

HCAHPS Survey Results Analysis

Releases

9

Participated Hospitals

4799

Completed Surveys

23.4M

Average Response Rate

26.6%

Year

All

Region

All

State

All

Overview

National Results

State Results I

State Results II

Response Breakdown



TOP BOX % :

% of **Positive** Responses

MIDDLE BOX % :

% of **Neutral** Responses

BOTTOM BOX % :

% of **Negative** Responses

10 Measures

- Willingness to Recommend the Hospital
- Responsiveness of Hospital Staff
- Quietness of Hospital Environment
- Overall Hospital Rating
- Discharge Information
- Communication with Nurses
- Communication with Doctors
- Communication about Medicines
- Cleanliness of Hospital Environment
- Care Transition

Highest Response Rate

Nebraska

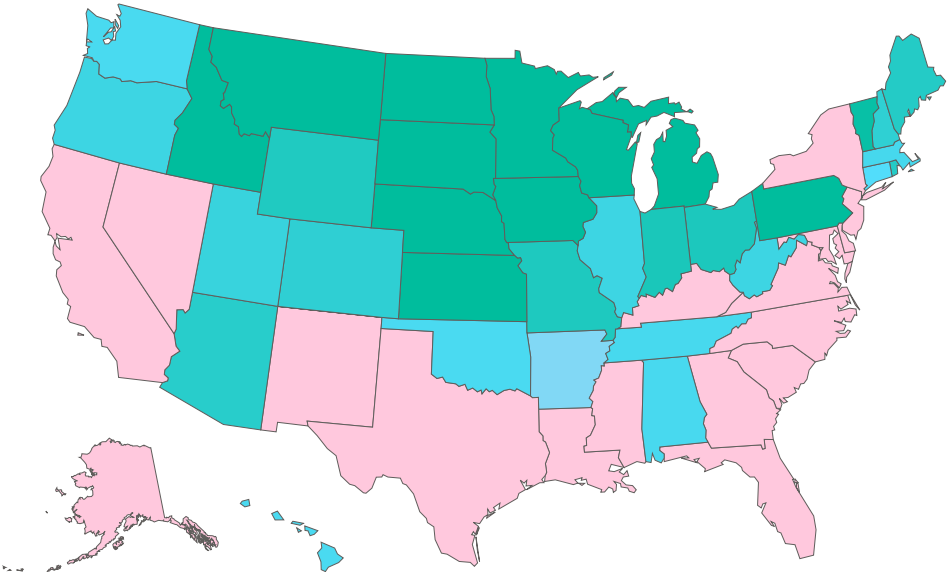
36.3%

Lowest Response Rate

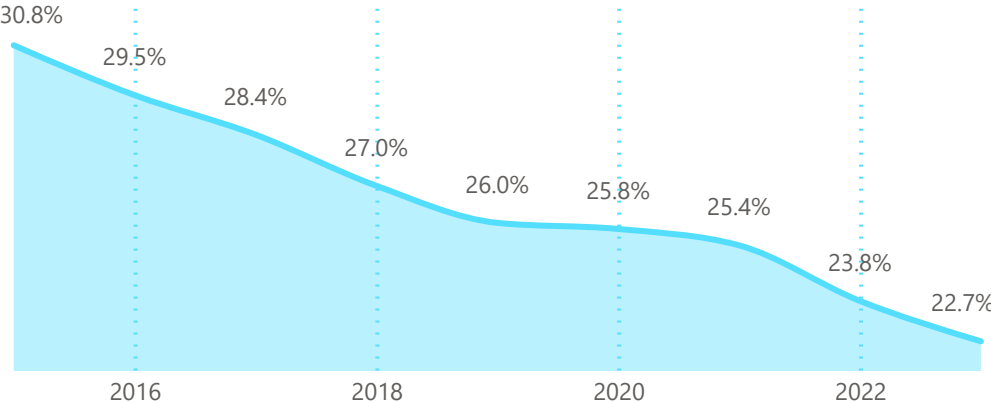
District of Columbia

20.6%

Average Response Rate by State



Average Response Rate by Year





Year



All



Measure



All

☒ Top Box %☐ Middle Box %☐ Bottom Box %

Overview



National Results



State Results I



State Results II



Average Top Box %

71.4%

Average Middle Box %

20.2%

Average Bottom Box %

8.4%

National Top Box %

69.4%!

