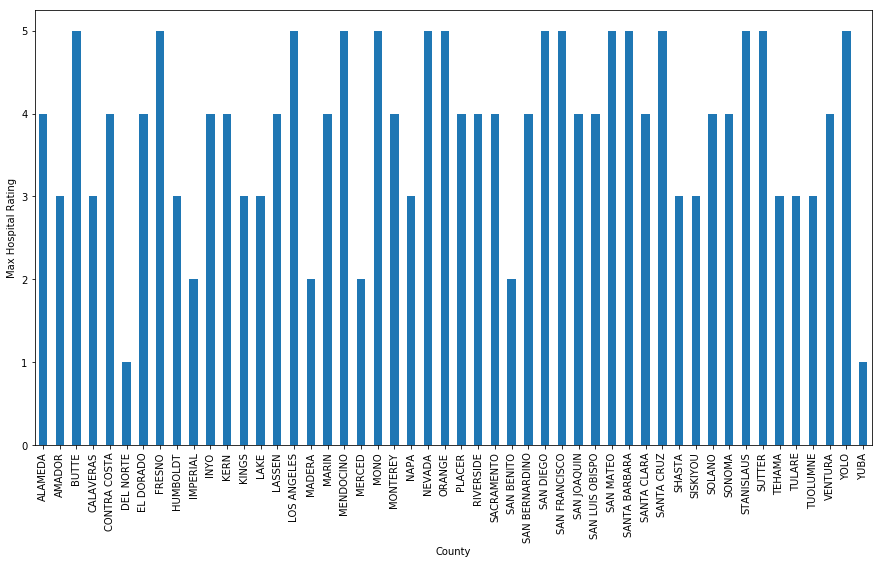
**A review of HCAHPS Scores at CA Hospitals | Write-up**

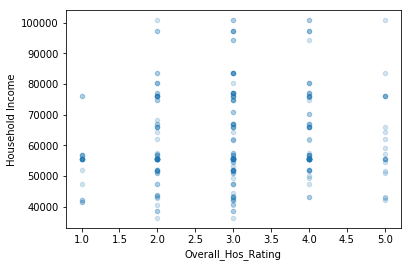
* **What are the counties that do not have good HCAHPS Scores?**

We plotted the Max “Overall HCAHPS scores” per county, and we found that there are two counties (Del Norte and Yuba) that had low max “overall HCAHPS scores”. These counties are Del Norte and Yuba.



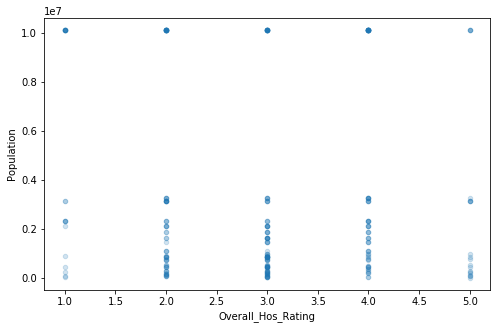
* **Do hospitals in high-income areas in CA get a higher overall HCAHPS score?**

We were expecting to see a correlation between HCAHPS score and median income per county, but we did not find this in our data sets.



