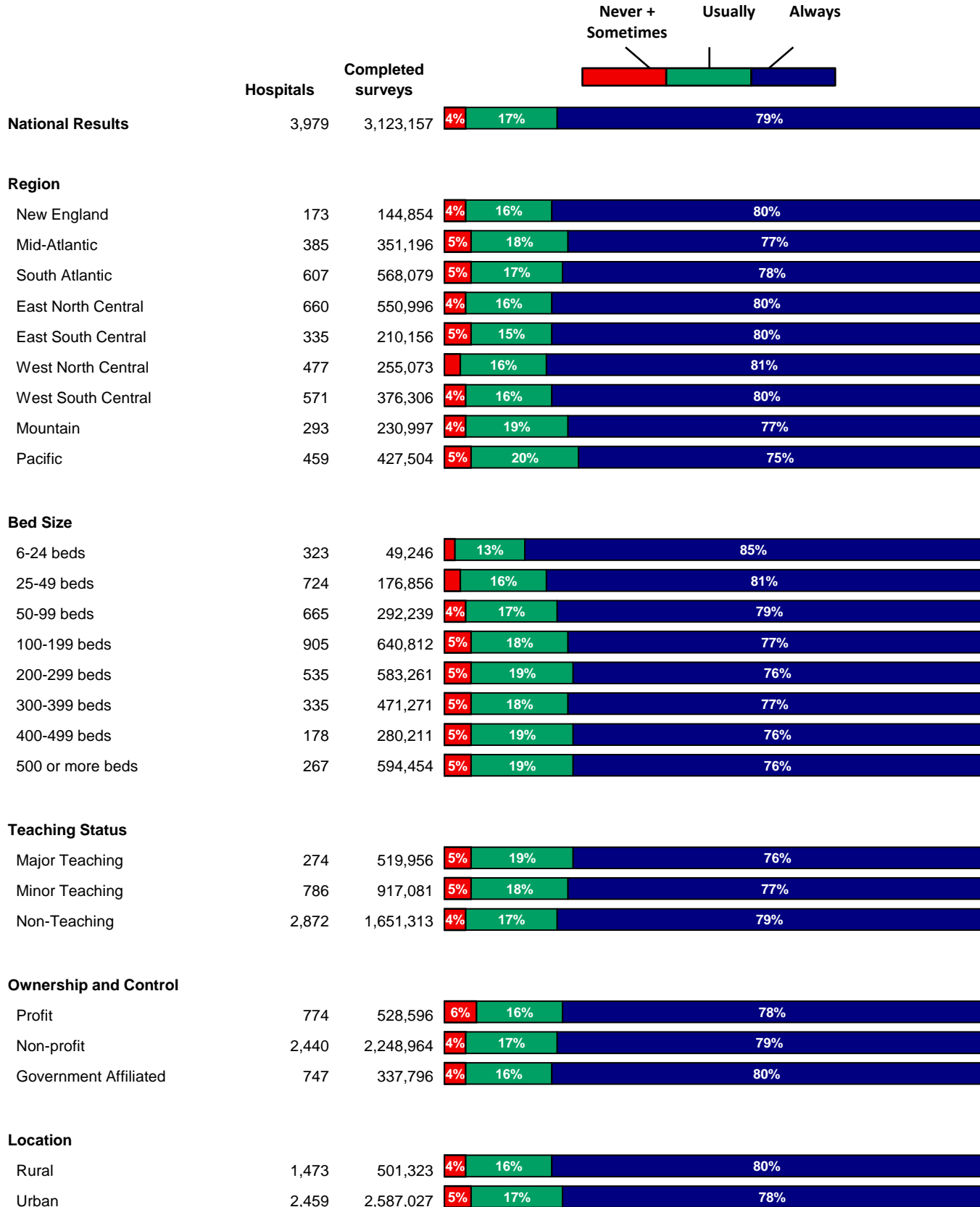


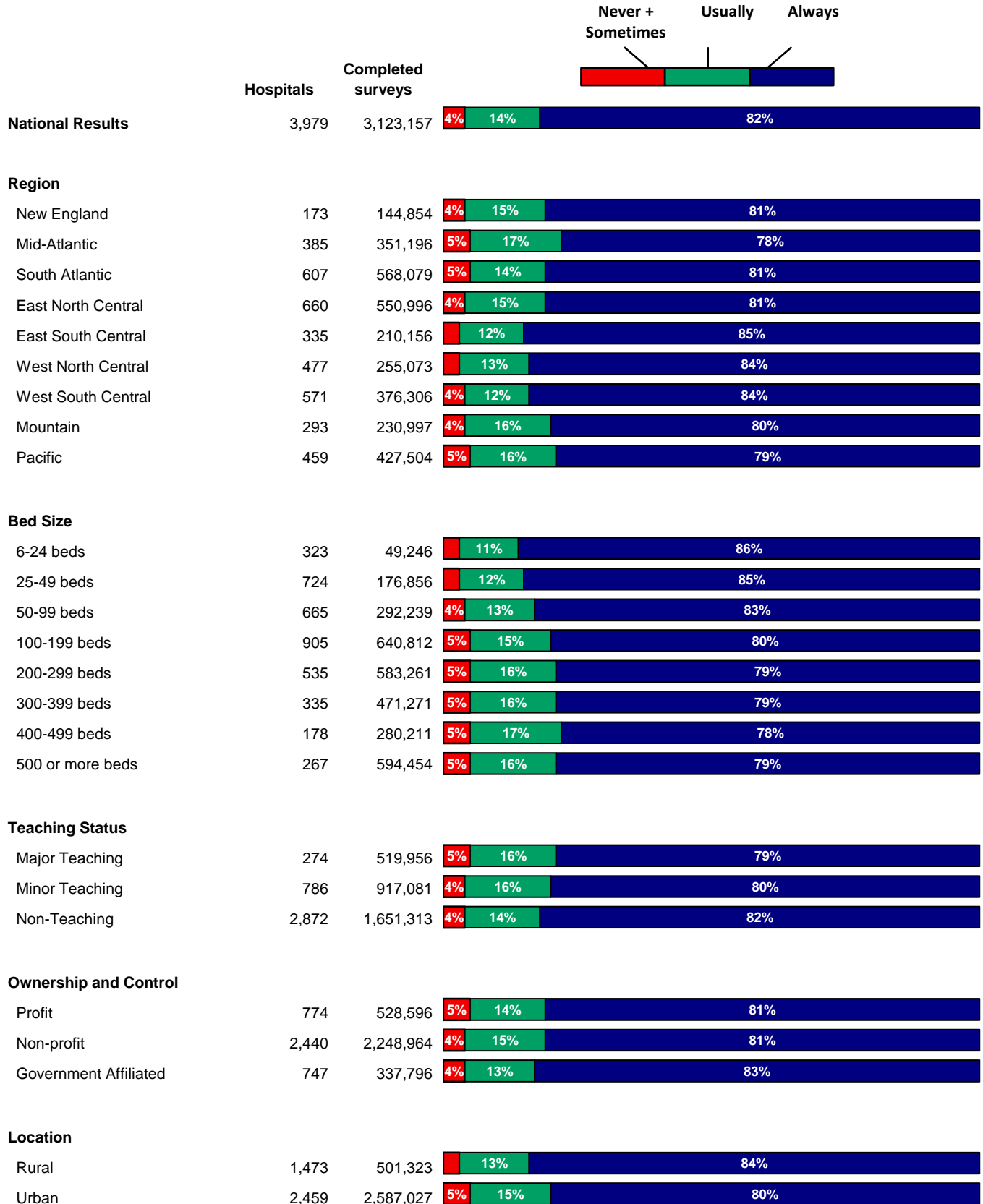
HCAHPS: Communication with Nurses

(Represents patients discharged between July 2012 and June 2013)



