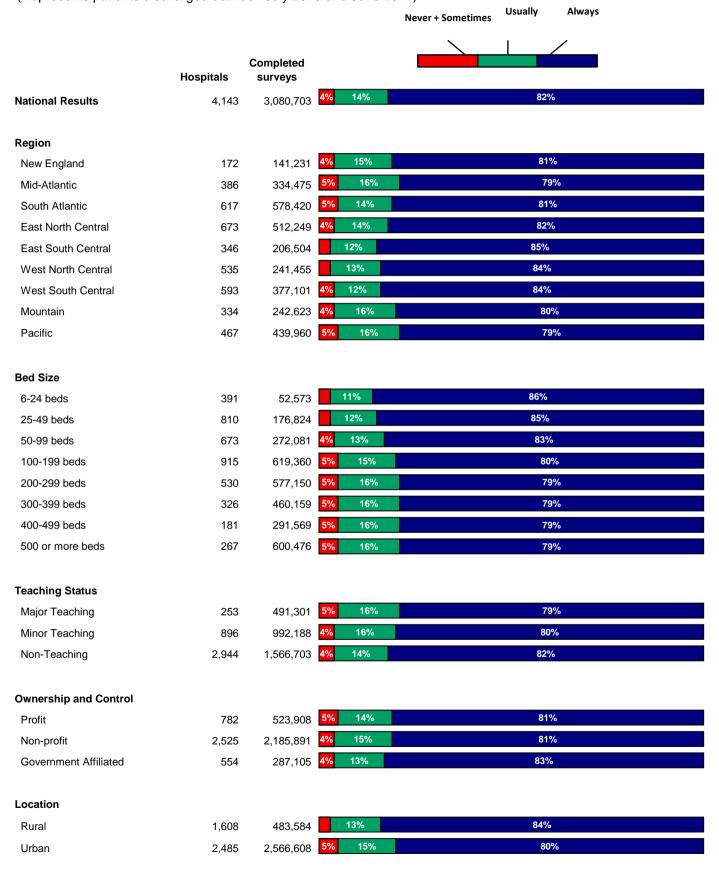
HCAHPS: Communication with Nurses

(Represents patients discharged between July 2013 and Julie 2014) Never + Sometimes Usually Always					
		Completed			
	Hospitals	surveys			
National Results	4,143	3,080,703	<mark>4%</mark> 17%	79%	
Region					
New England	172	141,231	<mark>4%</mark> 15%	81%	
Mid-Atlantic	386	334,475		77%	
South Atlantic	617	578,420		78%	
East North Central	673	512,249	16%	81%	
East South Central	346	206,504		81%	
West North Central	535	241,455	16%	81%	
West South Central	593	377,101	<mark>4%</mark> 16%	80%	
Mountain	334		<mark>4%</mark> 18%	78%	
Pacific	467	439,960	5% 19%	76%	
		·			
Bed Size					
6-24 beds	391	52,573	12%	85%	
25-49 beds	810	176,824	15%	82%	
50-99 beds	673	272,081	<mark>4%</mark> 16%	80%	
100-199 beds	915	619,360	5% 18%	77%	
200-299 beds	530	577,150	5% 18%	77%	
300-399 beds	326	460,159	5% 18%	77%	
400-499 beds	181	291,569	5 % 18%	77%	
500 or more beds	267	600,476	5% 18%	77%	
Teaching Status					
Major Teaching	253	491,301	5% 18%	77%	
Minor Teaching	896	992,188		78%	
Non-Teaching	2,944			80%	
J. J	,-	,,			
Ownership and Control					
Profit	782	523,908	6% 16%	78%	
Non-profit	2,525	2,185,891	<mark>4%</mark> 17%	79%	
Government Affiliated	554	287,105	<mark>4%</mark> 17%	79%	
Location					
Rural	1,608	483,584	<mark>4%</mark> 15%	81%	
Urban	2,485	2,566,608		78%	
J. 2011	2,400	2,000,000			