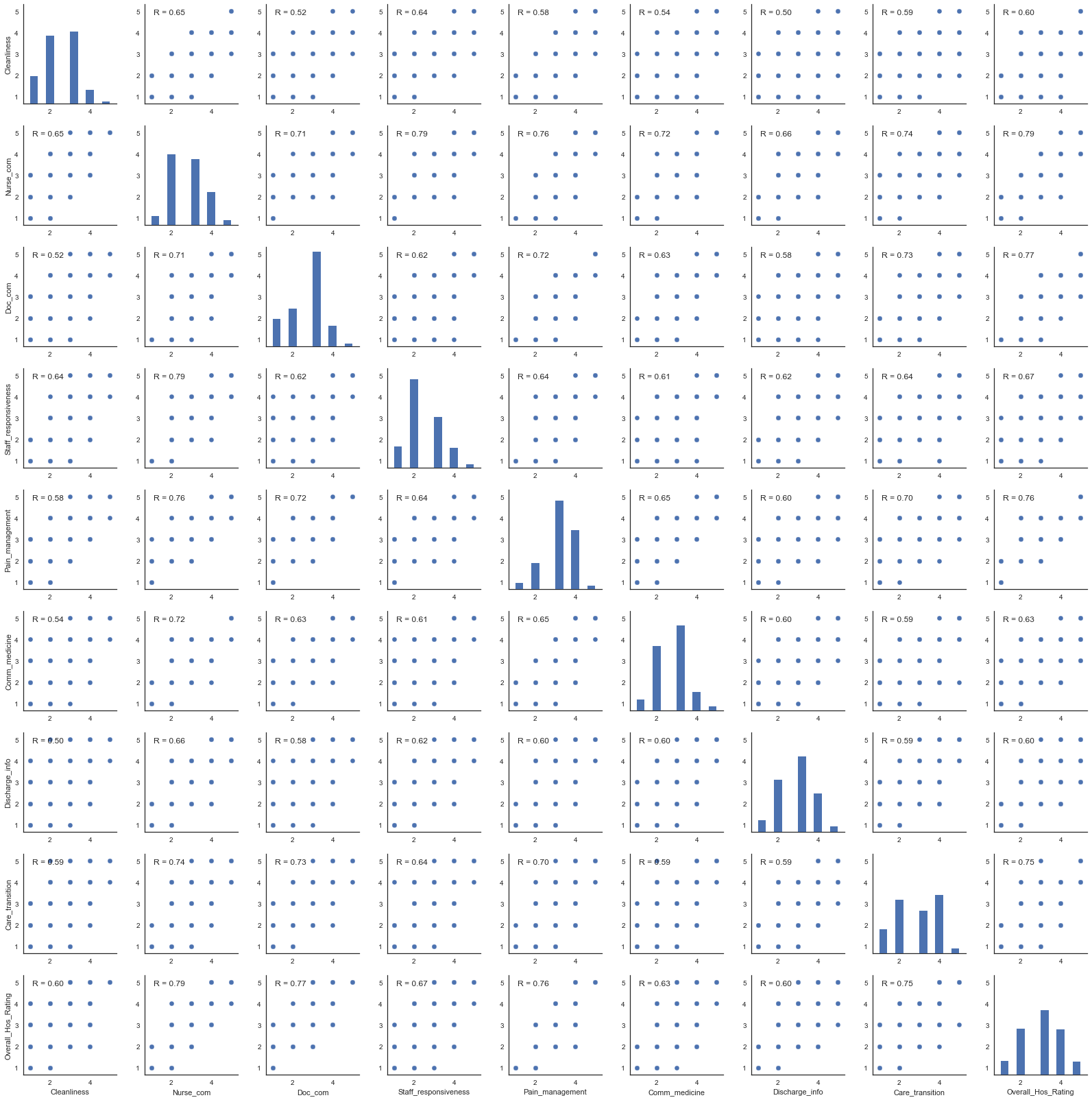
* **Does population have any effect on overall HCAHPS Score?**

We wanted to see if there was any correlation between HCAHPS score and population, but we did not find any correlation in our data sets.



