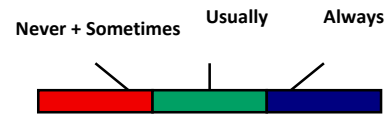


HCAHPS: Communication with Nurses

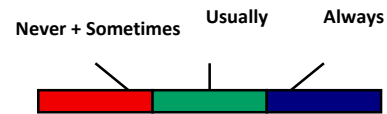
(Represents patients discharged between July 2021 and June 2022)



	Hospitals	Completed surveys	
National 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
West South Central	613	251,554	5 15 80
Mountain	383	146,696	5 16 79
Pacific	477	309,262	6 18 76
Bed Size			
6-24 beds	602	51,270	3 12 85
25-49 beds	945	134,296	4 14 82
50-99 beds	648	186,089	5 16 79
100-199 beds	839	445,674	6 18 76
200-299 beds	475	368,546	6 19 75
300-399 beds	294	311,797	6 19 75
400-499 beds	168	202,760	7 19 74
500 or more beds	297	485,260	6 18 76
Teaching Status			
Major Teaching	227	352,145	6 17 77
Minor Teaching	1,725	1,266,595	6 17 77
Non-Teaching	2,316	566,952	4 15 81
Ownership and Control			
Profit	699	287,769	6 17 77
Non-profit	2,615	1,604,031	5 16 79
Government Affiliated	954	293,892	4 15 81
Location			
Rural	1,674	289,273	4 14 82
Urban	2,572	1,886,296	6 17 77

HCAHPS: Communication with Doctors

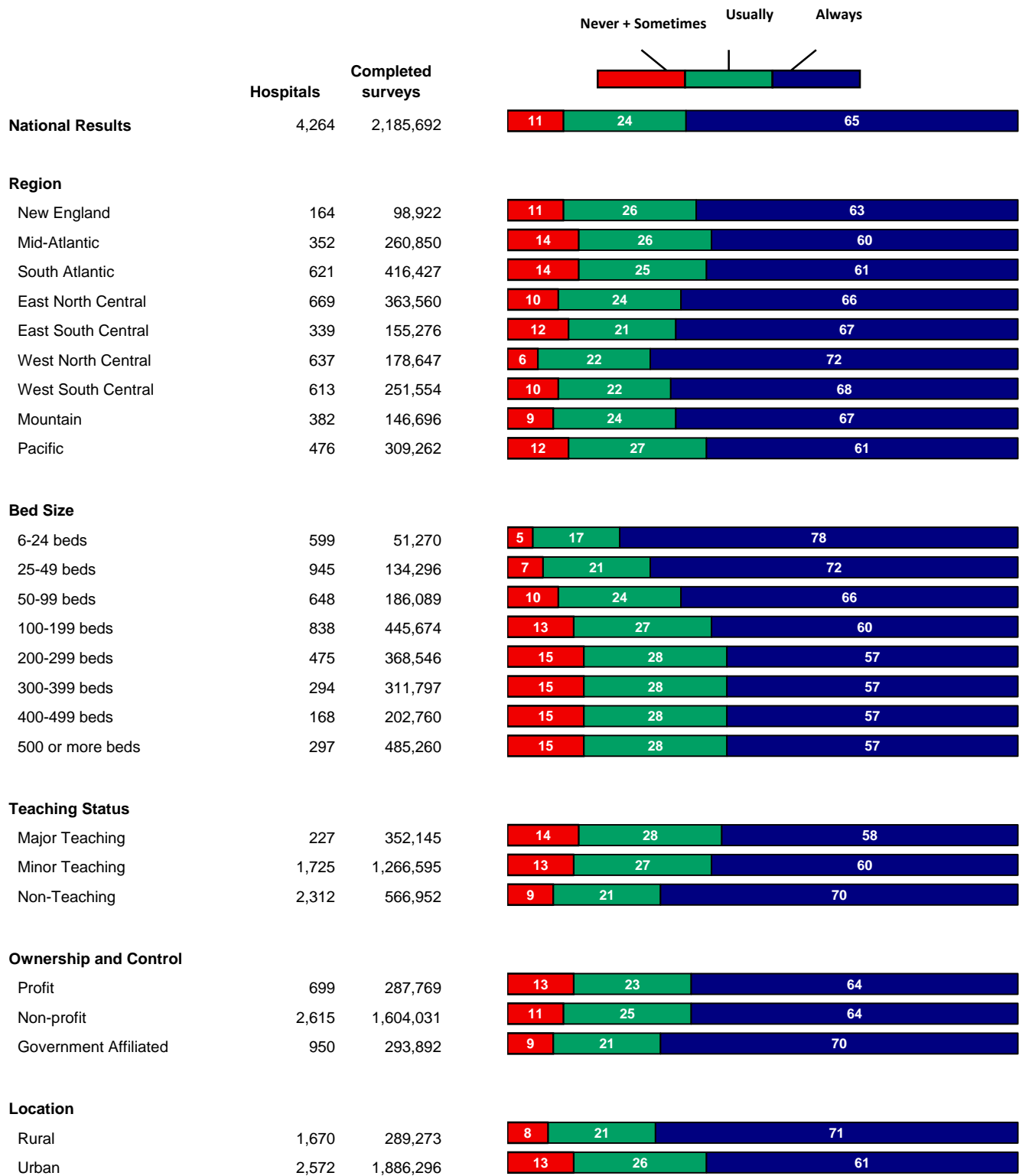
(Represents patients discharged between July 2021 and June 2022)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	4,268	2,185,692	5	16	79
Region					
New England	164	98,922	5	16	79
Mid-Atlantic	352	260,850	6	18	76
South Atlantic	621	416,427	6	16	78
East North Central	669	363,560	5	16	79
East South Central	340	155,276	5	13	82
West North Central	638	178,647	4	13	83
West South Central	613	251,554	5	14	81
Mountain	383	146,696	6	15	79
Pacific	477	309,262	7	17	76
Bed Size					
6-24 beds	602	51,270	4	11	85
25-49 beds	945	134,296	4	13	83
50-99 beds	648	186,089	5	15	80
100-199 beds	839	445,674	7	16	77
200-299 beds	475	368,546	7	17	76
300-399 beds	294	311,797	7	17	76
400-499 beds	168	202,760	7	18	75
500 or more beds	297	485,260	6	17	77
Teaching Status					
Major Teaching	227	352,145	6	17	77
Minor Teaching	1,725	1,266,595	6	17	77
Non-Teaching	2,316	566,952	5	14	81
Ownership and Control					
Profit	699	287,769	7	15	78
Non-profit	2,615	1,604,031	5	16	79
Government Affiliated	954	293,892	5	13	82
Location					
Rural	1,674	289,273	4	14	82
Urban	2,572	1,886,296	6	17	77