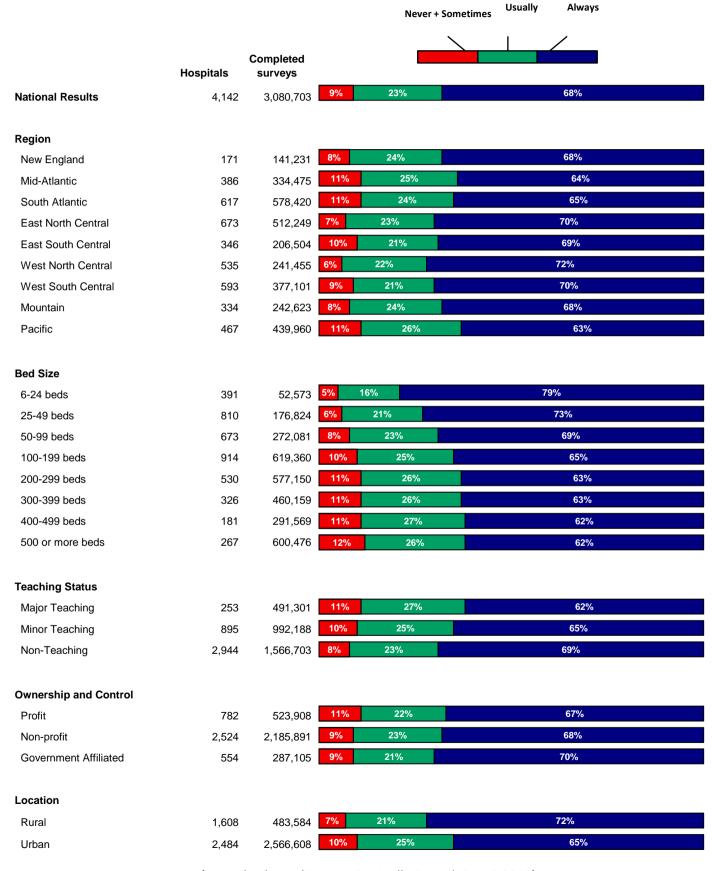
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Communication with Doctors



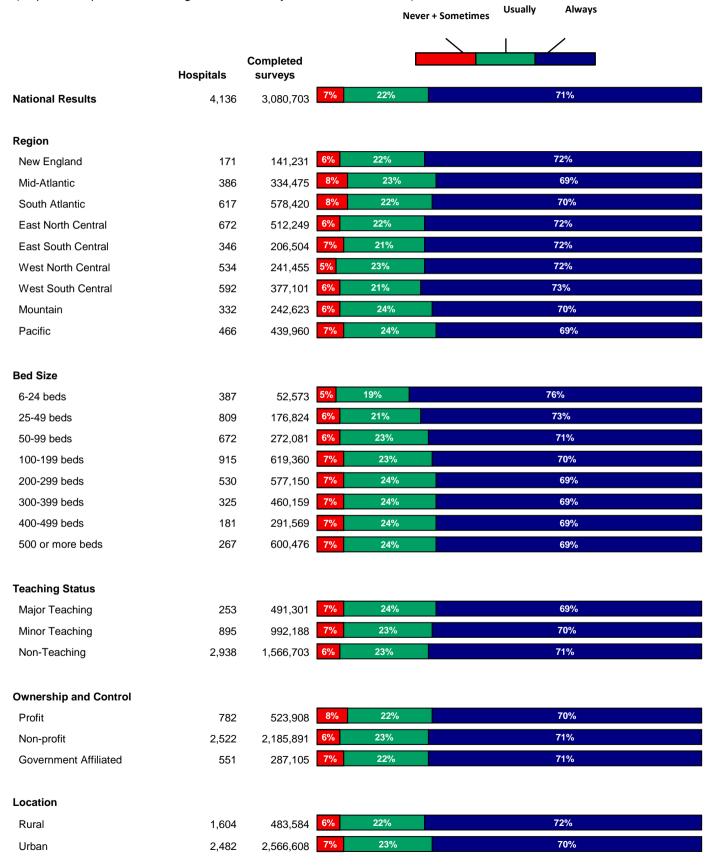
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Responsiveness of Hospital Staff