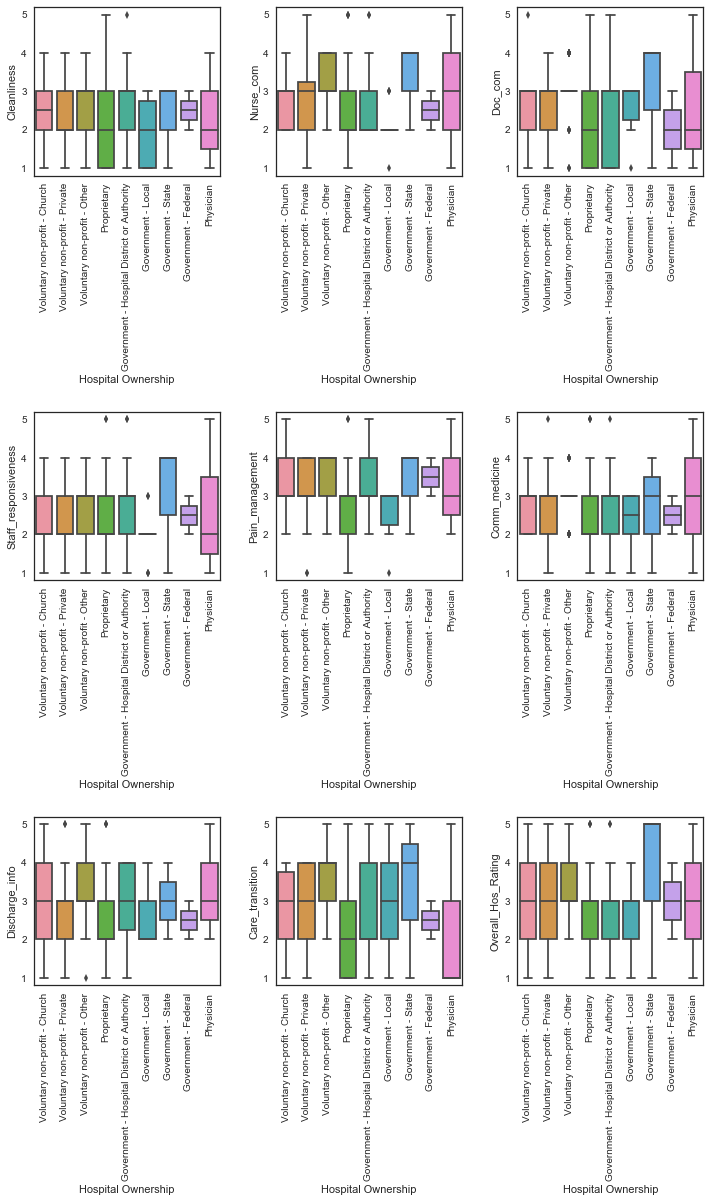
* **Is there any correlation between different HCAHPS rating categories?**

Nurse Communication, Doctor Communication, Pain Management and Care Transition have the highest positive correlation with the overall rating. This implies that these four factors impact the overall rating the most and this impact is in a positive fashion, meaning that, for example, a higher pain management corresponds to a higher overall rating.



* **Does the type of hospital ownership have any effect on HCAHPS Score?**

Among the different hospital ownerships, government-federal hospitals have the most consistent scores with respect to all the ratings from multiple surveys. More precisely, the scores of government-federal hospitals are rather compactly distributed around the average which means that a consistent service is offered within the government-federal hospitals.



* **Does the type of hospital ownership have any effect on HCAHPS Score? (UPDATE)**

Our original analysis of this question as presented above, did not take into account, the number of hospitals of each type. Not until after a question during presentation “If we knew the number of hospitals under the Government – Federal category”, did we realize that the Hospitals which were under the ownership category of Government – Federal seemed to have values compactly distributed around the mean as shown above, is or could be because, there are just 2 hospitals under this category in our dataset.

Delving down one more level and looking at the number of hospitals per the ownership category, it felt more reasonable to group all government related ownerships into one group of ownership “Government” and look at the distribution of the scores. Also, at this point, we also discarded data with Hospital Ownership as “Physicians” as there were only 3 records in our final data set.

The new graphs (shown below) indicate that, generally speaking, the voluntary hospitals provide a better service compared to the others. The graphs plotted compare the voluntary hospitals' rating to that of others with respect to each particular feature. These graphs show that voluntary hospitals generally provide a better service in terms of both overall and feature-based service. This conclusion could make sense because we generally expect to see a better service by a voluntary organization.

