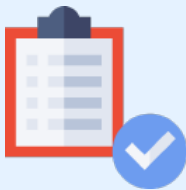




23M



Surveys

37K



Facilities

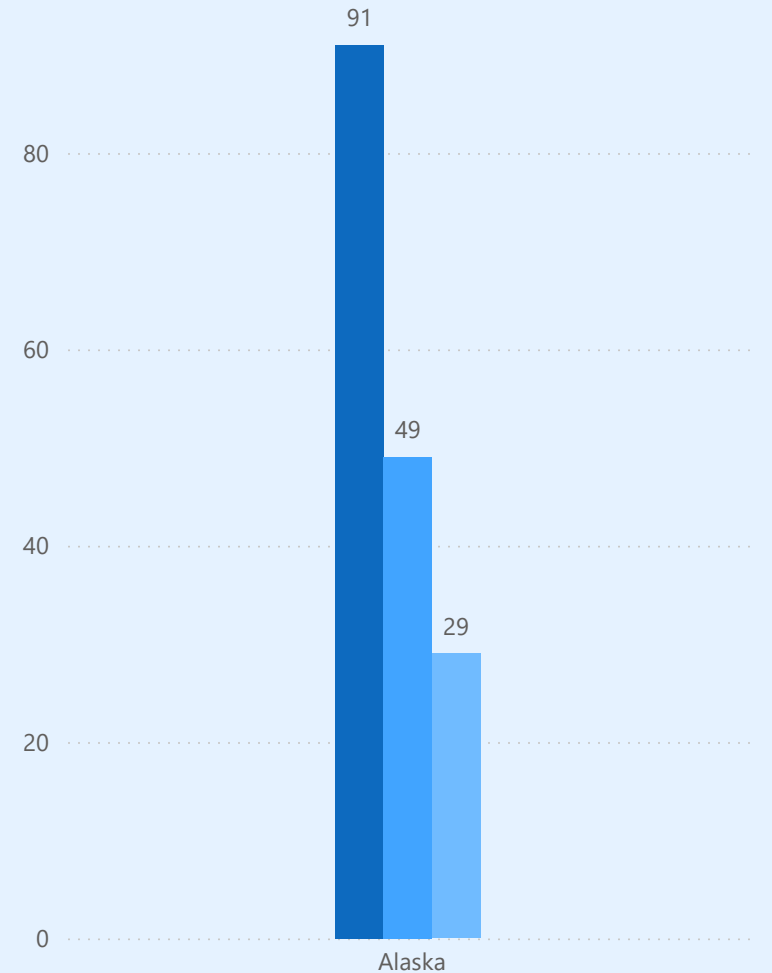
71

Average Top Box %



The state with the Maximum top box percentage is Alaska
in the Pacific Region @ 91%

Sum of MAX(topbo... Sum of MAX(... Sum of MAX(...



Measure	Top Box Percentage	Middle Box Percen
Communication with Doctors	79	
Communication with Doctors	80	
Communication with Doctors	81	
Communication with Doctors	82	
Communication with Doctors	82	

All through the years, "Communication with Doctors" recorded the highest Top Box Percentage which later reduced by 3% in 2023.

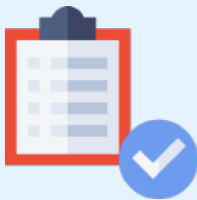
All through the years, Kansas had the highest response rate in 2023 @ 100

State	Response Rate
Kansas	100
Kentucky	88
Kentucky	89
Kentucky	90
Montana	96



23M

Surveys



37K

Facilities



71

Average Top Box %



There was an increase in the top box percentage till 2021 and it decreased by 3% in 2022 and in 2023, it decreased by 2%

Year	Measure	Top Box Percentage	Middle Box Percentage	Bottom Box Percentage
2015	Communication about Medicines	65	17	18
2016	Communication about Medicines	65	17	18
2018	Communication about Medicines	66	17	17
2019	Communication about Medicines	66	17	17
2020	Communication about Medicines	66	17	17
2021	Communication about Medicines	66	17	17
2022	Communication about Medicines	63	18	19
2017	Communication about Medicines	65	18	17
2023	Communication about Medicines	61	19	20

Top box percentage was 79 in 2015 and increased from 2016 - 2022 and then returned back to 79 in 2023.