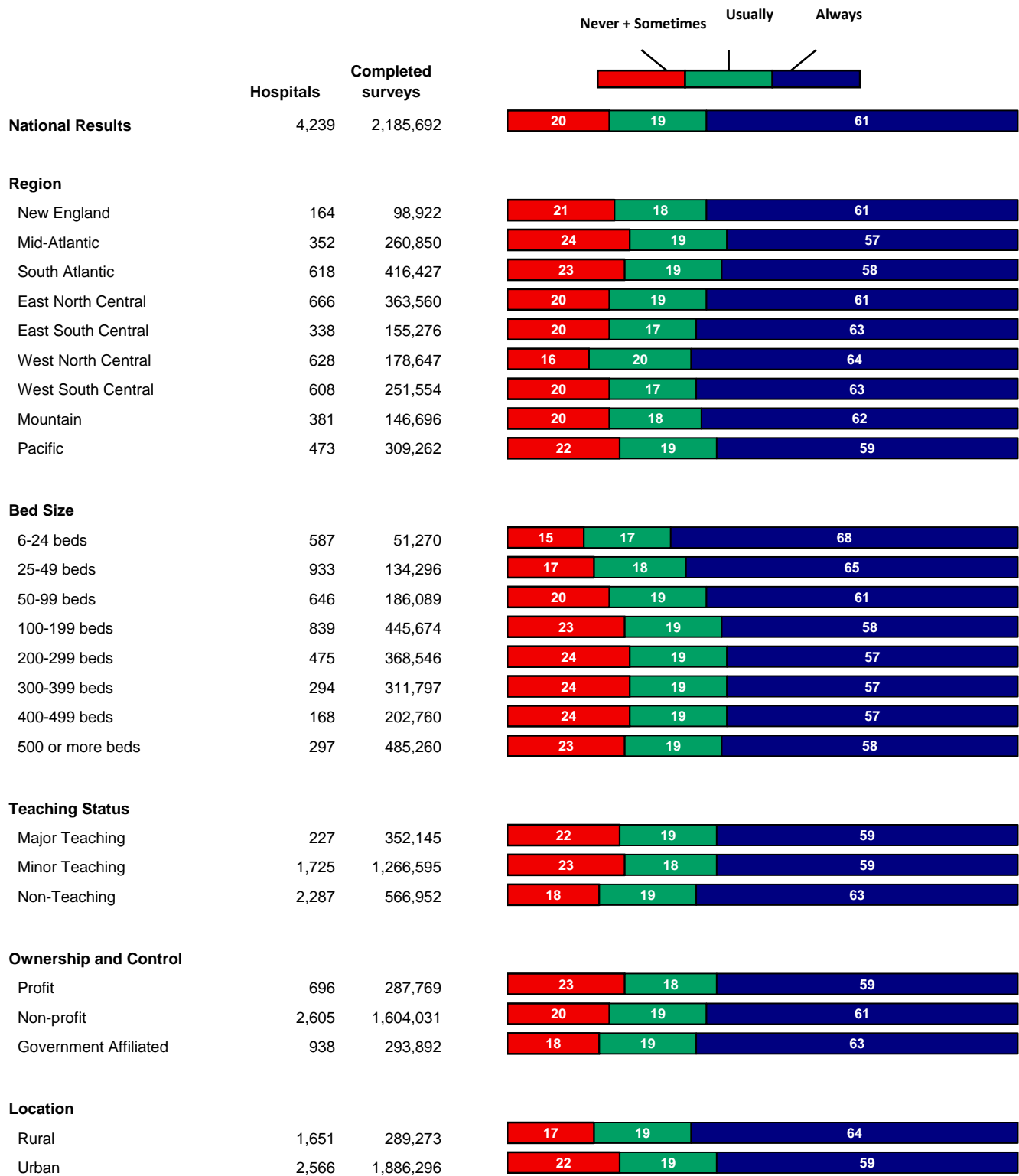
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2021 and June 2022)