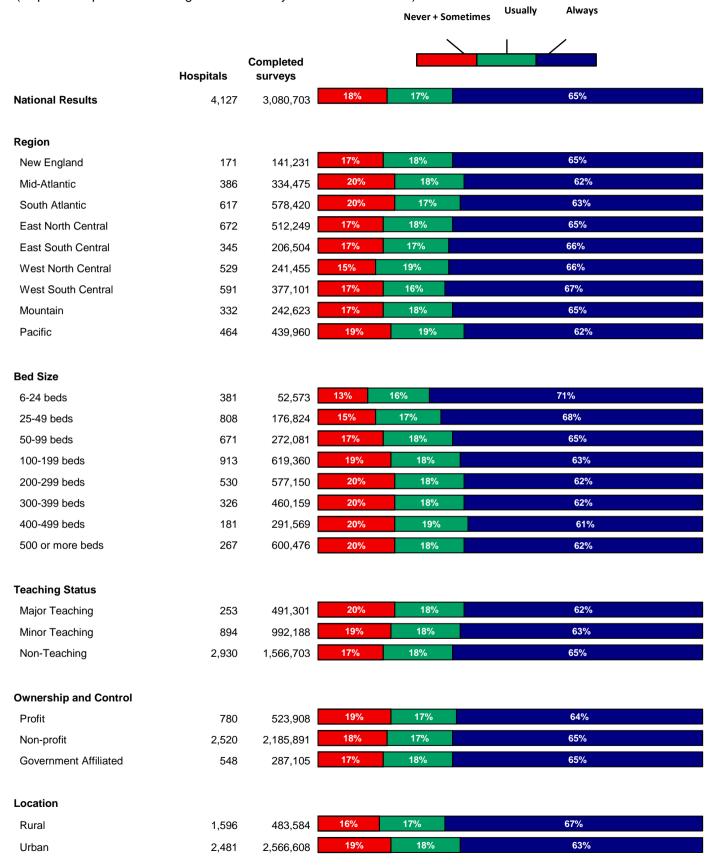
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Pain Management



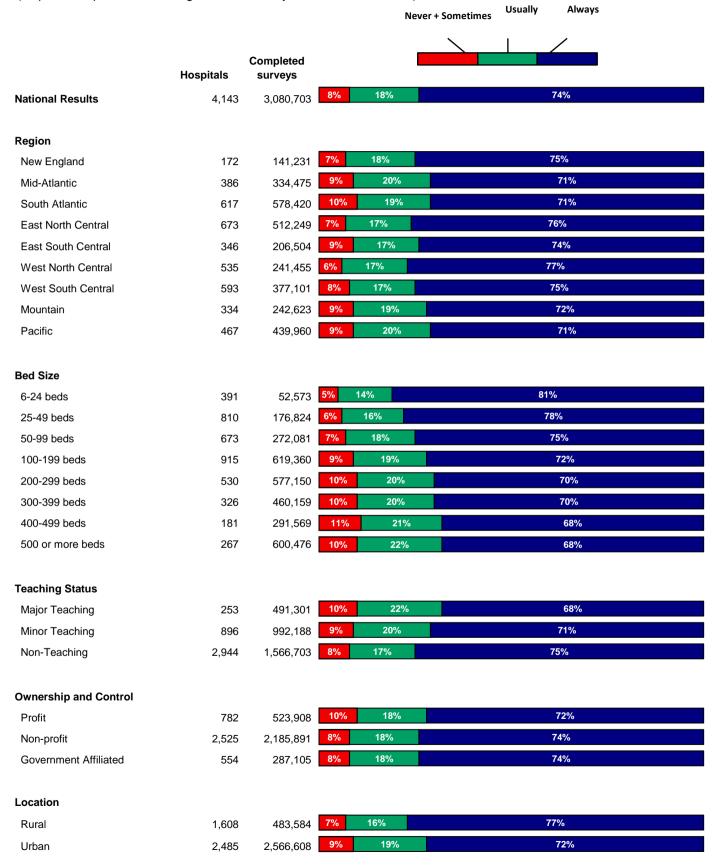
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Communication About Medicines