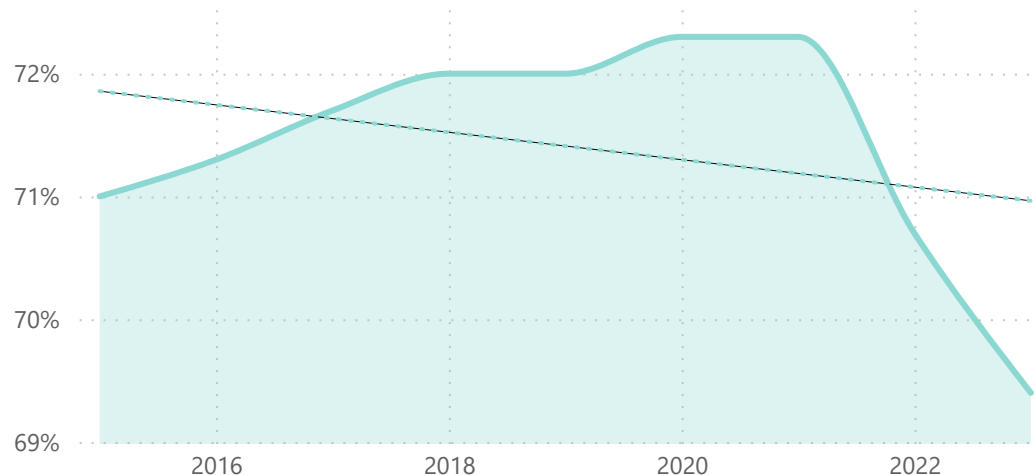
Goal: 70.7% (-1.84%)

National Bottom Box %

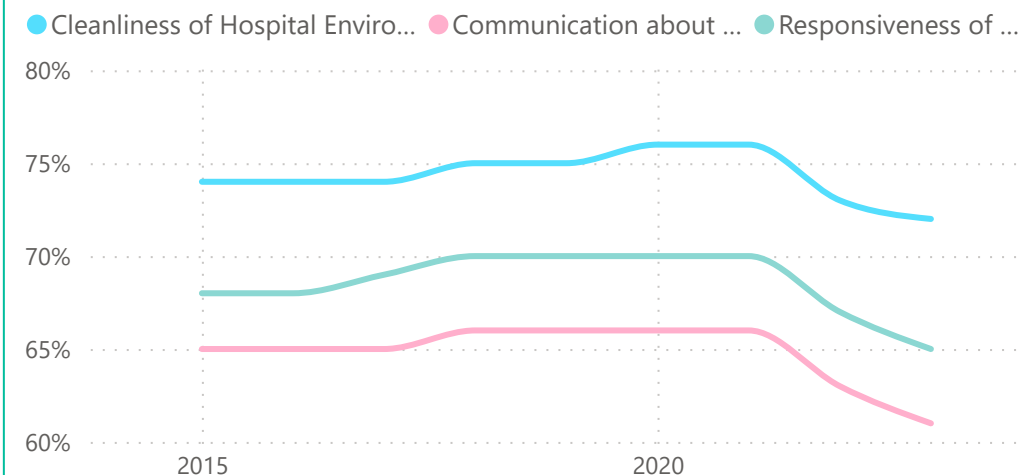
9.6%!

Goal: 9.2% (-4.35%)

