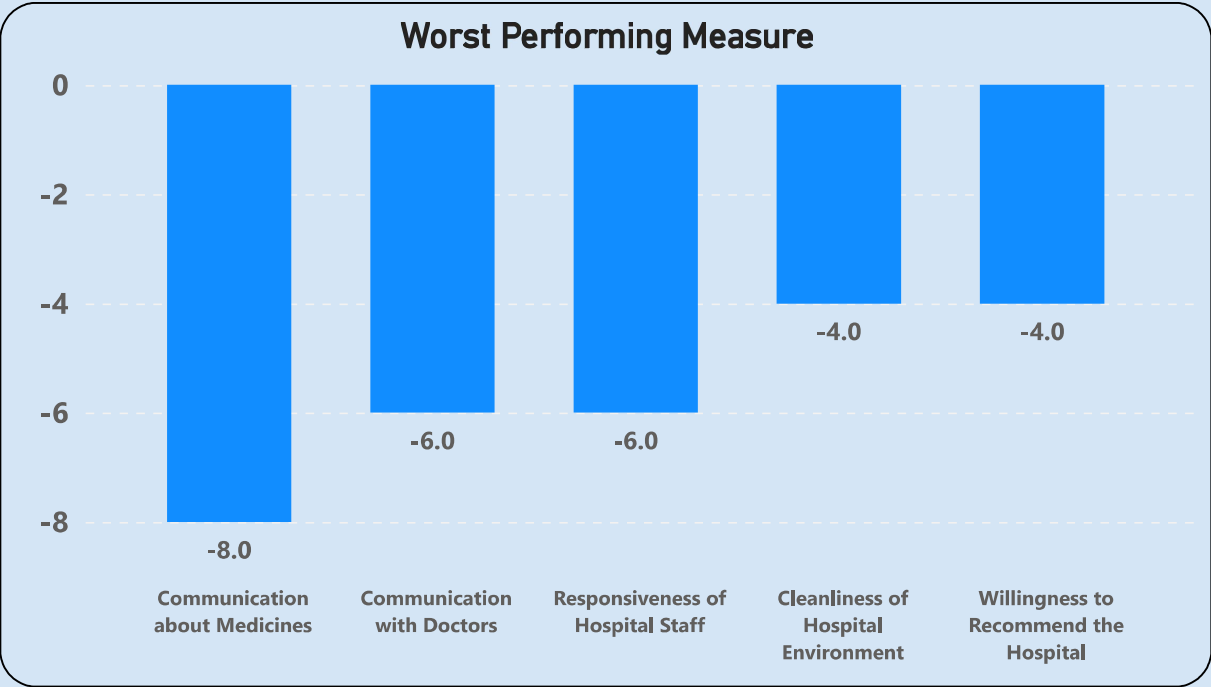
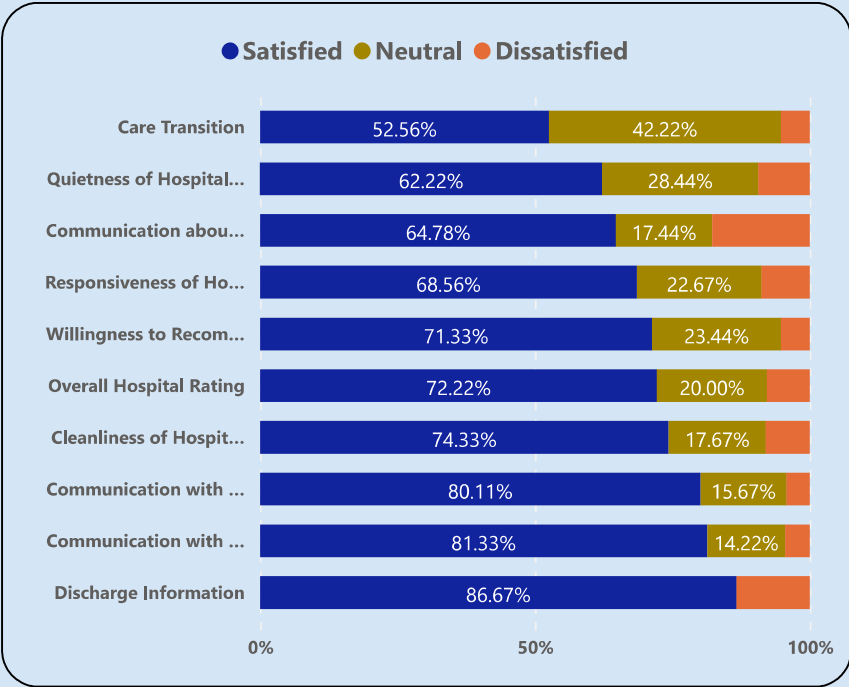
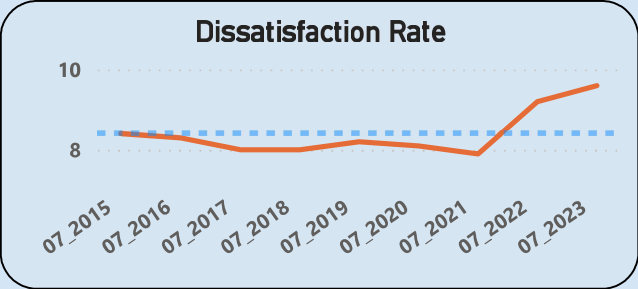