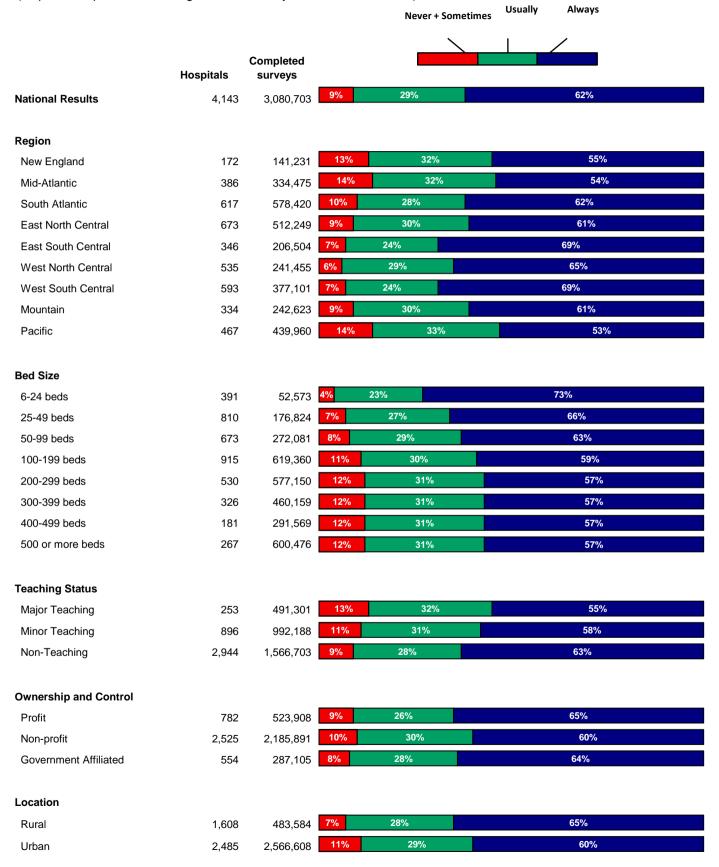
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Cleanliness of Hospital Environment



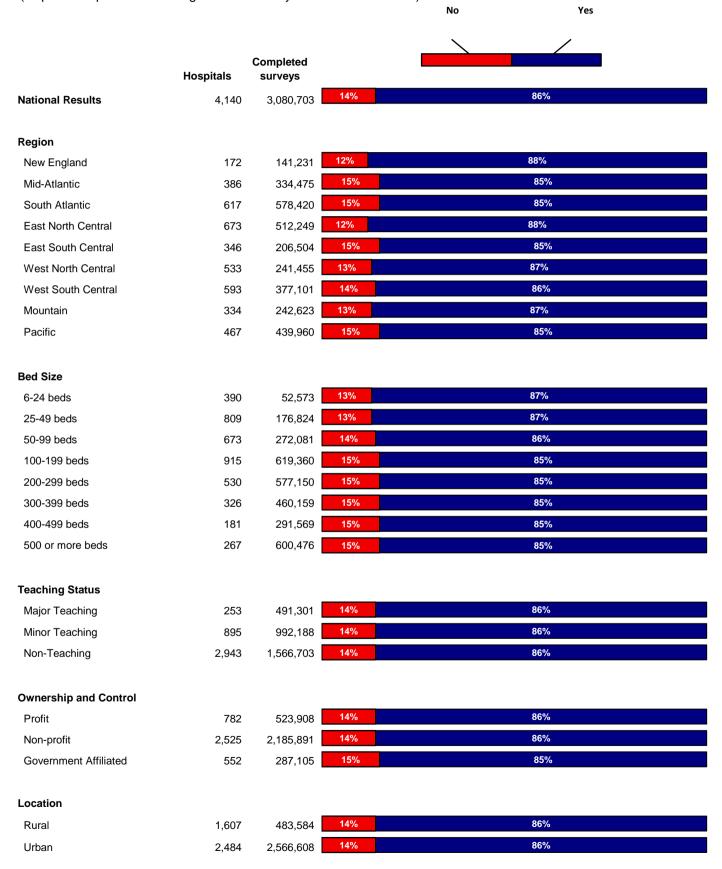
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Quietness of Hospital Environment



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HCAHPS: Discharge Information



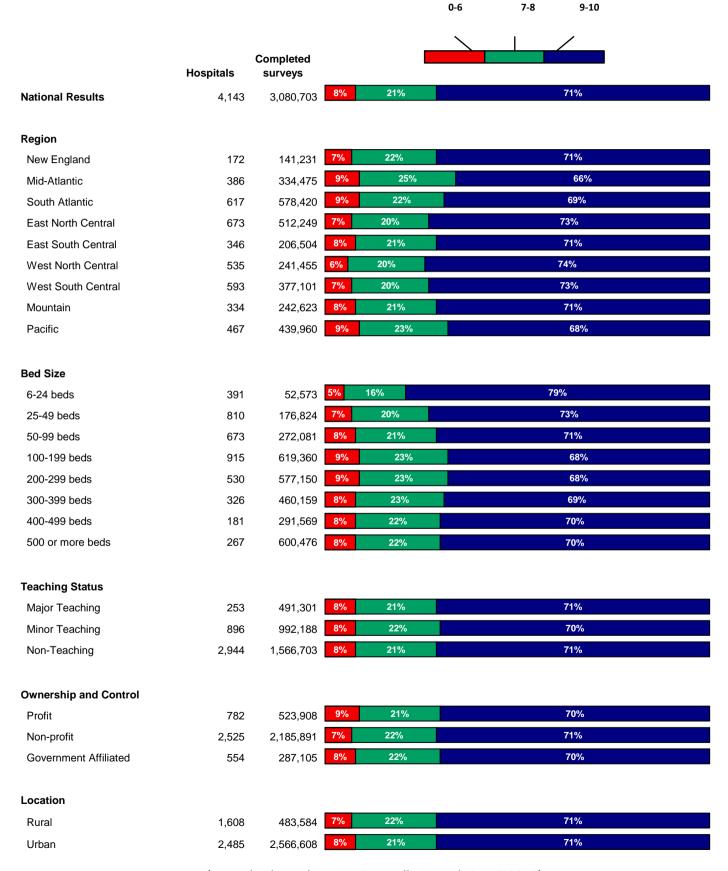
^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Care Transition

