

HCAHPS PATIENT SURVEY

Filters

Measure All
Region All
State All

10
Measures

9
Years

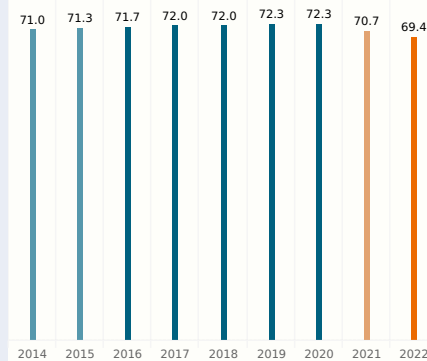
51
States

5,079
Facilities

26.6%
Response Rate

51 87

Positive Rating (%) | Years



Previous 4 Years Positive Ratings (%) | Measures

	2019	2020	2021	2022
Care Transition	54	54	52	51
Cleanliness	76	76	73	72
Communication about Medications	66	66	63	61
Discharge Information	87	87	86	86
Doctors Communication	82	82	80	79
Hospital Rating	73	73	72	70
Nurses Communication	81	81	80	79
Quietness	62	62	63	62
Recommendable	72	72	71	69
Responsiveness of Hospital Staff	70	70	67	65

Have Hospital HCAHPS scores improved?
Improvements were seen from the years 2014 – 2020, however, the scores decreased in the years 2021 and 2022.

Area of Progress

Hospitals have made **progress** in the areas of:

- Patient Discharge
- Communication with Doctors and
- Communication with Nurses

Areas to Improve

Major areas that have opportunity to **improve** are:

- Care Transition
- Quietness of Hospital Environments
- Communication on Medications
- Responsiveness of Hospital Staff

Recommendations

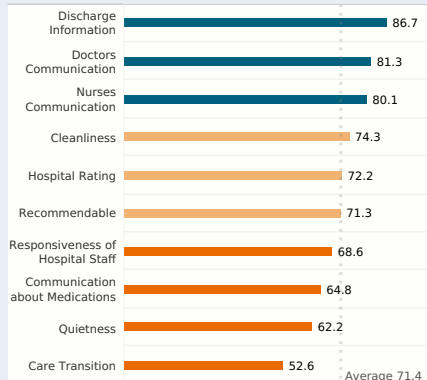
- Conduct additional trainings for Hospital Staffs in New York, New Jersey, Maryland and the District of Columbia. These states had the lowest average positive ratings.

- Noisy equipments should be repaired or replaced. Activities that could be disruptive to patients especially at nighttime should be scheduled properly.

- A Nurse or Doctor should take a few minutes to have a personal discussion with the patient and their family about treatment methods and explain the purpose and side effects of the medications being described.

- Hold trainings and Lectures in all surveyed states that discuss maintaining Patient Dignity.

Measures | Average Positive Rating (%)



Top and Bottom States | Average Positive Rating (%)