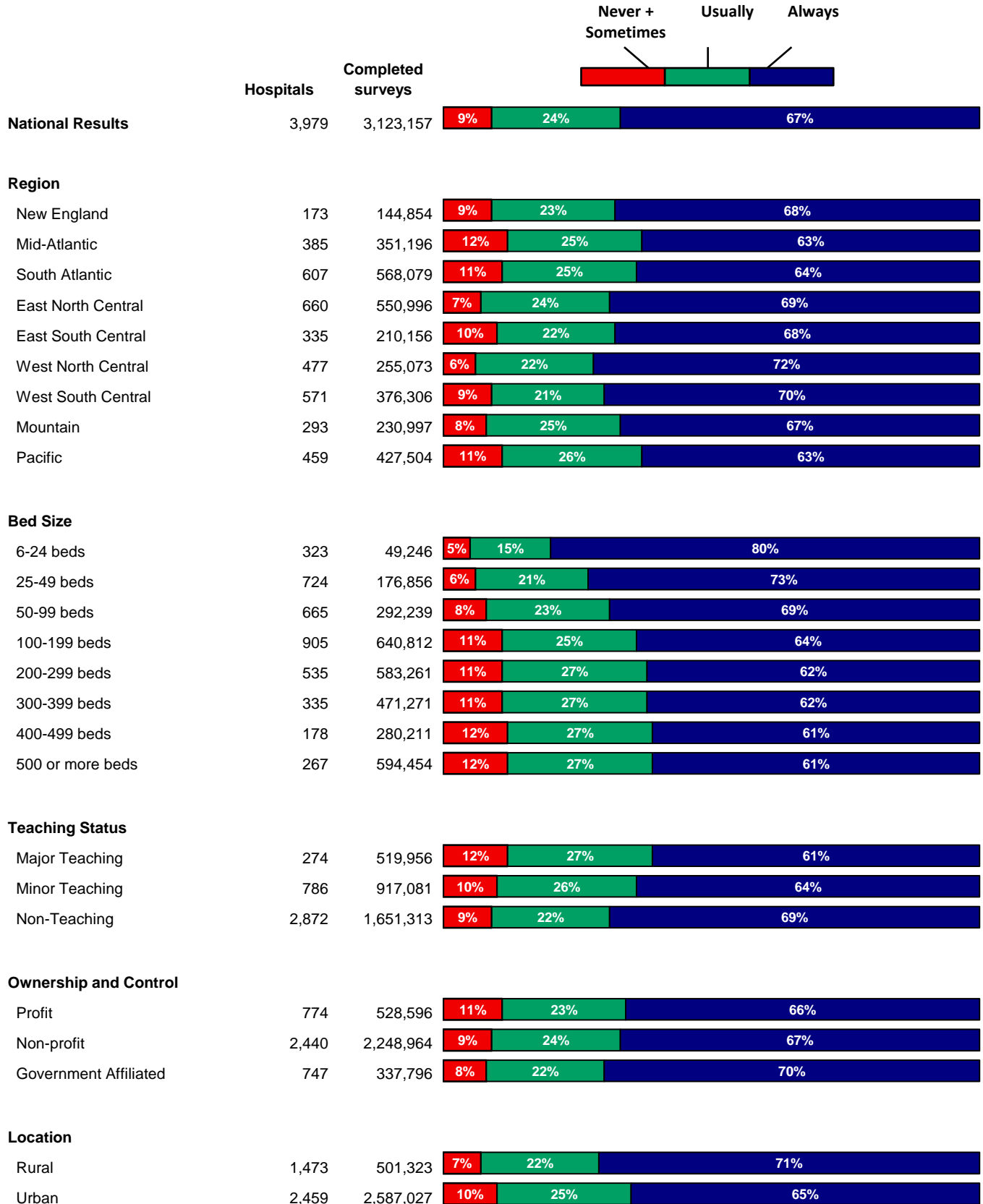
HCAHPS: Communication with Doctors

(Represents patients discharged between July 2012 and June 2013)



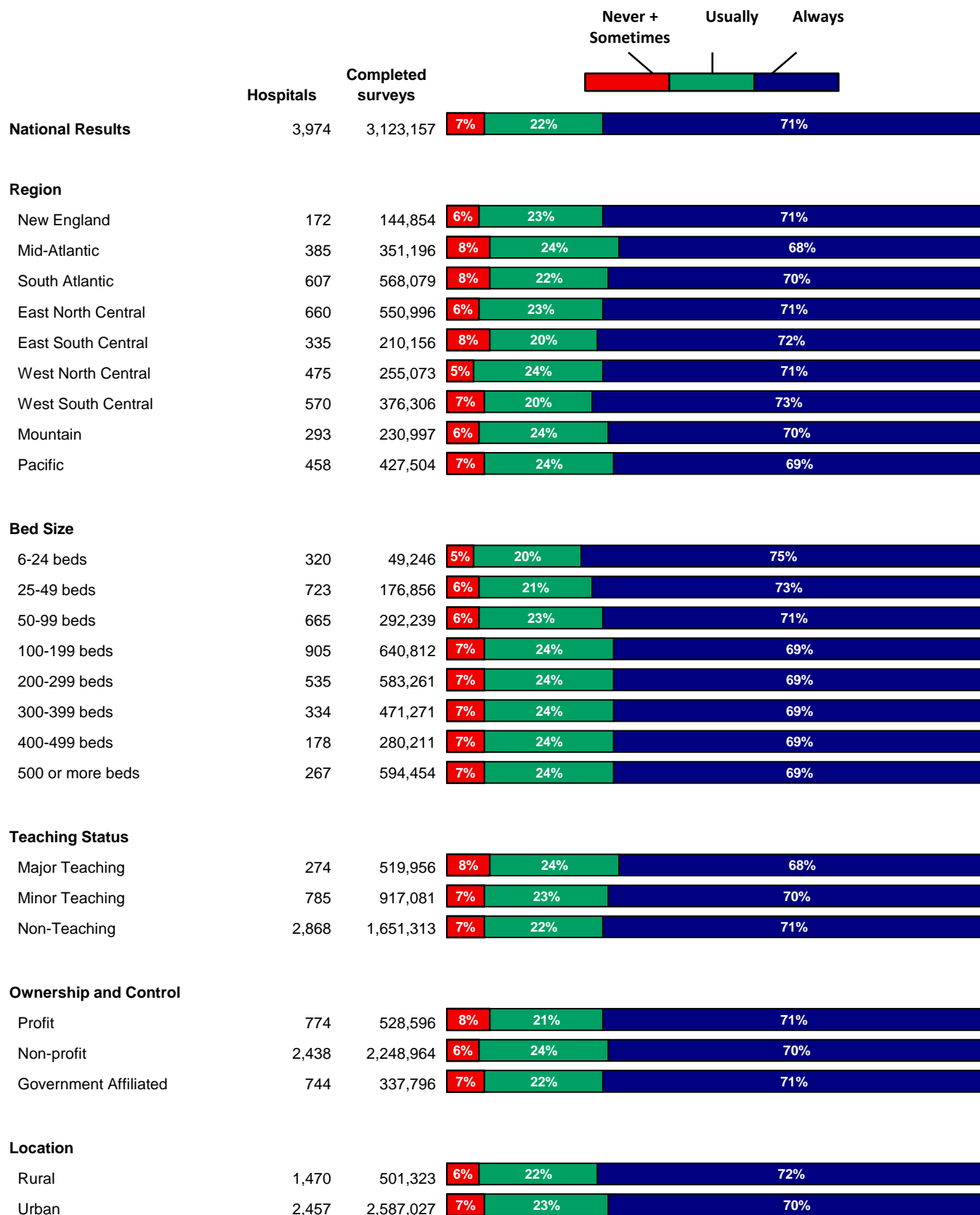
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between July 2012 and June 2013)