			Strongly Dis	Strongly Agree	
			Strongly Disagree + Disagree		
	Hospitals	Completed surveys			
National Results	4,141	3,080,703	5% 43%		52%
Region					
New England	171	141,231	4% 43%		53%
Mid-Atlantic	386	334,475	6% 45°	/ o	49%
South Atlantic	617	578,420	6% 44%	6	50%
East North Central	673	512,249	5% 42%		53%
East South Central	346	206,504	6% 42%		52%
West North Central	534	241,455	<mark>4%</mark> 41%		55%
West South Central	593	377,101	5% 42%		53%
Mountain	334	242,623	6% 42%		52%
Pacific	467	439,960	6% 44%	6	50%
Bed Size					
6-24 beds	390	52,573	<mark>4%</mark> 38%		58%
25-49 beds	810		5 % 41%		54%
50-99 beds	673	272,081	5 % 43%		52%
100-199 beds	914	619,360	6% 44%	%	50%
200-299 beds	530	577,150	6% 44%	%	50%
300-399 beds	326	460,159	6% 44%	%	50%
400-499 beds	181	291,569	6% 44%	%	50%
500 or more beds	267	600,476	6% 43%		51%
Teaching Status					
Major Teaching	253	491,301	6% 42%		52%
Minor Teaching	895	992,188	6% 43%		51%
Non-Teaching	2,943	1,566,703	5 % 43%		52%
Ownership and Control					
Profit	782	523,908	7% 42%	%	51%
Non-profit	2,524		5% 43%		52%
Government Affiliated	553		5% 43%		52%
Location					
Rural	1,608	483,584	5 % 43%		52%
	,	7 = = -	6% 42%		

^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Overall Rating of Hospital



^{&#}x27;www.hcahpsonline.org~Originally Posted: 04-16-2015'

HCAHPS: Recommend the Hospital

(Represents patients discharged between July 2013 and June 2014)

Definitely No + Probably No Probably Yes Definitely Yes Completed **Hospitals** surveys 24% 3,080,703 5% **National Results** 4.143 Region 141,231 4% 22% 74% New England 172 26% 334,475 6% 68% Mid-Atlantic 386 578,420 6% 25% 69% South Atlantic 617 24% 512,249 72% East North Central 673 25% 70% 206,504 5% East South Central 346 23% 74% 241,455 West North Central 535 73% 377,101 5% 22% West South Central 593 24% 71% Mountain 334 242,623 5% 439,960 6% 24% 70% Pacific 467 **Bed Size** 19% 78% 6-24 beds 391 52,573 176,824 4% 25% 71% 25-49 beds 810 272,081 5% 25% 70% 50-99 beds 673 100-199 beds 619,360 6% 26% 68% 915 577,150 6% 24% 70% 200-299 beds 530 460,159 5% 300-399 beds 326 23% **72%** 400-499 beds 291,569 5% 181 23% 72% 500 or more beds 600,476 5% 267 21% 74% **Teaching Status** Major Teaching 253 491,301 21% 74% Minor Teaching 896 992.188 **23**% **72%** Non-Teaching 2.944 1,566,703 5% 24% **Ownership and Control** 70% 23% 523,908 Profit 782 72% 24% 2,185,891 Non-profit 2,525 26% 69% Government Affiliated 554 287,105 5% Location 26% 69% Rural 1,608 483,584

2.485

2.566.608 5%

Urban

23%

72%

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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 2013 that was conducted by the American Hospital Association (AHA); see "AHA Hospital Survey: 2015".

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.