(Top, Middle, Bottom) Box % Change by Year

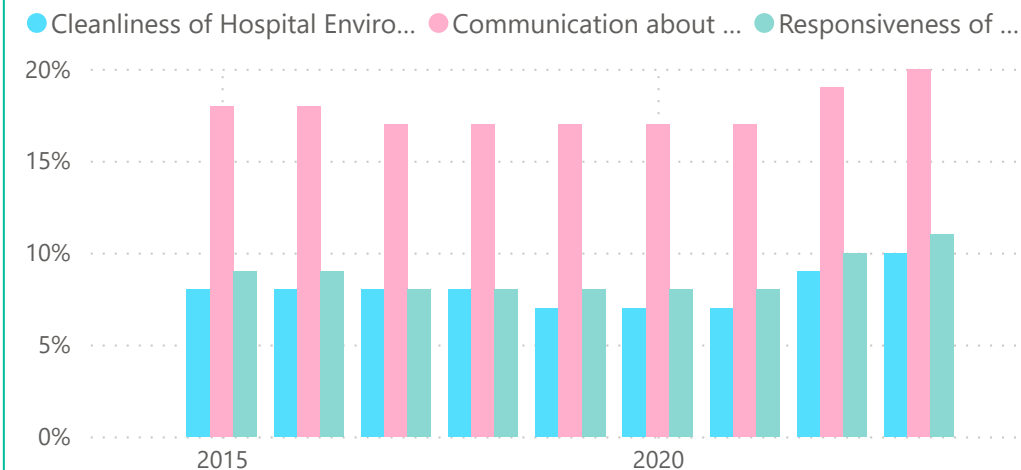


Major Top Box % Changes



Measure	19	2020	2021	2022	2023	Total
Care Transition	.0%	54.0%	54.0%	52.0%	51.0%	52.6%
Cleanliness of Hospital Environment	.0%	76.0%	76.0%	73.0%	72.0%	74.3%
Communication about Medicines	.0%	66.0%	66.0%	63.0%	61.0%	64.8%
Communication with Doctors	.0%	82.0%	82.0%	80.0%	79.0%	81.3%
Communication with Nurses	.0%	81.0%	81.0%	80.0%	79.0%	80.1%
Discharge Information	.0%	87.0%	87.0%	86.0%	86.0%	86.7%
Overall Hospital Rating	.0%	73.0%	73.0%	72.0%	70.0%	72.2%
Quietness of Hospital Environment	.0%	62.0%	62.0%	63.0%	62.0%	62.2%
Responsiveness of Hospital Staff	.0%	70.0%	70.0%	67.0%	65.0%	68.6%
Total	.0%	72.3%	72.3%	70.7%	69.4%	71.4%

Major Bottom Box % Changes





Year

All

Measure

All

State

All

Top Box %

Middle Box %

Bottom Box %

Overview



National Results



State Results I



State Results II



Average Top Box %

71.3%

Average Middle Box %

20.3%

Average Bottom Box %

8.4%

State Top Box %

69.4%!

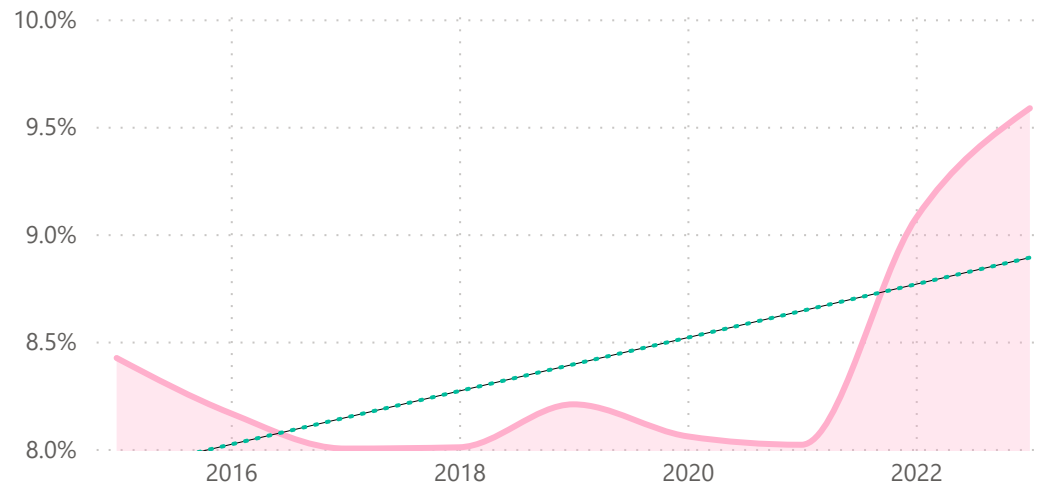
Goal: 70.6% (-1.74%)

State Bottom Box %

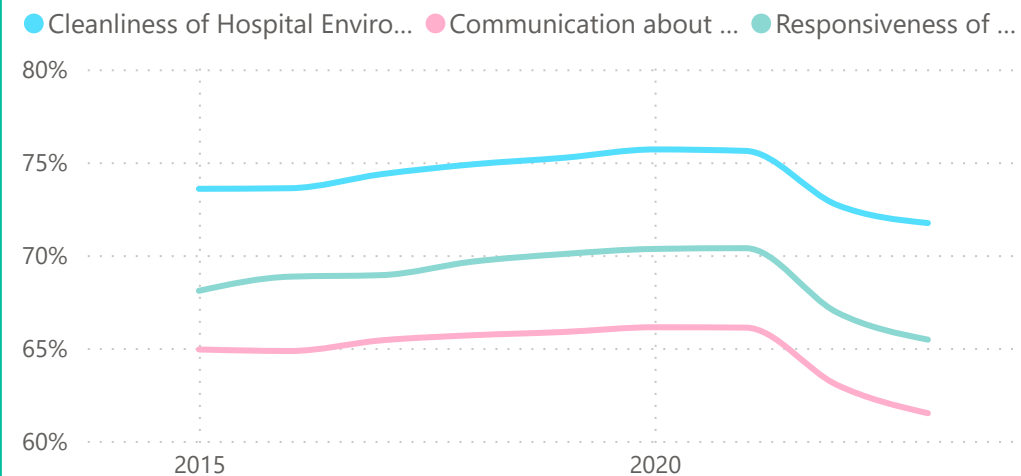
9.6%!

