discharged between July 2023 and June 2024)

			Agree Strongly Disagree + Disagree Strongly Agree		
				/	
	Hospitals	Completed surveys			
National Results	4,145	2,119,067	6 42	52	
Region					
New England	161	99,279	6 43	51	
Mid-Atlantic	346	263,638	6 45	49	
South Atlantic	614	456,179	7 43	50	
East North Central	631	336,168	5 43	52	
East South Central	331	139,138	6 43	51	
West North Central	621	172,077	4 39	57	
West South Central	586	239,774	6 40	54	
Mountain	378	134,735	6 42	52	
Pacific	469	275,449	7 44	49	
Bed Size					
6-24 beds	602	48,377	<mark>3</mark> 38	59	
25-49 beds	908	125,435	4 41	55	
50-99 beds	624	192,169	6 42	52	
100-199 beds	804	435,834	7 45	48	
200-299 beds	451	357,194	7 45	48	
300-399 beds	291	265,023	7 45	48	
400-499 beds	169	187,552	7 45	48	
500 or more beds	296	507,483	7 43	50	
Teaching Status					
Major Teaching	230	375,197	7 42	51	
Minor Teaching	1,794	1,231,199	7 44	49	
Non-Teaching	2,121	512,671	5 41	54	
Ownership and Control					
Profit	646	271,146	7 43	50	
Profit Non-profit			6 42	52	
	2,645	1,582,239	6 42 5 41	52	
Government Affiliated	854	265,682	3 41		
Location					
Rural	1,637	289,492	4 42	54	
			7 43	50	

HCAHPS: Hospital Rating

(Represents patients discharged between July 2023 and June 2024)

		Completed
National Results	Hospitals 4,143	surveys 2,119,067
אמווטוומו הפטוונס	4,143	2,119,007
Region		
New England	161	99,279
Mid-Atlantic	346	263,638
South Atlantic	614	456,179
East North Central	631	336,168
East South Central	331	139,138
West North Central	621	172,077
West South Central	584	239,774
Mountain	378	134,735
Pacific	469	275,449
Bed Size		
6-24 beds	600	48,377
25-49 beds	908	125,435
50-99 beds	624	192,169
100-199 beds	804	435,834
200-299 beds	451	357,194
300-399 beds	291	265,023
400-499 beds	169	187,552
500 or more beds	296	507,483
Teaching Status		
Major Teaching	230	375,197
Minor Teaching	1,794	1,231,199
Non-Teaching	2,119	512,671
Ownership and Control		
Profit	646	271,146
Non-profit	2,644	1,582,239
Government Affiliated	853	265,682
Location		
Rural	1,635	289,492

HCAHPS: Recommend the Hospital (Represents patients discharged between July 2023 and June 2024)

	Hospitals	Completed surveys	
National Results	4,145	2,119,067	6 24
Region			
New England	161	99,279	5 25
Mid-Atlantic	346	263,638	7 27
South Atlantic	614	456,179	7 26
East North Central	631	336,168	5 26
East South Central	331	139,138	6 25
West North Central	621	172,077	3 21
West South Central	586	239,774	6 22
Mountain	378	134,735	6 24
Pacific	469	275,449	7 25
Bed Size			
6-24 beds	602	48,377	<mark>3</mark> 19
25-49 beds	908	125,435	<mark>4</mark> 23
50-99 beds	624	192,169	6 24
100-199 beds	804	435,834	7 27
200-299 beds	451	357,194	8 27
300-399 beds	291	265,023	7 27
400-499 beds	169	187,552	7 26
500 or more beds	296	507,483	7 24
Teaching Status			
Major Teaching	230	375,197	6 23
Minor Teaching	1,794	1,231,199	7 25
Non-Teaching	2,121	512,671	5 23
Ownership and Control			
Profit	646	271,146	8 25
Non-profit	2,645	1,582,239	5 25
Government Affiliated	854	265,682	5 23
Location			
Rural	1,637	289,492	4 25
Urban	2,498	1,826,461	7 24
	_,	.,0,.0.	

Definitely No + Probably No Probably Yes Definitely Yes



R

5	25	70
7	27	66
7	26	67
5	26	69
6	25	69
3	21	76
6	22	72
6	24	70
7	25	68

3	19	78
4	23	73
6	24	70
7	27	66
8	27	65
7	27	66
7	26	67
7	24	69

Toa	china	Status
Tea	uning	Status

Major Teaching	230	375,19
Minor Teaching	1,794	1,231,19
Non-Teaching	2,121	512,67

0

Profit	646	271,146
Non-profit	2,645	1,582,239
Government Affiliated	854	265,682

71 68 72

8	25	67
5	25	70
5	23	72

4	25	71
7	24	69

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);

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 <u>www.ahadata.com</u>.

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