

HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS) SURVEY (2013-2022)

This dashboard analyses patient experience in various facilities over a nine year period, using the Net Promoter SCORE (NPS). The survey categorizes responses into top-box (promoters), middle-box (passives) and bottom-box (detractors). This analysis focuses on the promoters and detractors as their influence is greater. **(NPS = % Promoters - % Detractors)**

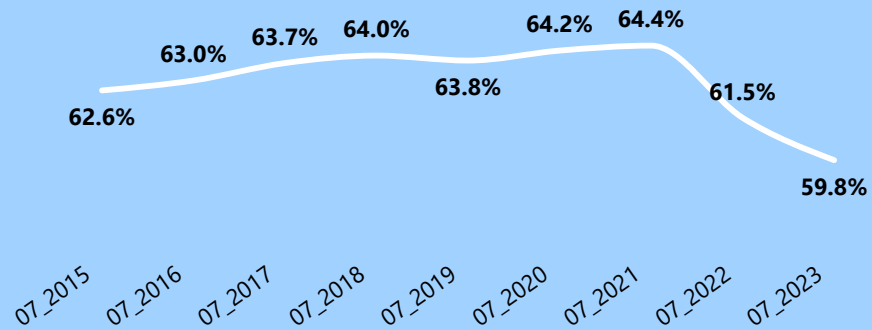
National Results

State Results

Release Pe... ▾

- ☐ 07_2015
- ☐ 07_2016
- ☐ 07_2017
- ☐ 07_2018
- ☐ 07_2019
- ☐ 07_2020
- ☐ 07_2021
- ☐ 07_2022
- ☐ 07_2023

% IMPROVEMENTS OVER THE YEARS



AREAS WITH LEAST THREE NPS SCORE

Quietness of Ho...	52.9%
Care Transition	47.3%
Communication...	47.0%

AVERAGE NPS

63.0%

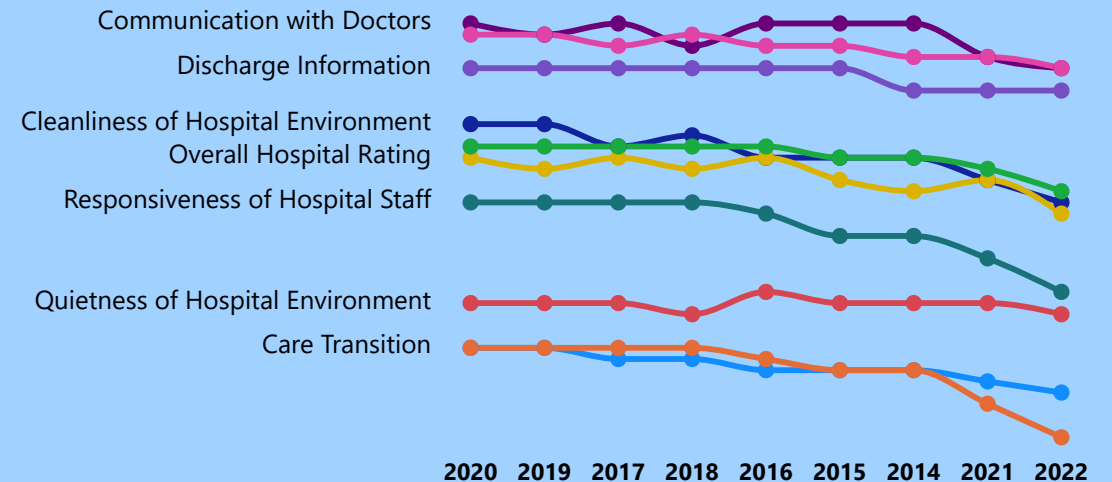
AVERAGE TOP-BOX %

71.4%

AVG BOTTOM-BOX %

8.4%

AVERAGE NPS SCORES BY MEASURES



INSIGHTS:

- 1) In the earlier years up until **COVID-19** there was a slow but steady increase in the NPS scores, however, **post COVID-19** saw a sharp decline in scores.
- 2) All measures peaked in 2021, compared to previous years, but declined in 2021, and even further in 2022.
- 3) Communication about medicines had the least NPS score (**47%**) in the entirety of this survey.

RECOMMENDATIONS:

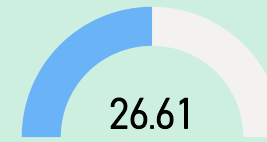
- 1) Patients should be encouraged to partake in surveys and answer these questions at the end of hospital stay.
- 2) Areas which improved over the years should be maintained and improved upon, following feedback from patients.
- 3) Least performing areas should be looked into, and changed; studying improving areas for clues as to what works, is recommended.

HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS and SYSTEMS (HCAHPS) SURVEY by STATE

This page focuses on the different regions in the USA, their NPS scores and their response rate to the different measures. It also highlights the relationship between the number of healthcare facilities in a state and their response rate.

AVERAGE RESPONSE RATE

AVERAGE STATE NPS



62.9

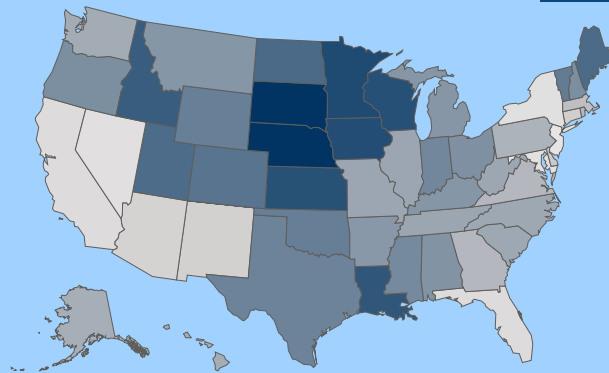
Release Period
All

National Results

State Results

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AVERAGE NPS SCORE BY STATE



AVERAGE NPS SCORE BY REGION

North Central 68.6	East South Central 63.7	Pacific 61.3	South Atlan... 58.7
West South Central 65.7	New England 63.0		
East North Central 64.9	Mountain 62.9	Mid-Atlantic 56.9	

AVERAGE RESPONSE RATE BY STATE

Bottom

Top

Average of Response Rate (%) Count of Facility ID

TOP-5

Nebraska	36.3	92
Wisconsin	35.1	132
Minnesota	34.5	133
Iowa	33.7	117
North Dakota	33.6	

INSIGHTS:

- 1) South Dakota and Nebraska had the highest average NPS scores at **71.3%**.
- 2) There is no direct relationship between the number of facilities in a state and the response rate of the state.
- 3) On average, the highest response rate was **<50%**, which is generally poor.
- 4) District of Columbia had the least response rate at **20.6%**.
- 5) Nebraska was the highest with **36.3%**.

RECOMMENDATIONS:

- 1) State boards should encourage healthcare facilities to partake in surveys.
- 2) States which had the least response rate should be questioned to identify possible causes and enabling patterns.