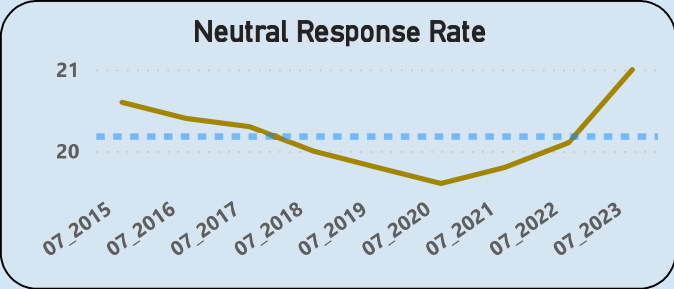
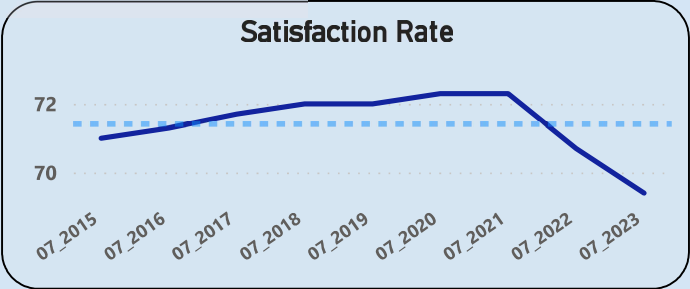
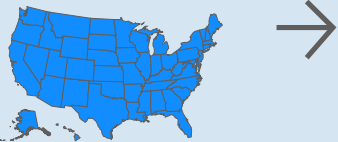