HCAHPS: Communication About Medicines

(Represents patients discharged between July 2021 and June 2022)



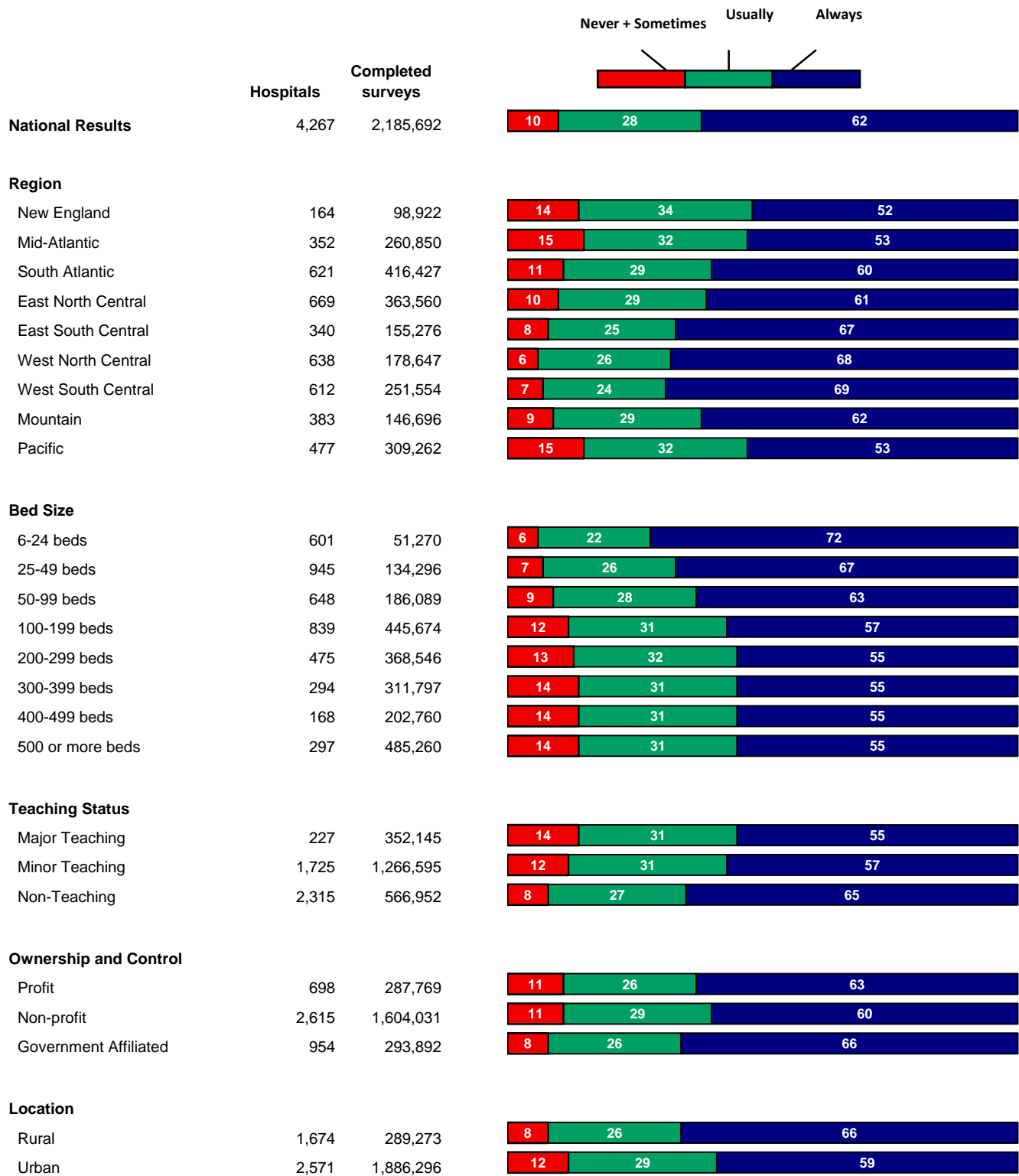
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2021 and June 2022)