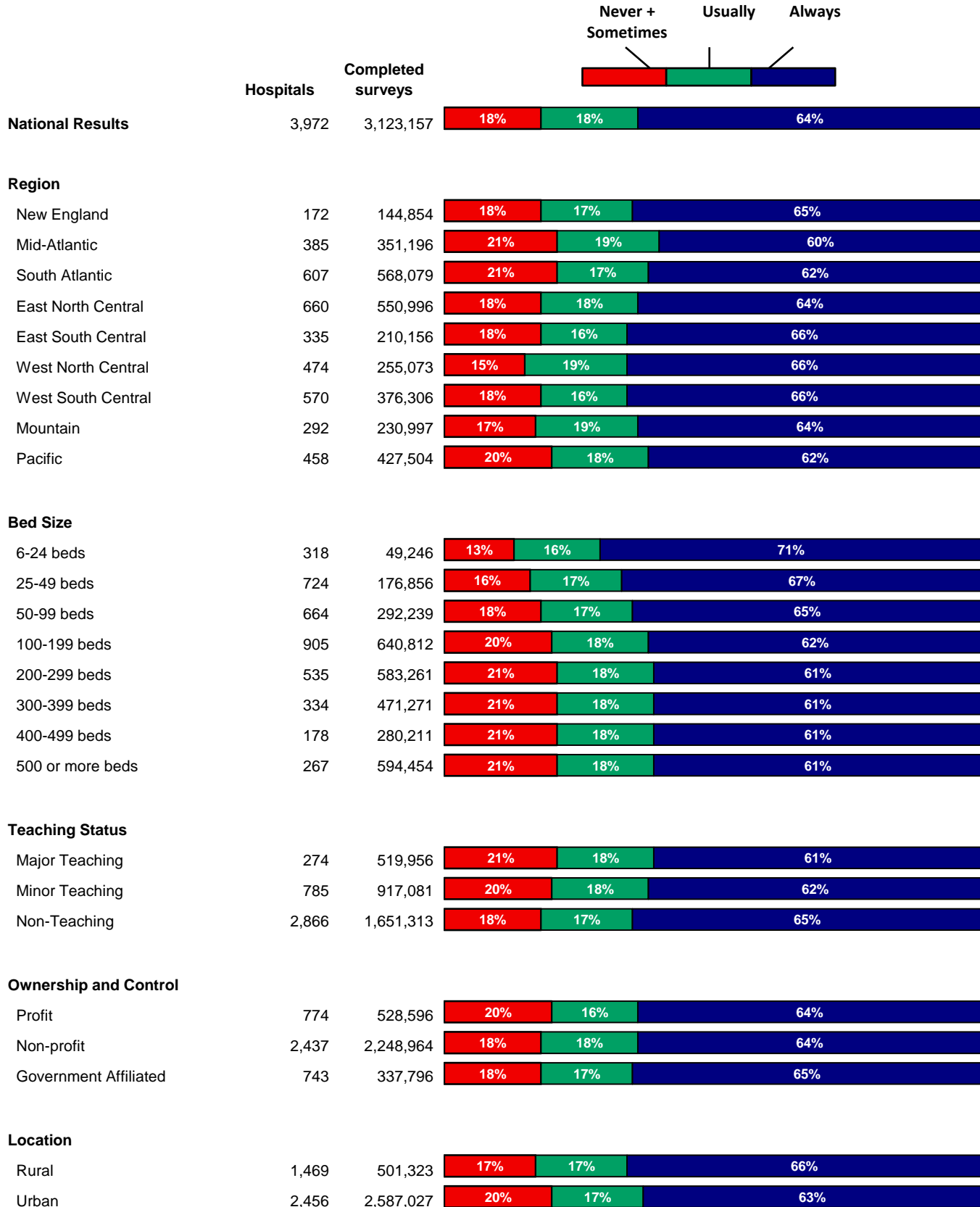
HCAHPS: Pain Management

(Represents patients discharged between July 2012 and June 2013)