Year	Measure	Top Box Percentage	Middle Box Percentage	Bottom Box Percentage
2015	Communication with Nurses	79	17	4
2016	Communication with Nurses	80	16	4
2017	Communication with Nurses	80	16	4
2018	Communication with Nurses	80	16	4
2019	Communication with Nurses	81	15	4
2020	Communication with Nurses	81	15	4
2021	Communication with Nurses	81	15	4
2022	Communication with Nurses	80	15	5
2023	Communication with Nurses	79	16	5

Year	Measure	Top Box Percentage	Middle Box Percentage	Bottom Box Percentage
2015	Cleanliness of Hospital Environment	74	18	8
2016	Cleanliness of Hospital Environment	74	18	8
2017	Cleanliness of Hospital Environment	74	18	8
2018	Cleanliness of Hospital Environment	75	17	8
2019	Cleanliness of Hospital Environment	75	18	7
2020	Cleanliness of Hospital Environment	76	17	7
2021	Cleanliness of Hospital Environment	76	17	7
2022	Cleanliness of Hospital Environment	73	18	9
2023	Cleanliness of Hospital Environment	72	18	10

Cleanliness of Hospital Environment - the Top Box Percentage in increased till 2021 and decreased by 3% till 2023.

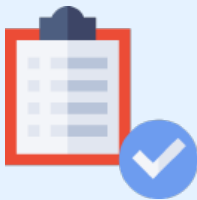
Year	Measure	Top Box Percentage	Middle Box Percentage	Bottom Box Percentage
2015	Care Transition	52	43	5
2016	Care Transition	52	43	5
2017	Care Transition	52	43	5
2018	Care Transition	53	42	5
2019	Care Transition	53	42	5
2020	Care Transition	54	41	5
2021	Care Transition	54	41	5
2022	Care Transition	52	42	6
2023	Care Transition	51	43	6

Care Transition - There was an increase in the Top Box Percentage from 2015 - 2021 and there was a decrease by 2% till 2023.



23M

Surveys



37K

Facilities



71

Average Top Box %



Discharge Information - There was an increase in the Top Box Percentage till 2021 and there was a decrease by **1%** in 2022 and 2023.

Year	Measure	Top Box Percentage	Middle Box Percentage	Bottom Box Percentage
2015	Discharge Information	86	0	14
2022	Discharge Information	86	0	14
2023	Discharge Information	86	0	14
2016	Discharge Information	87	0	13
2017	Discharge Information	87	0	13
2018	Discharge Information	87	0	13
2019	Discharge Information	87	0	13
2020	Discharge Information	87	0	13
2021	Discharge Information	87	0	13

Communication With Doctors - All through the years, "Communication with Doctors" recorded the highest Top Box Percentage which later reduced by **3%** in 2023

Year	measure	topboxpercentage	middleboxpercentage	bottomboxpercentage
2023	Communication with Doctors	79	16	5
2022	Communication with Doctors	80	15	5
2019	Communication with Doctors	81	14	5
2020	Communication with Doctors	82	13	5
2015	Communication with Doctors	82	14	4
2016	Communication with Doctors	82	14	4
2017	Communication with Doctors	82	14	4
2018	Communication with Doctors	82	14	4
2021	Communication with Doctors	82	14	4

Year	measure	topboxpercentage	middleboxpercentage	bottomboxpercentage
2015	Quietness of Hospital Environment	62	29	9
2016	Quietness of Hospital Environment	62	29	9
2017	Quietness of Hospital Environment	63	28	9
2018	Quietness of Hospital Environment	62	29	9
2019	Quietness of Hospital Environment	62	28	10
2020	Quietness of Hospital Environment	62	29	9
2021	Quietness of Hospital Environment	62	29	9
2022	Quietness of Hospital Environment	63	27	10
2023	Quietness of Hospital Environment	62	28	10

Quietness of Hospital Environment - The Top Box Percentage fluctuated by **1%** all through the years

Year	Measure	Sum of Top Box Percentage	Sum of Middle Box Percentage	Sum of Middle Box Percentage
2015	Overall Hospital Rating	71	21	
2016	Overall Hospital Rating	72	20	
2017	Overall Hospital Rating	73	20	
2018	Overall Hospital Rating	73	20	
2019	Overall Hospital Rating	73	19	
2020	Overall Hospital Rating	73	19	
2021	Overall Hospital Rating	73	20	
2022	Overall Hospital Rating	72	20	
2023	Overall Hospital Rating	70	21	

Overall Hospital Rating - There was an increase in the Top Box Percentage till 2022 when it dropped by **1%**