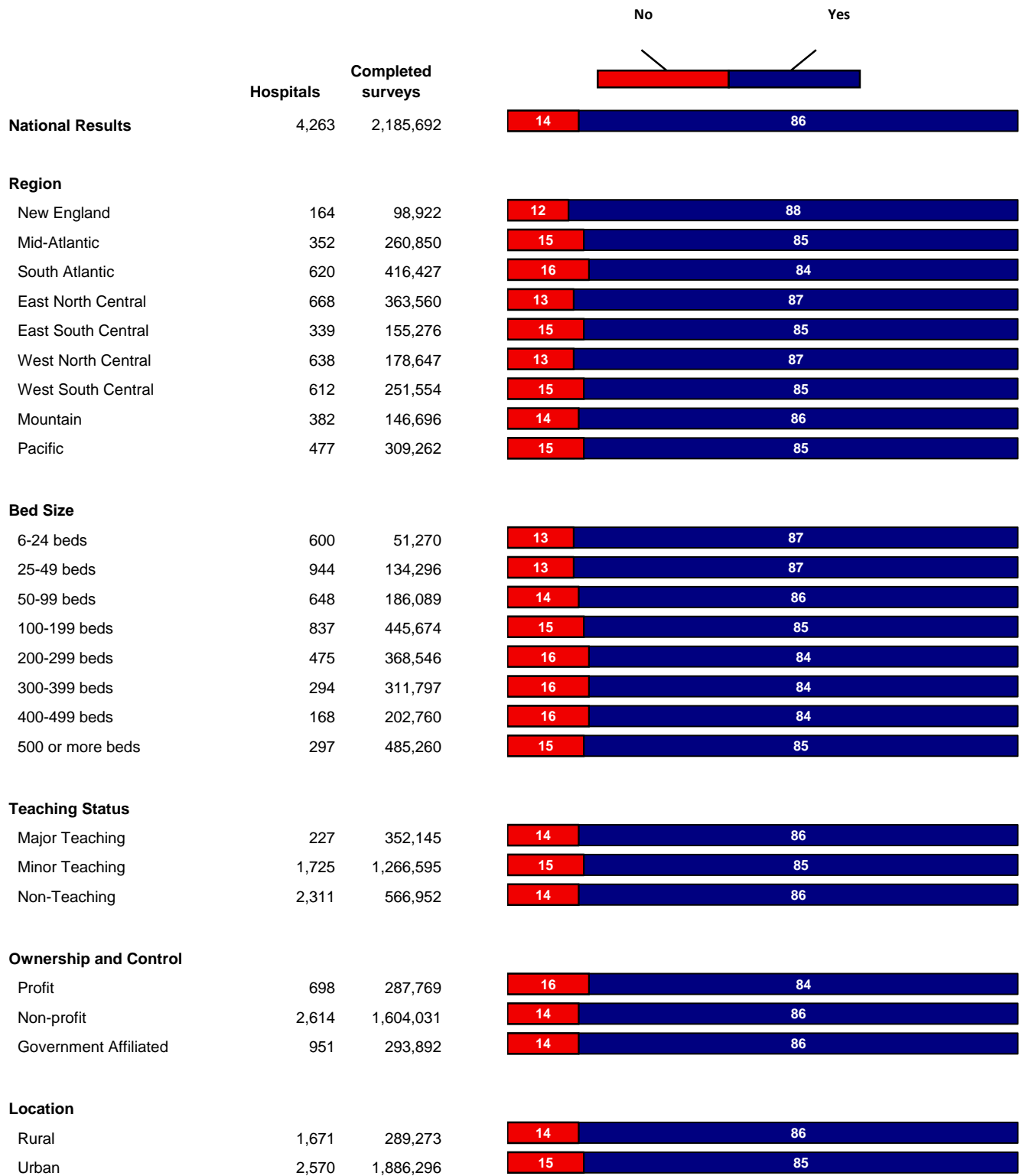
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2021 and June 2022)