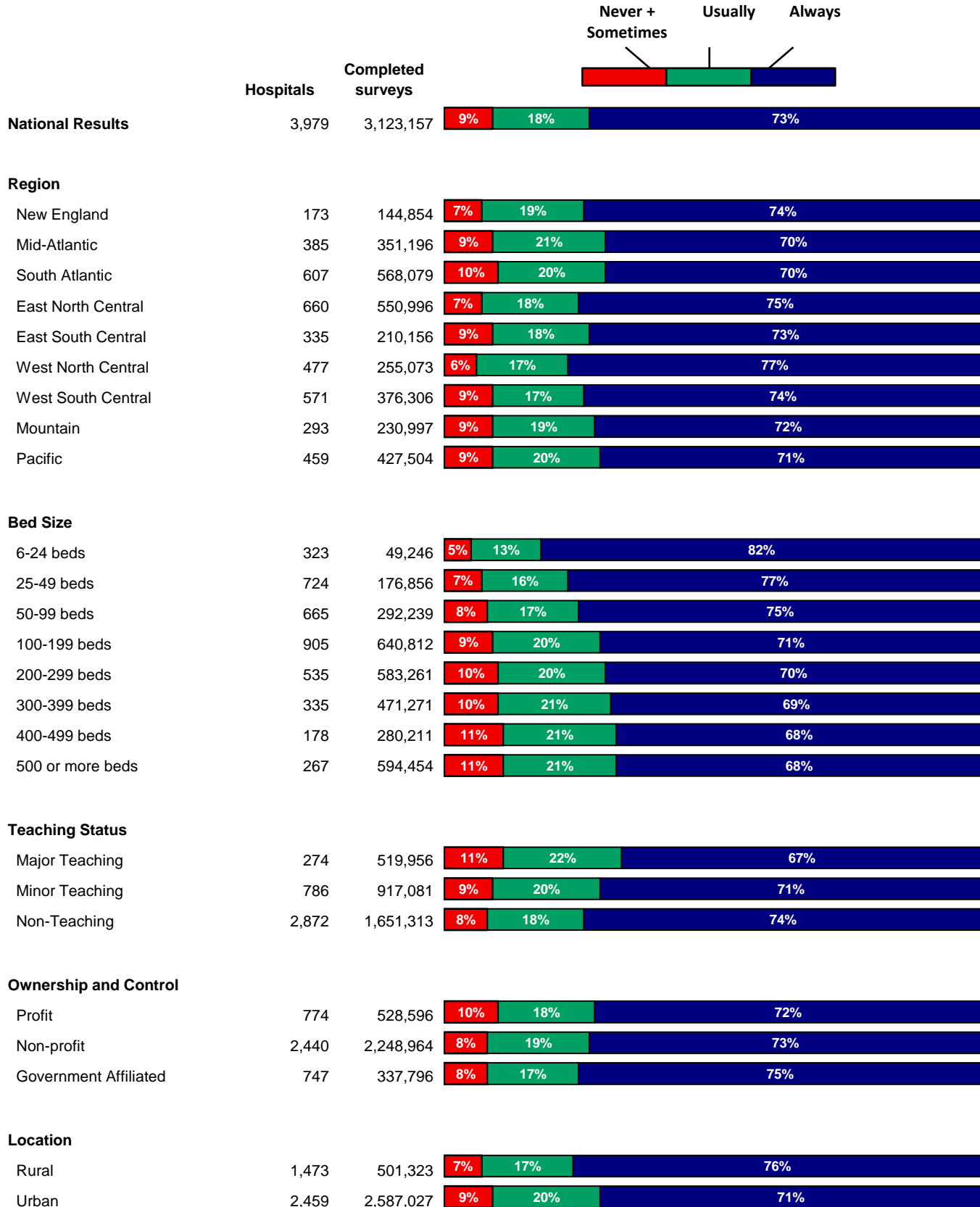
HCAHPS: Communication About Medicines

(Represents patients discharged between July 2012 and June 2013)