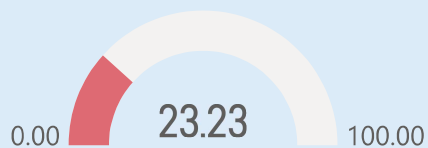
NATIONAL LEVEL

HOSPITAL CONSUMER ASSESMENT OF HEALTHCARE PROVIDERS AND SYSTEMS SURVEY

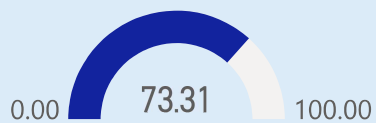


STATE LEVEL

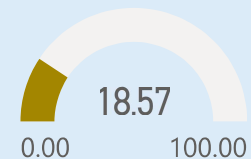
Response Rate



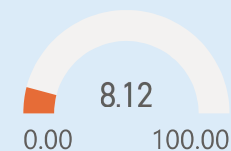
Satisfied (%)



Neutral (%)



Dissatisfied (%)



2015

2016

2017

2018

2019

2020

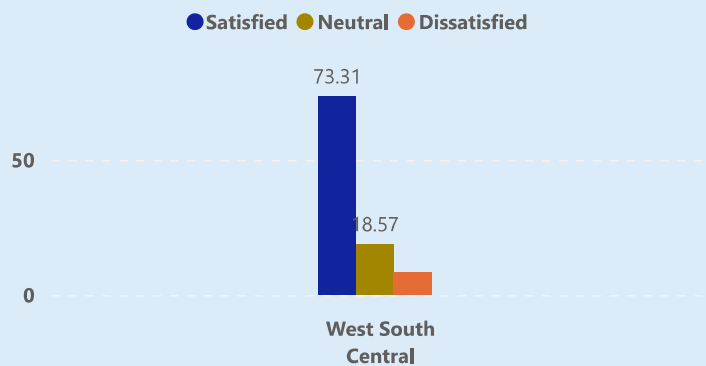
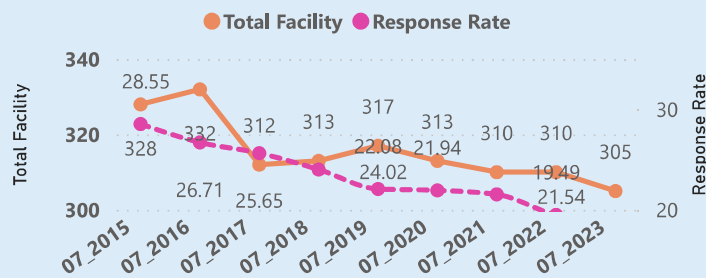
2021

2022

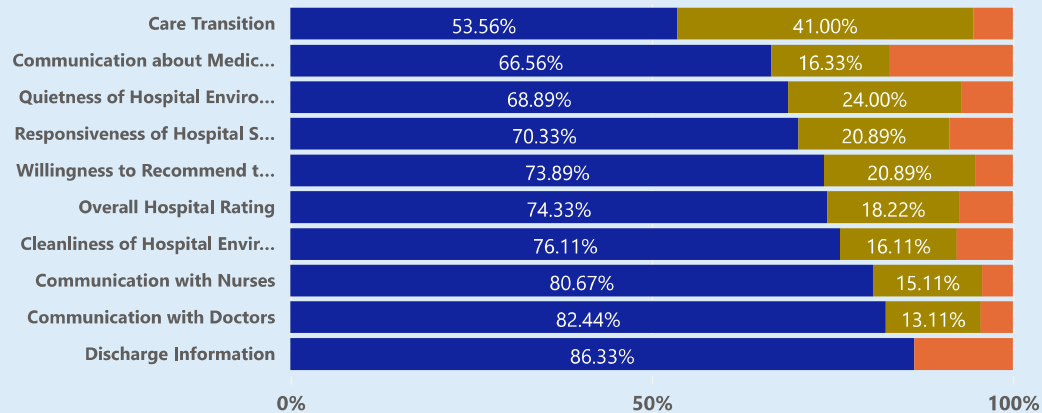
2023

State Name

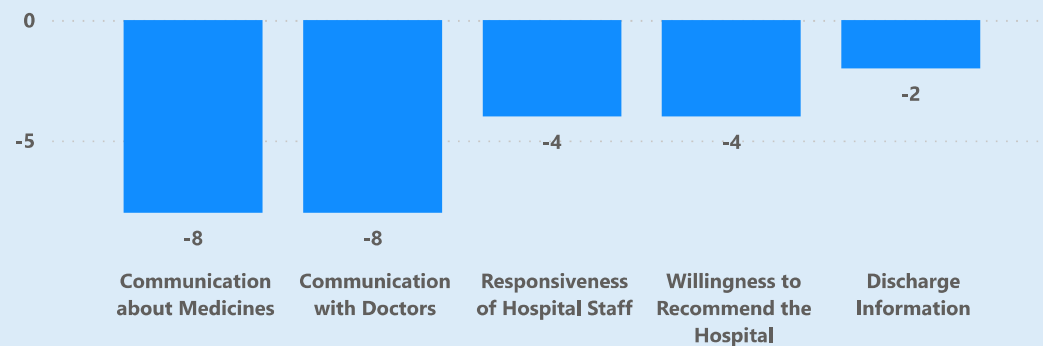
Texas



● Satisfied ● Neutral ● Dissatisfied



Worst Performing Measure



FINDINGS AND RECOMMENDATIONS

The satisfaction rate from the services was increasing at both the central and state levels. However, after the pandemic it showed a steep fall. Patients trust has declined post-pandemic

Poor Performance is consistent at central and state level: hospitals must improve its communication with patients, as the three worst-hit measures revolve around this issue

The West North Central Region superior performance offers learning for other regions. Likewise, South Dakota's leading state performance provides learning for other states.

Both the federal and central government should establish rules or hospital association should create SOPs, to facilitate smooth process and enhance patient convenience

The Communication process among hospital should be streamlined, enabling them to learn from one another and provide the best results to the patients.