HCAHPS: Discharge Information

(Represents patients discharged between July 2021 and June 2022)



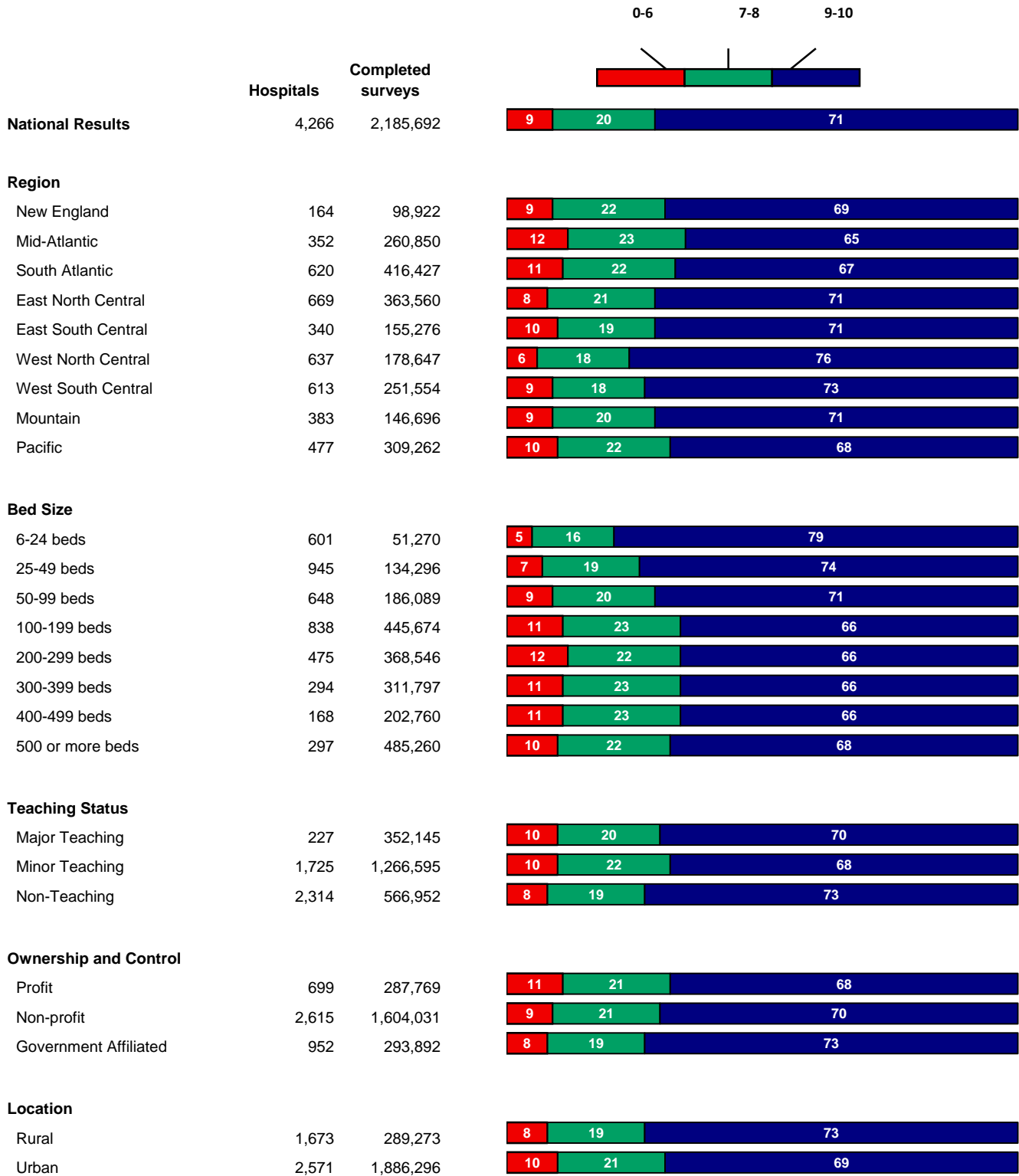
HCAHPS: Care Transition

(Represents patients discharged between July 2021 and June 2022)