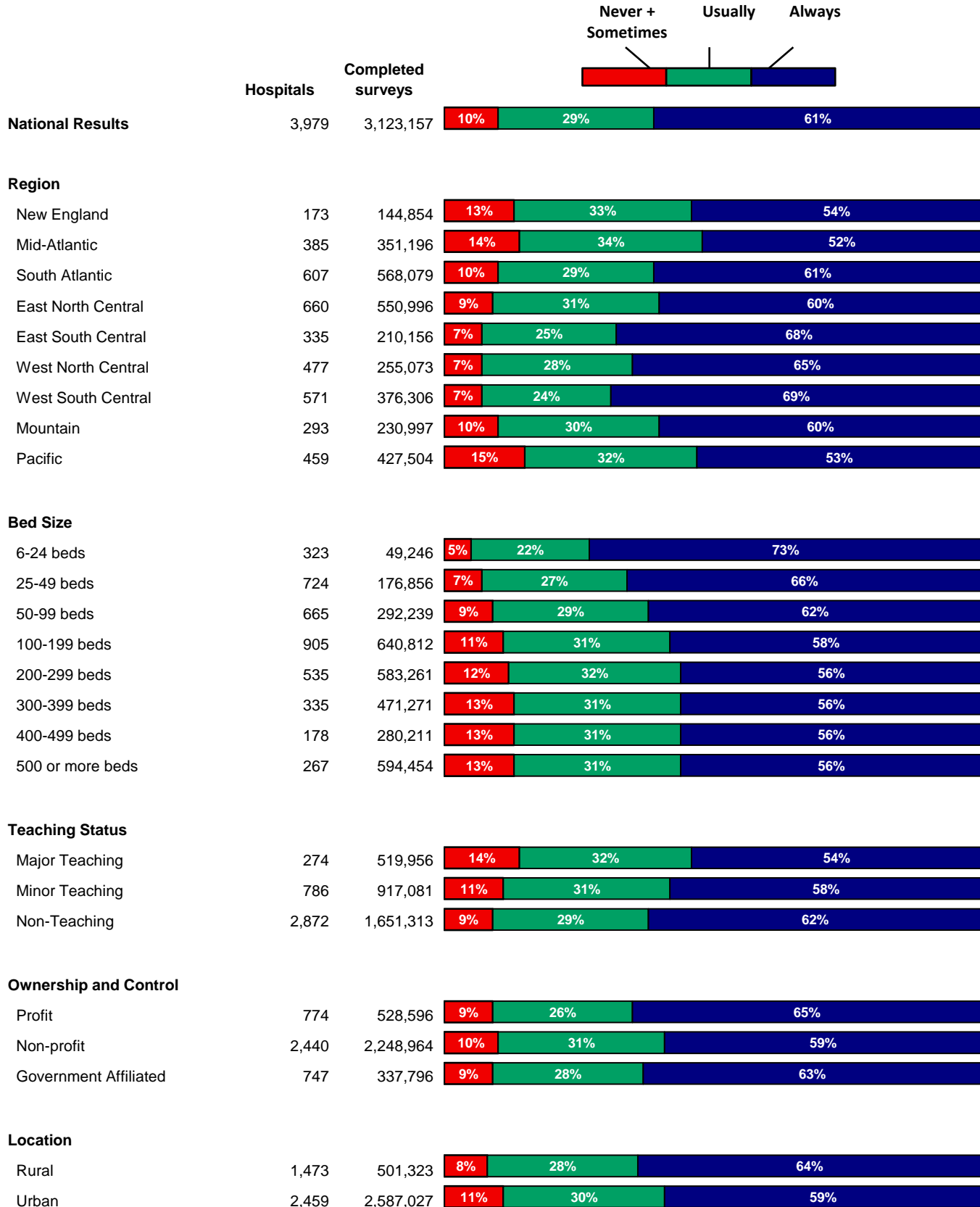
HCAHPS: Cleanliness of Hospital Environment

(Represents patients discharged