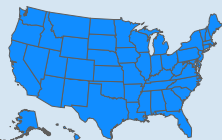
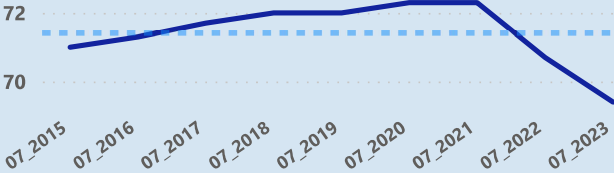


# NATIONAL LEVEL

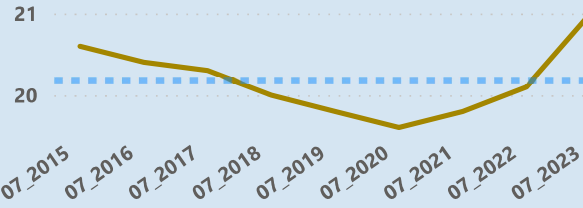
# HOSPITAL CONSUMER ASSESMENT OF HEALTHCARE PROVIDERS AND SYSTEMS SURVEY



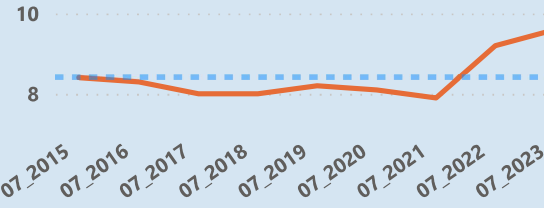
Satisfaction Rate



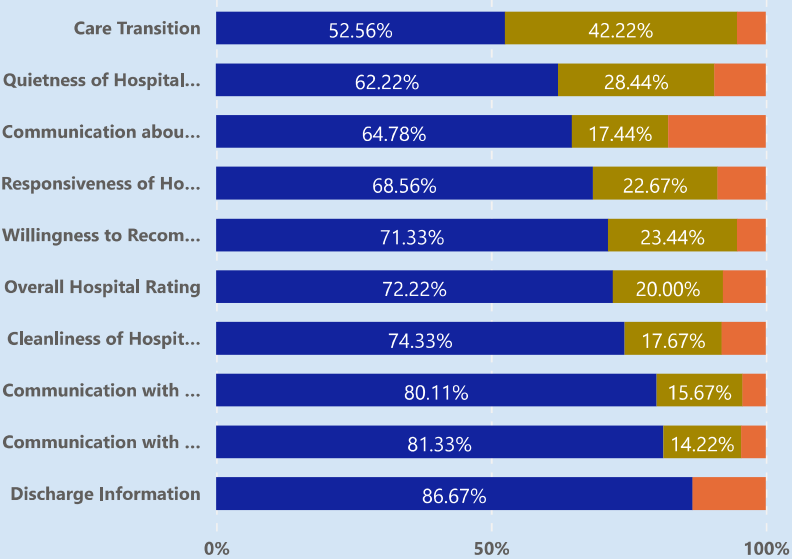
Neutral Response Rate



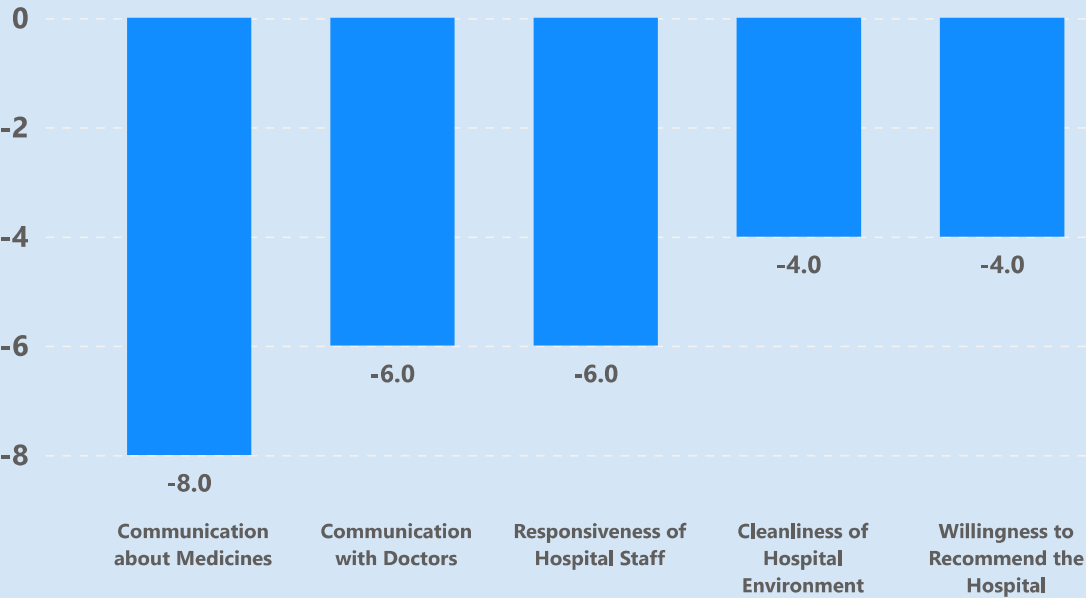
Dissatisfaction Rate



● Satisfied ● Neutral ● Dissatisfied

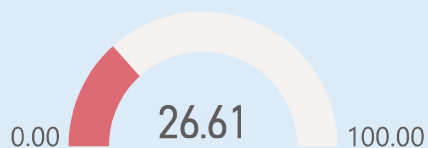


Worst Performing Measure

