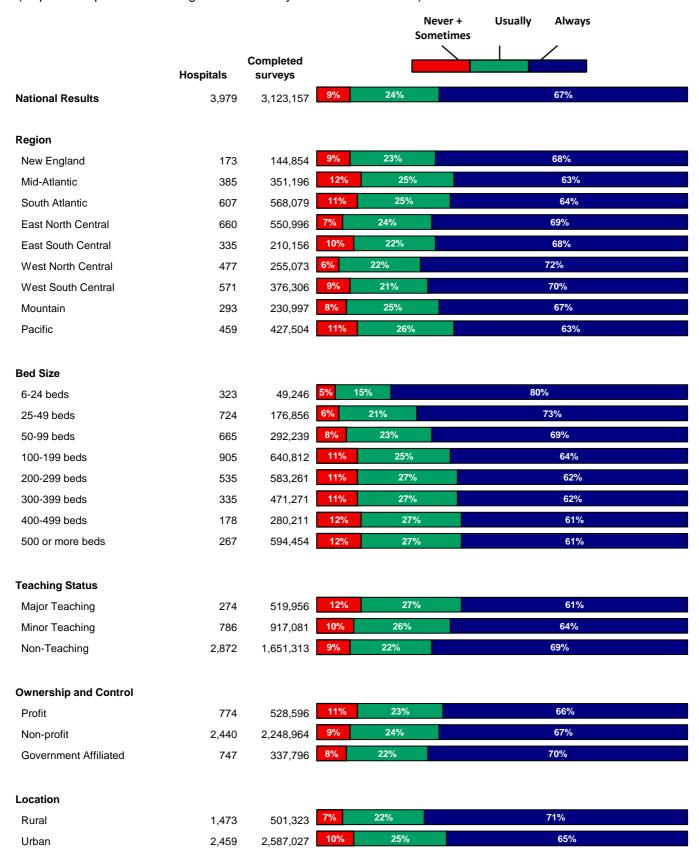
HCAHPS: Communication with Nurses

				Never + Usually Always
				Sometimes
	Hospitals	Completed surveys		
National Results	3,979	3,123,157	<mark>4%</mark> 17%	79%
Region				
New England	173	144,854	<mark>4%</mark> 16%	80%
Mid-Atlantic	385	351,196	5 % 18%	77%
South Atlantic	607	568,079	5 % 17%	78%
East North Central	660	550,996	<mark>4%</mark> 16%	80%
East South Central	335	210,156	5% 15%	80%
West North Central	477	255,073	16%	81%
West South Central	571	376,306	<mark>4%</mark> 16%	80%
Mountain	293	230,997	<mark>4%</mark> 19%	77%
Pacific	459	427,504	5 % 20%	75%
Bed Size				
6-24 beds	323	49,246	13%	85%
25-49 beds	724	176,856	16%	81%
50-99 beds	665	292,239	<mark>4%</mark> 17%	79%
100-199 beds	905	640,812	5% 18%	77%
200-299 beds	535	583,261	5% 19%	76%
300-399 beds	335	471,271	5 % 18%	77%
400-499 beds	178	280,211	5% 19%	76%
500 or more beds	267	594,454	5% 19%	76%
Teaching Status				
Major Teaching	274	519,956	5% 19%	76%
Minor Teaching	786	917,081	5 % 18%	77%
Non-Teaching	2,872	1,651,313	<mark>4%</mark> 17%	79%
Ownership and Control				
Profit	774	528,596	6% 16%	78%
Non-profit	2,440	2,248,964		79%
Government Affiliated	747	337,796		80%
Laggian				
Location Rural	1,473	501,323	<mark>4%</mark> 16%	80%
		2,587,027		78%
Urban	2,459	2,587,027	11 /0	1070

