

# American Hospital Association HCAHPS Survey Assessment

## National & State

# 43.22K

Participated Hospitals Count

## Insights

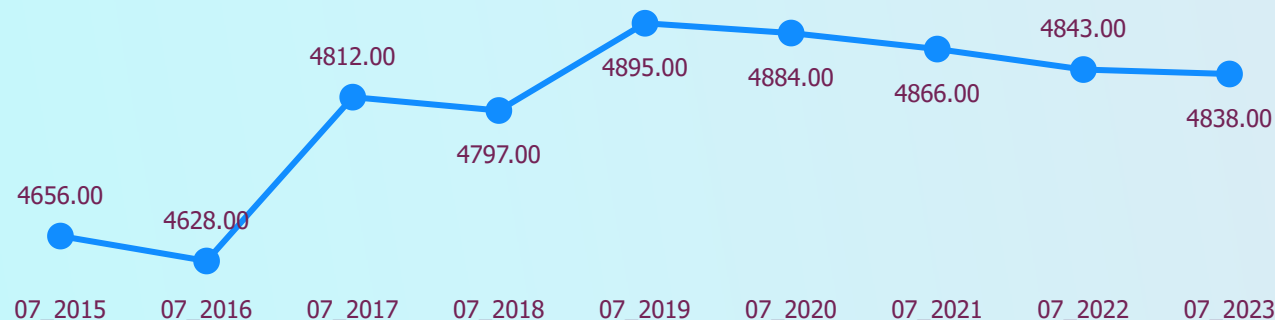
# 56

Count of States

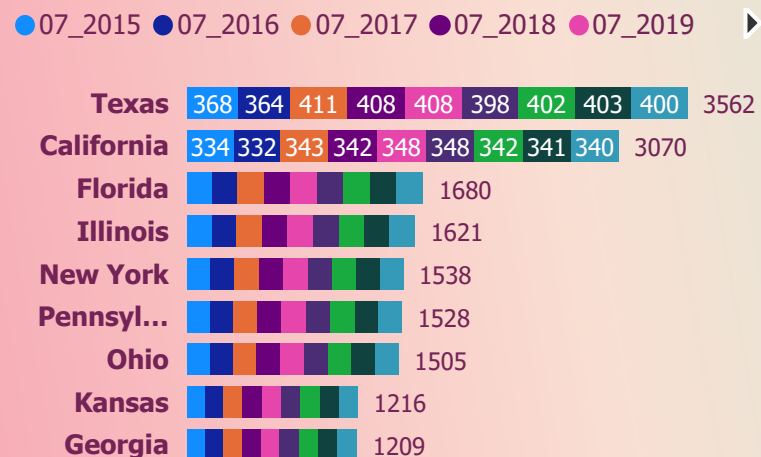
## Hospitals by State



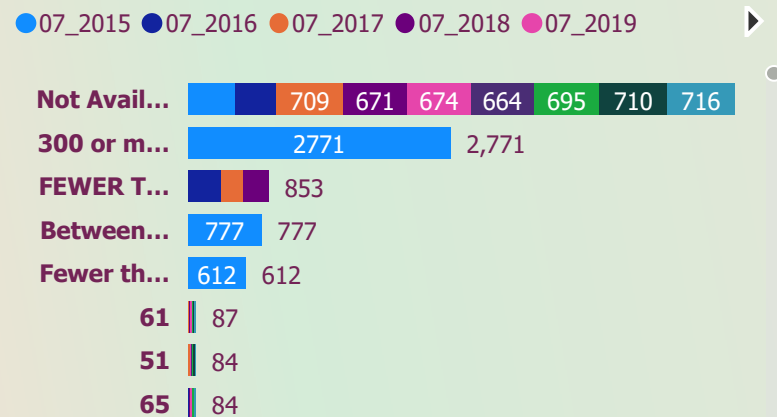
## Hospitals Count by Release Period



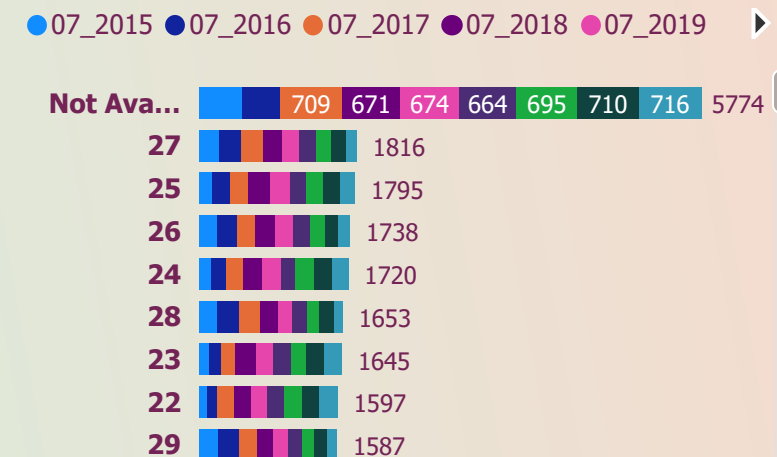
## Hospitals Count by State and Year



## Hospitals Count by Completed Surveys and Year



## Hospitals Count by Response Rate and Year



Care Transition

Cleanliness of Hospital Environment

Communication about Medicines

Communication with Doctors

Communication with Nurses

Discharge Information

Overall Hospital Rating

Quietness of Hospital Environment

Responsiveness of Hospital Staff

Willingness to Recommend the Hospital

07\_2015

07\_2016

07\_2017

07\_2018

07\_2019

07\_2020

07\_2021

07\_2022

07\_2023

Responses

Insights

National

State

84.10

Minimum of National Scores

93.80

Maximum of National Scores

89.74

Average of National Scores

### Measures based Year Wise Scores

07\_2015 07\_2016 07\_2017 07\_2018

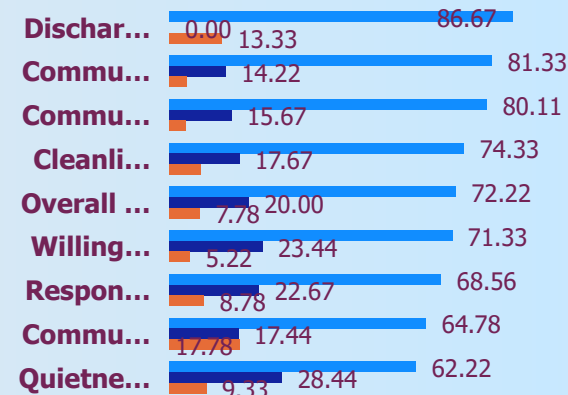
|              |    |    |    |    |    |    |    |    |    |        |
|--------------|----|----|----|----|----|----|----|----|----|--------|
| Communi...   | 94 | 94 | 94 | 94 | 93 | 94 | 94 | 93 | 93 | 841.60 |
| Discharge... | 93 | 94 | 94 | 94 | 94 | 94 | 94 | 93 | 93 | 840.00 |
| Communi...   | 93 | 93 | 93 | 93 | 94 | 94 | 94 | 93 | 93 | 838.70 |
| Cleanline... | 91 | 91 | 91 | 91 | 91 | 91 | 91 | 90 | 90 | 816.30 |
| Willingne... | 90 | 90 | 91 | 91 | 91 | 91 | 91 | 90 | 90 | 813.20 |
| Overall H... | 90 | 90 | 91 | 91 | 90 | 90 | 91 | 90 | 89 | 811.00 |
| Responsiv... | 89 | 89 | 89 | 89 | 89 | 89 | 89 | 88 | 87 | 799.30 |