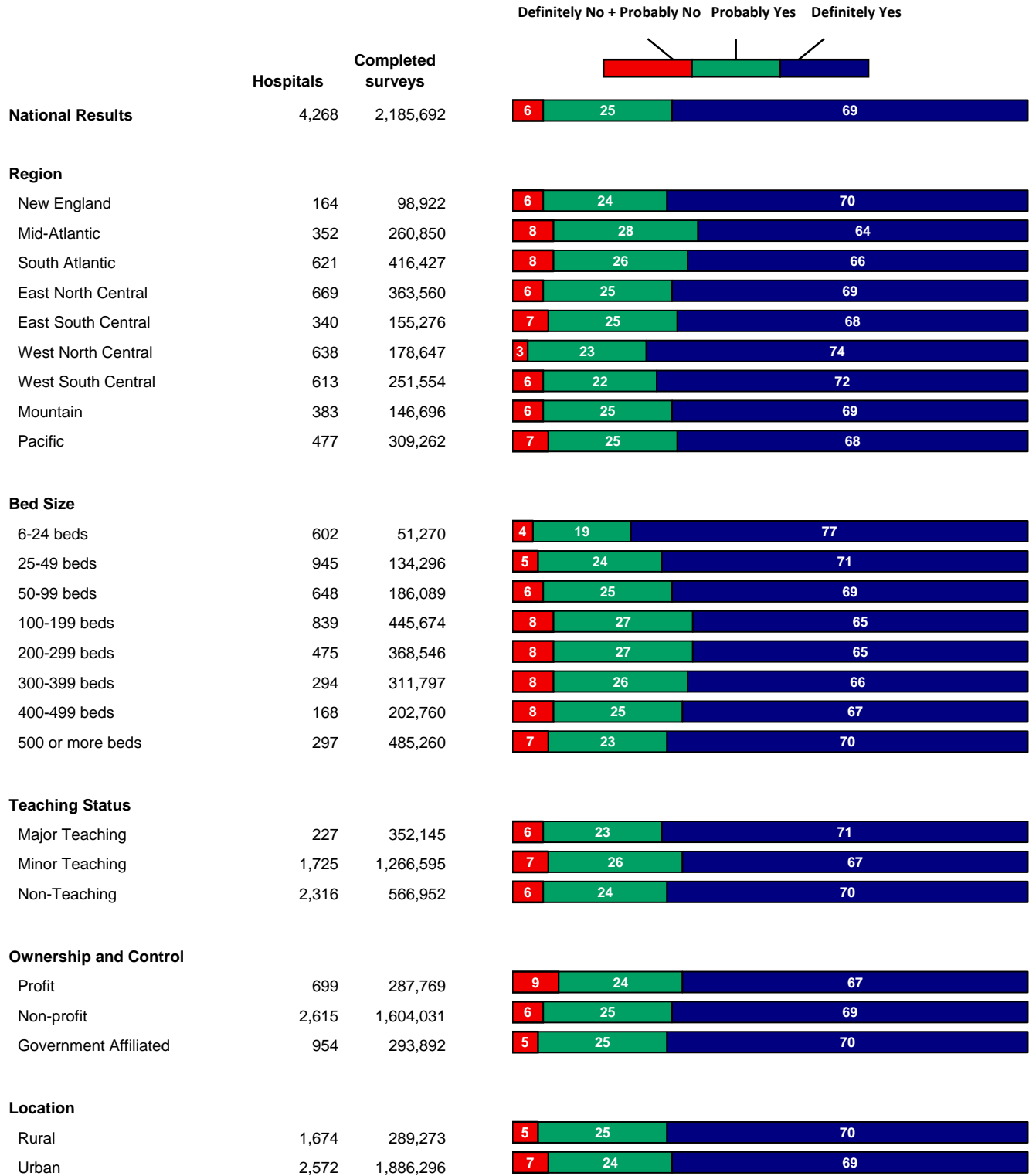
HCAHPS: Hospital Rating

(Represents patients discharged between July 2021 and June 2022)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2021 and June 2022)



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 www.ahadata.com.

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

Month, Date, Year the page was accessed.