HCAHPS: Communication with Doctors

			Never + Usually Alwa Sometimes	ays
		Completed	Joineanies	_
	Hospitals	surveys		
National Results	3,979	3,123,157	<mark>4% 14% 82%</mark>	
Region				
New England	173	144,854	<mark>4% 15% 81</mark> %	
Mid-Atlantic	385	351,196	5% 17% 78%	
South Atlantic	607	568,079	5% 14% 81%	
East North Central	660	550,996	<mark>4% 15% 81</mark> %	
East South Central	335	210,156	12% 85%	
West North Central	477	255,073	13%	
West South Central	571	376,306	<mark>4% 12% 84</mark> %	
Mountain	293	230,997	4% 16% 80%	
Pacific	459	427,504	5% 16% 79%	
Bed Size				
6-24 beds	323	49,246	11%	
25-49 beds	724	176,856	12% 85%	
50-99 beds	665	292,239	<mark>4% 13% 83</mark> %	
100-199 beds	905	640,812	5% 15% 80%	
200-299 beds	535	583,261	5% 16% 79%	
300-399 beds	335	471,271	5% 16% 79%	
400-499 beds	178	280,211	5% 17% 78%	
500 or more beds	267	594,454	5% 16% 79%	
Teaching Status	074	540.050	5% 16% 79%	
Major Teaching	274	519,956		
Minor Teaching	786	917,081		
Non-Teaching	2,872	1,651,313	02/0	
Ownership and Control				
Profit	774	528,596	5% 14% 81%	
Non-profit	2,440	2,248,964	<mark>4% 15% 81</mark> %	
Government Affiliated	747	337,796	<mark>4% 13% 83</mark> %	
Location				
Rural	1,473	501,323	13% 84%	
Urban	2,459	2,587,027	5% 15% 80%	

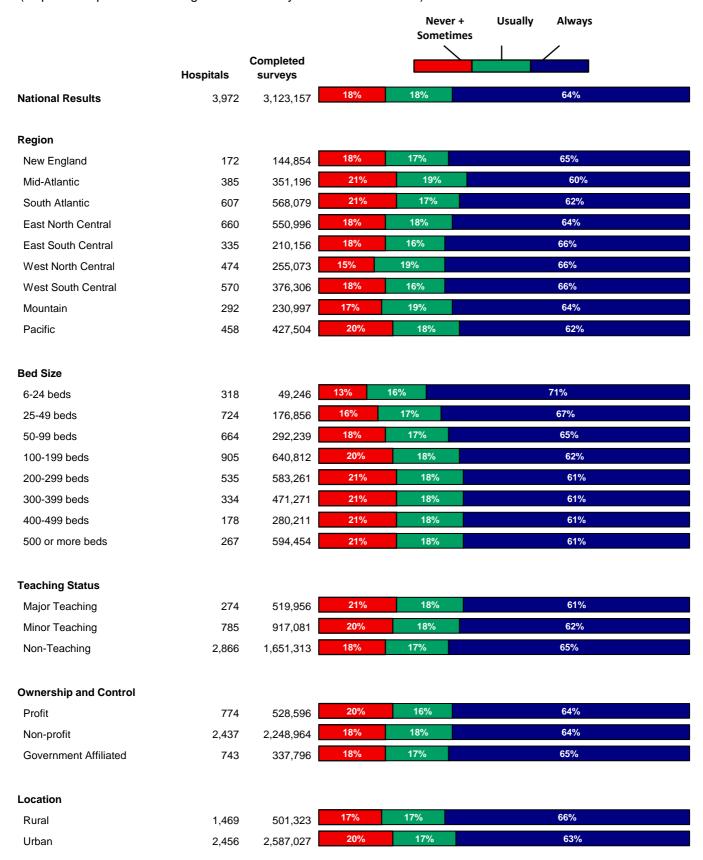
HCAHPS: Responsiveness of Hospital Staff