| Quietness... | 87 | 87 | 87 | 87 | 87 | 87 | 87 | 87 | 87 | 781.20 |
| Communi...   | 86 | 86 | 86 | 86 | 86 | 86 | 86 | 85 | 84 | 772.90 |
| Care Tran... | 85 | 85 | 85 | 85 | 85 | 85 | 85 | 84 | 84 | 762.50 |

### National Scores over period



### Measures Based Categorical Responses

Top-box Resp... Middle-box ... Bottom-bo...



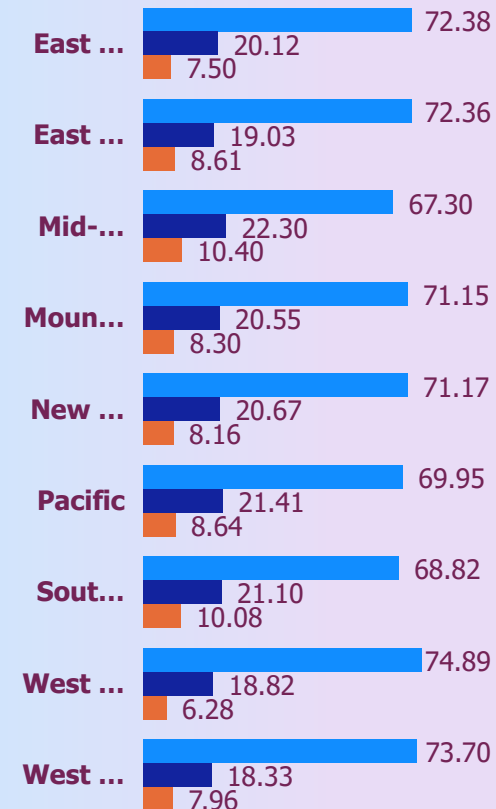
### Region

East No... East So... Mid-Atla... Mountain



### Regional Responses

Top-box ... Middle-... Bottom-...





# Insights

## 1. Hospital HCAHPS Scores:

- Scores fluctuated over the past 9 years with a steady decline started in 2021.
- National Scores ranged from 88.90 to 90.11.
- The highest was in July 2021 (90.11), 1.36% higher than the lowest in July 2023 (88.90).
- State Scores followed a similar pattern, ranging from 88.91 to 90.07.

## 2. Progress in Specific Areas:

- Across 9 years, distribution of measures remained consistent at both National and State levels.
- Communication with doctors and nurses and Discharge Information showed significant progress.
- Care Transition and communication about medicines lagged in improvement.

## 3. Areas of Opportunity:

- A significant number of surveys are marked as "Not Available."
- Five states (Maputo, Parana, Assam, Victoria, Guanacaste) and 520 facilities in South Africa, South America, India, Australia and Central America lack survey data.
- Suggest conducting comprehensive surveys to promote versatile growth.

## 4. Recommendations for Hospitals:

- Low-scored regions and states should adopt successful measures and techniques from high-scored ones.
- South Dakota and Nebraska have the highest average scores; District of Columbia and New Jersey have the lowest.
- West North Central region has the highest average score; Mid-Atlantic has the lowest.