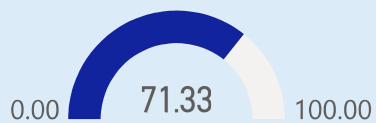


# STATE LEVEL

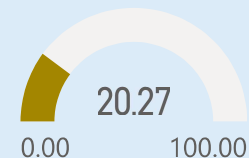
Response Rate



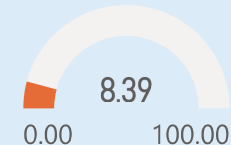
Satisfied (%)



Neutral (%)



Dissatisfied (%)



2015

2016

2017

2018

2019

2020

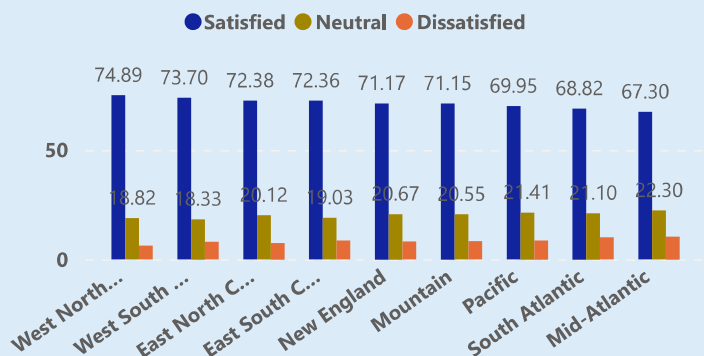
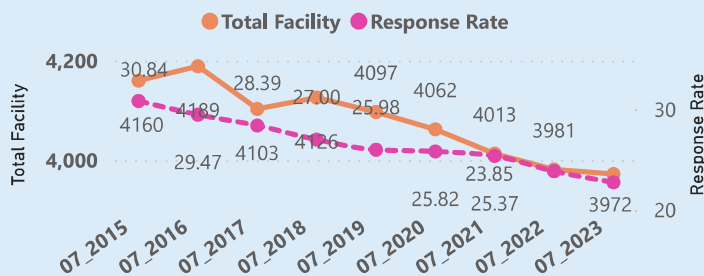
2021

2022

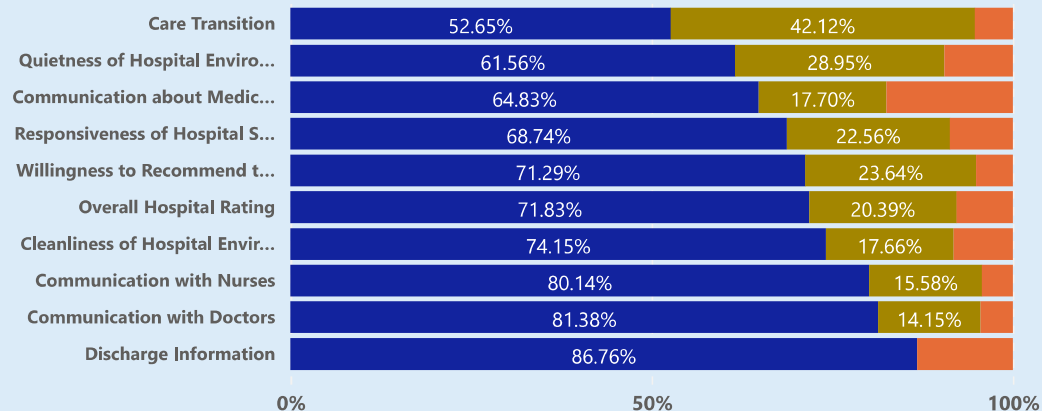
2023

State Name

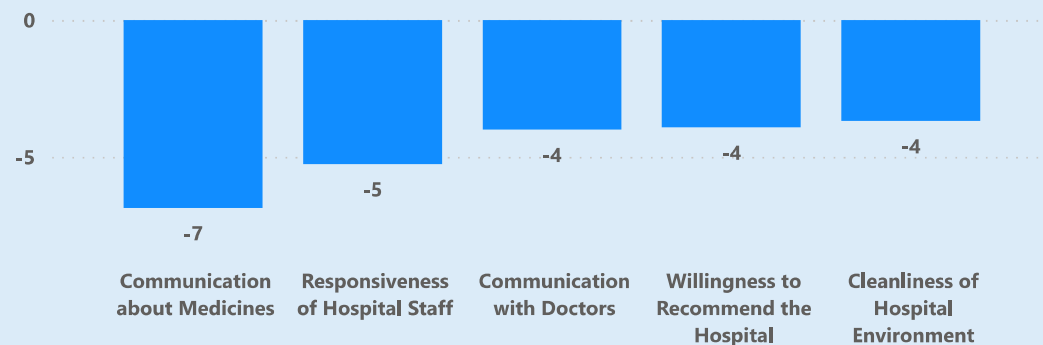
All



● 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.**