between July 2012 and June 2013)



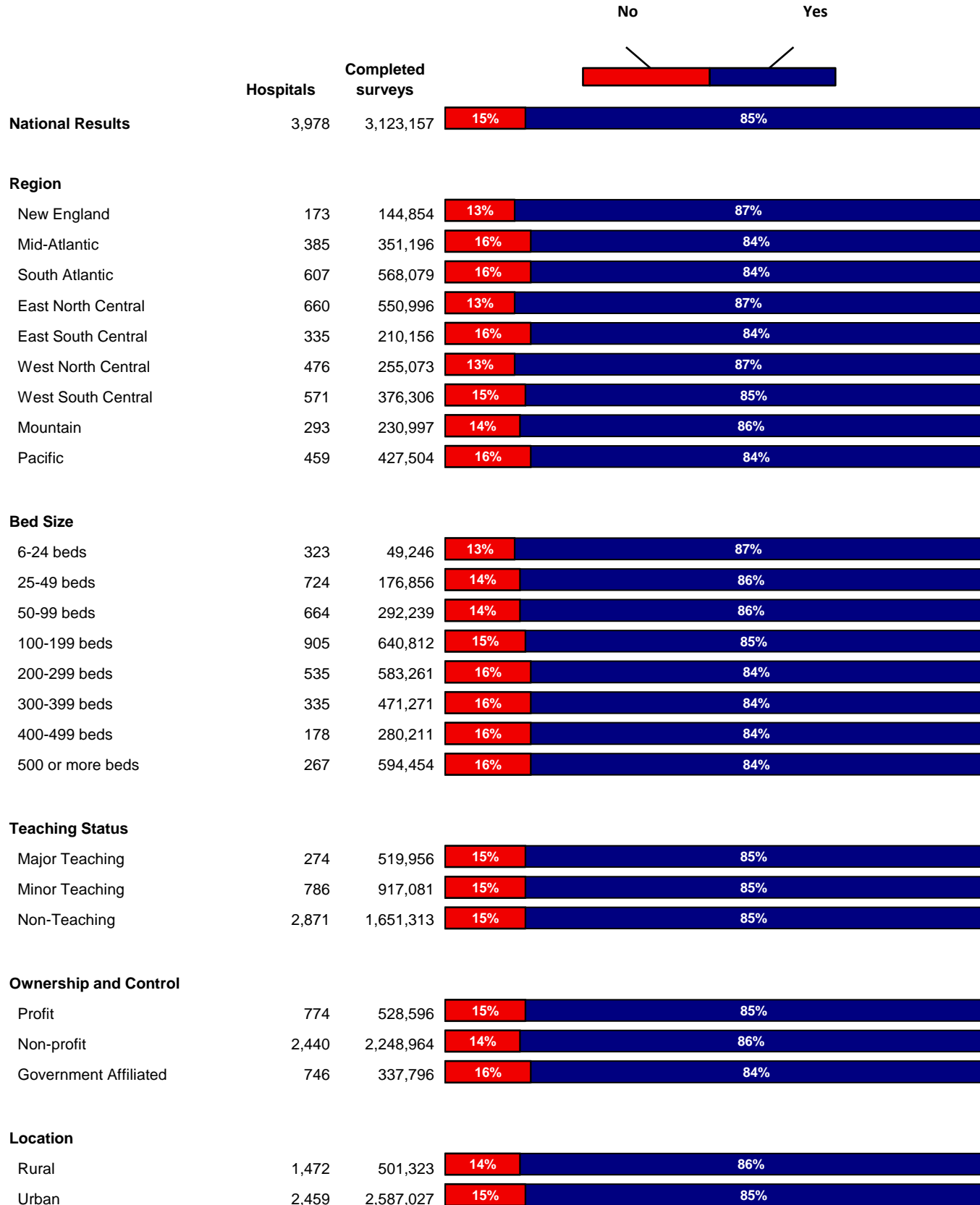
HCAHPS: Quietness of Hospital Environment