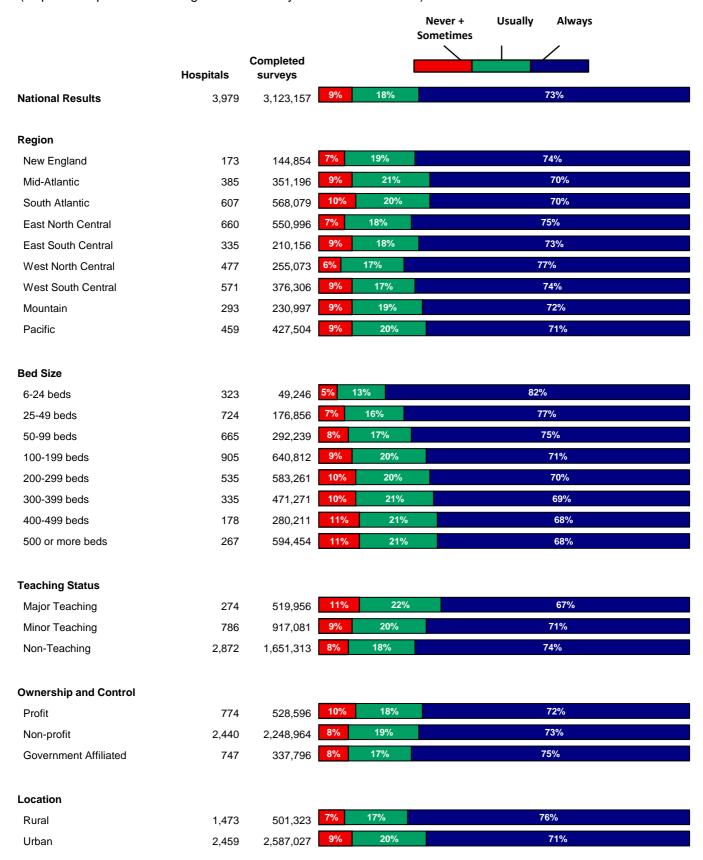
HCAHPS: Pain Management (Represents patients discharged between July 2012 and June 2013)

				Never + Sometimes	Usually Always	
		Completed		Joinetines		
	Hospitals	surveys				
National Results	3,974	3,123,157	7% 22%		71%	
Region						
New England	172	144,854	6% 23%		71%	
Mid-Atlantic	385	351,196	8% 24%		68%	
South Atlantic	607	568,079	8% 22%		70%	
East North Central	660	550,996	6% 23%		71%	
East South Central	335	210,156	8% 20%		72%	
West North Central	475	255,073	5% 24%		71%	
West South Central	570	376,306	7% 20%		73%	
Mountain	293	230,997	6% 24%		70%	
Pacific	458	427,504	7% 24%		69%	
Bed Size						
6-24 beds	320	49,246	5% 20%		75%	
25-49 beds	723	176,856	6% 21%		73%	
50-99 beds	665	292,239	6% 23%		71%	
100-199 beds	905	640,812	7% 24%		69%	
200-299 beds	535	583,261	7% 24%		69%	
300-399 beds	334	471,271	7% 24%		69%	
400-499 beds	178	280,211	7% 24%		69%	
500 or more beds	267	594,454	7% 24%		69%	
Teaching Status						
Major Teaching	274	519,956	8% 24%		68%	
Minor Teaching	785	917,081	7% 23%		70%	
Non-Teaching	2,868	1,651,313	7% 22%		71%	
Ownership and Control						
Profit	774	528,596	8% 21%		71%	
Non-profit	2,438	2,248,964	6% 24%		70%	
Government Affiliated	744	337,796	7% 22%		71%	
Location						
Rural	1,470	501,323	6% 22%		72%	
Urban	2,457	2,587,027	7% 23%		70%	

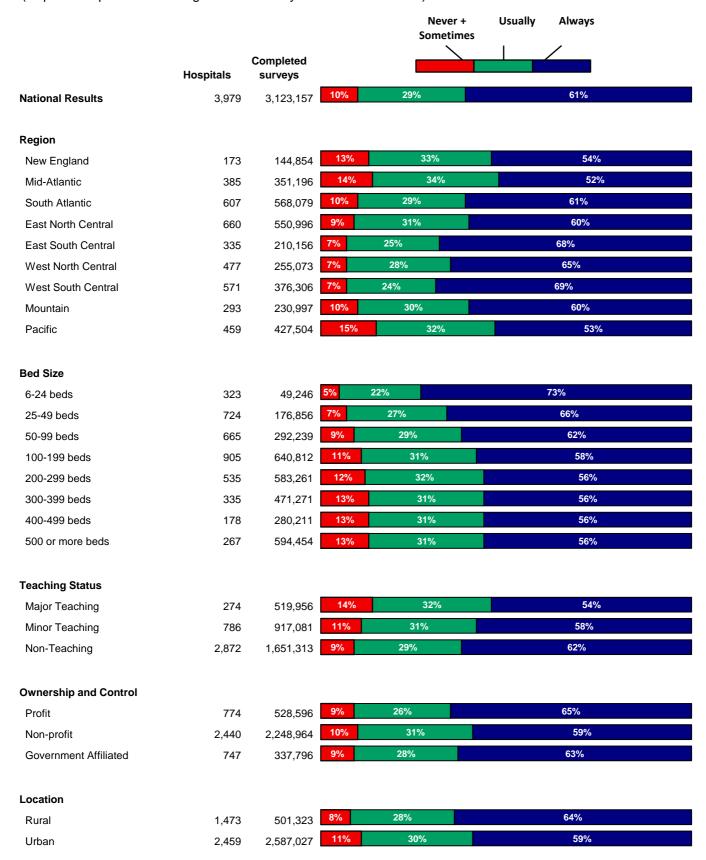
HCAHPS: Communication About Medicines



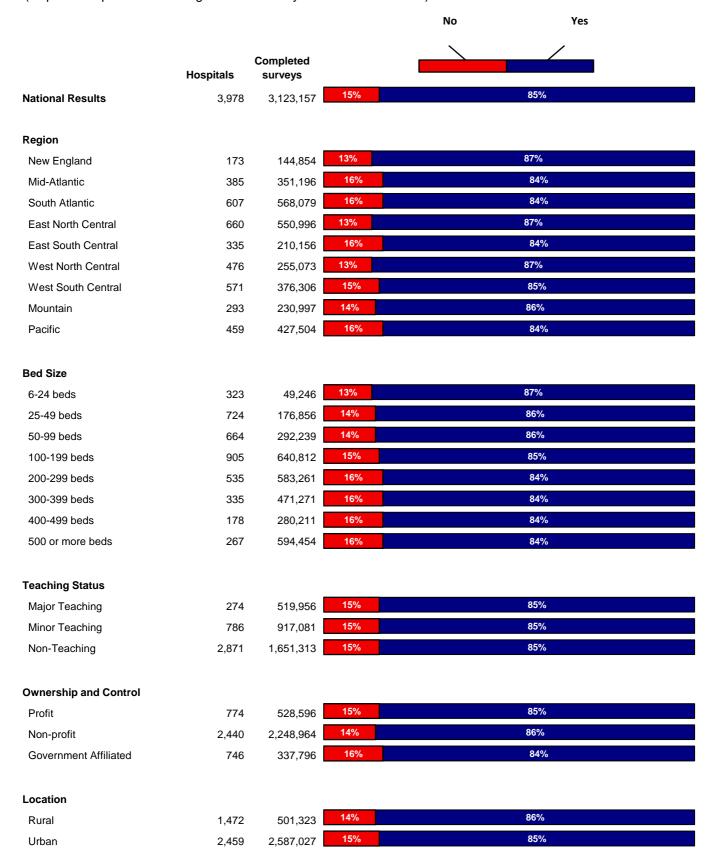
HCAHPS: Cleanliness of Hospital Environment