(Represents patients discharged between July 2012 and June 2013)



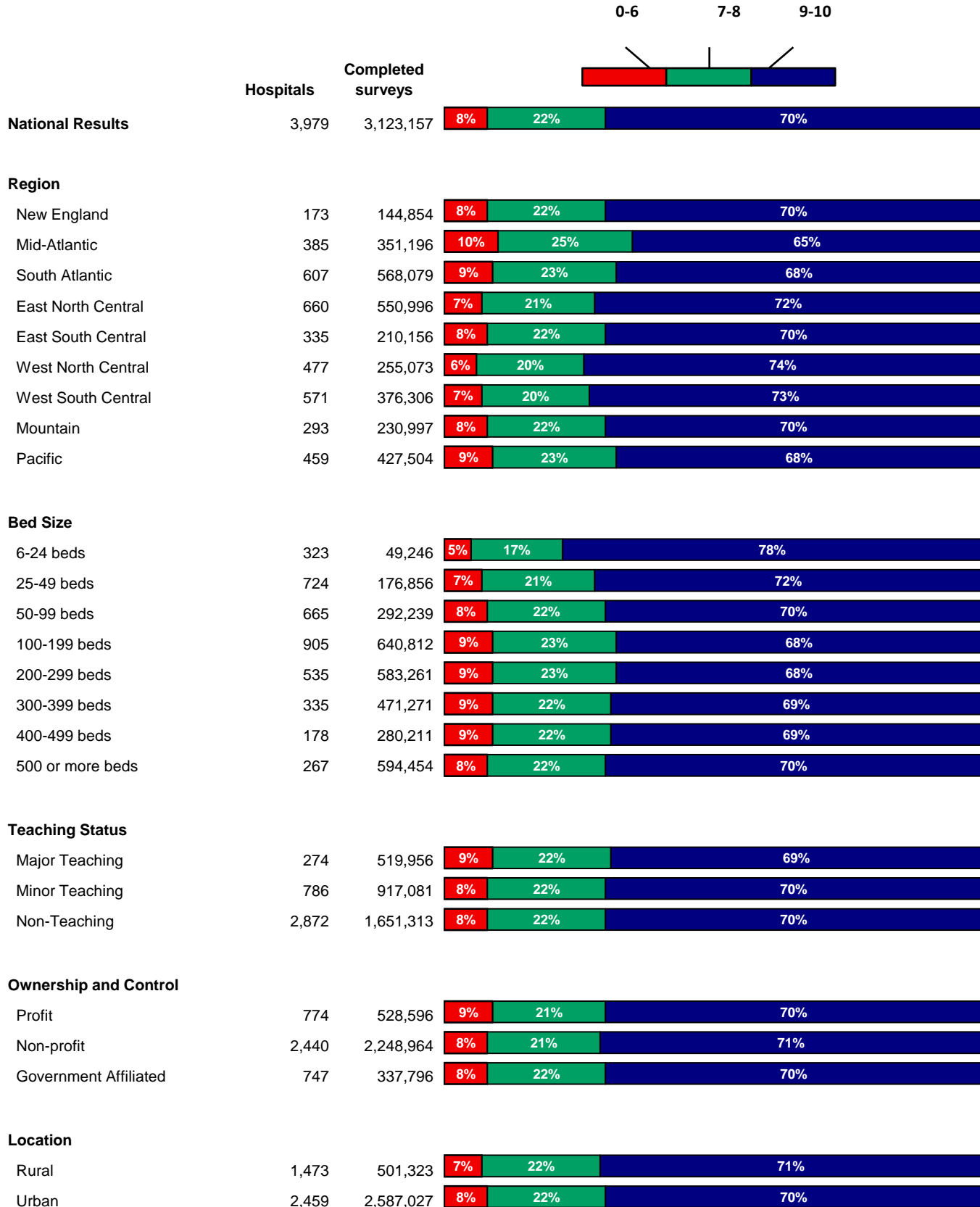
HCAHPS: Discharge Information

(Represents patients discharged between July 2012 and June 2013)



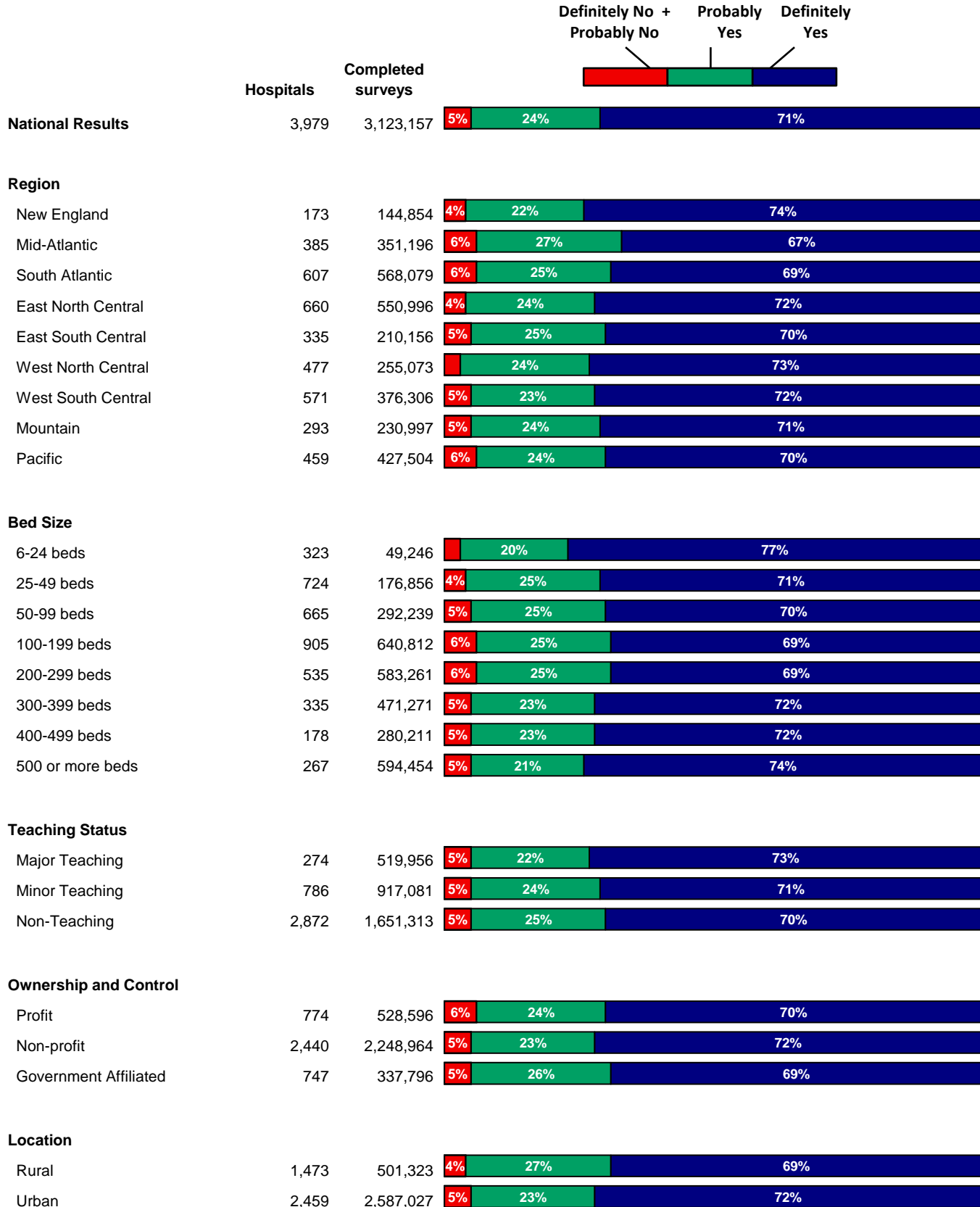
HCAHPS: Overall Rating of Hospital

(Represents patients discharged between July 2012 and June 2013)



HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2012 and June 2013)



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 2012 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2014".

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.

Internet Citation: HCAHPS Charts Data. www.hcahponline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. Originally posted April 17, 2014.