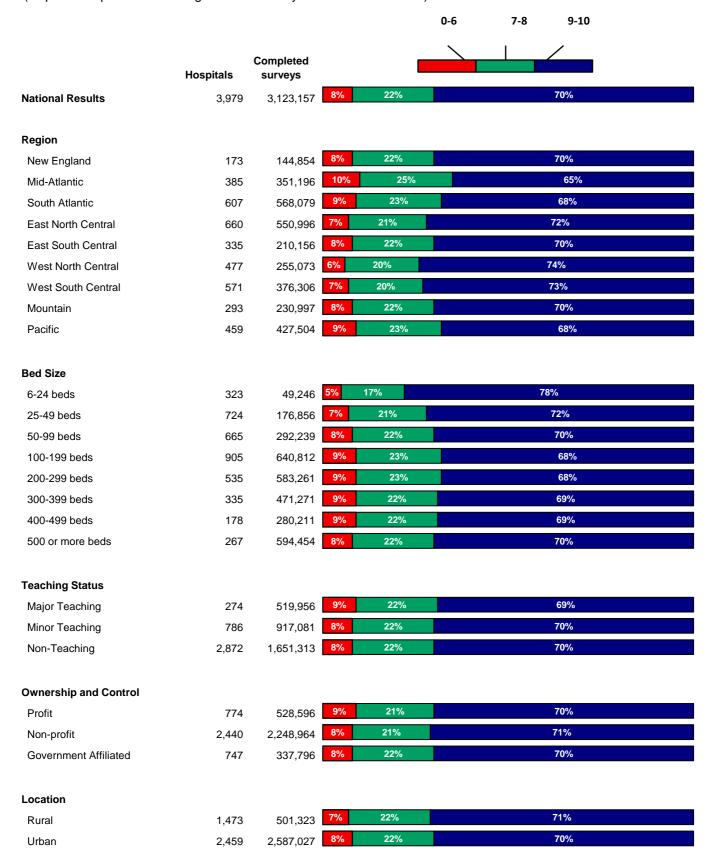
HCAHPS: Quietness of Hospital Environment



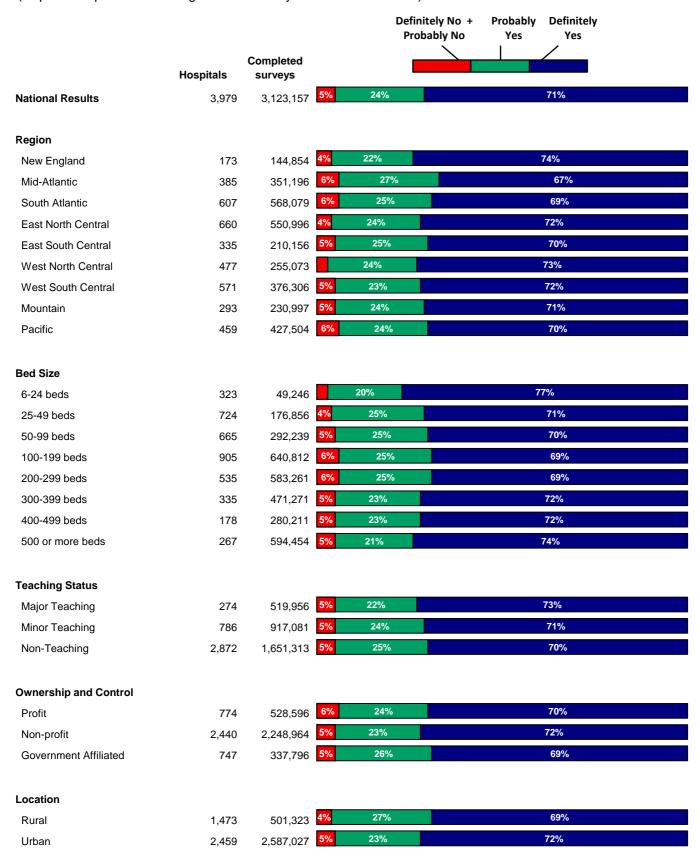
HCAHPS: Discharge Information



HCAHPS: Overall Rating of Hospital



HCAHPS: Recommend the Hospital



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 hospita

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.hcahpsonline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. Originally posted April 17, 2014.

www.hcahpsonline.org Originally Posted: 04-17-2014