Goal: 9.1% (-5.66%)

(Top, Middle, Bottom) Box % Change by Year

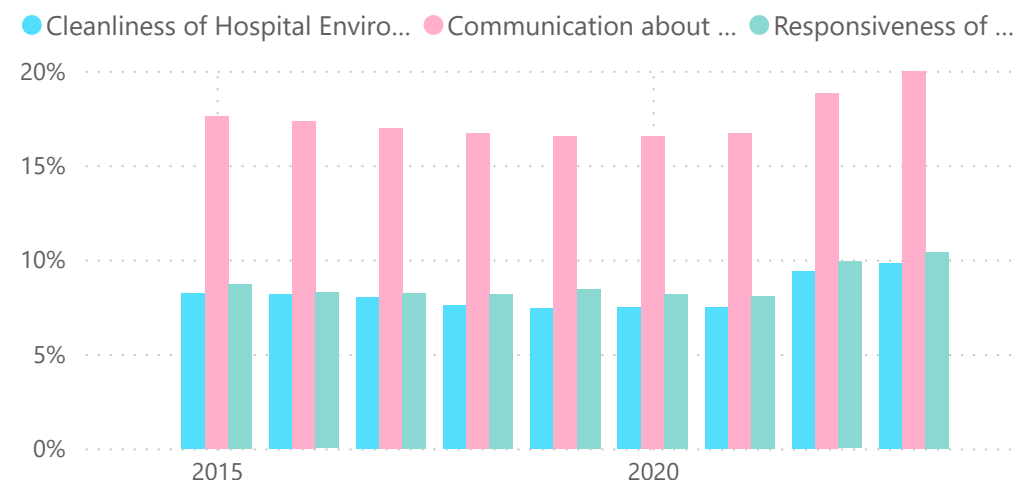


Major Top Box % Changes



Measure	2015	2016	2017	2018	2019	2020
Care Transition	5.3%	5.2%	5.1%	4.9%	4.9%	4.9%
Cleanliness of Hospital Environment	8.2%	8.2%	8.0%	7.6%	7.5%	7.5%
Communication about Medicines	17.6%	17.3%	17.0%	16.7%	16.6%	16.5%
Communication with Doctors	4.2%	4.0%	4.0%	4.3%	4.6%	4.5%
Communication with Nurses	4.4%	4.1%	4.1%	4.1%	4.3%	4.1%
Discharge Information	13.8%	13.2%	12.6%	12.7%	13.0%	13.0%
Overall Hospital Rating	7.8%	7.5%	7.3%	7.4%	7.8%	7.5%
Quietness of Hospital Environment	9.4%	9.0%	8.9%	9.4%	9.9%	9.5%
Responsiveness of Hospital Staff	8.7%	8.3%	8.3%	8.2%	8.4%	8.2%
Total	8.4%	8.2%	8.0%	8.0%	8.2%	8.1%

Major Bottom Box % Changes





Year



All



Measure



All



State



All



Overview



National Results



State Results I



State Results II



Highest Average Top Box %

South Dakota

76.8%

Highest Average Bottom Box %

District of Columbia

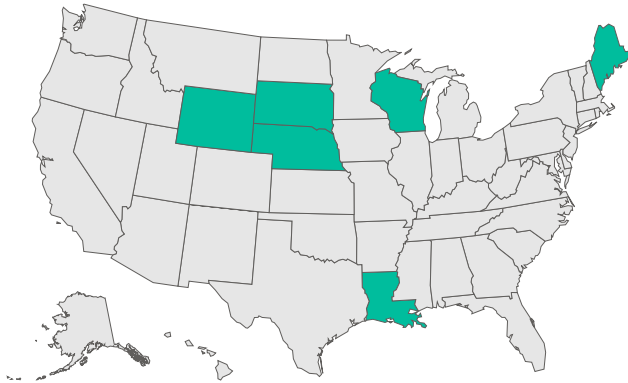
14.6%



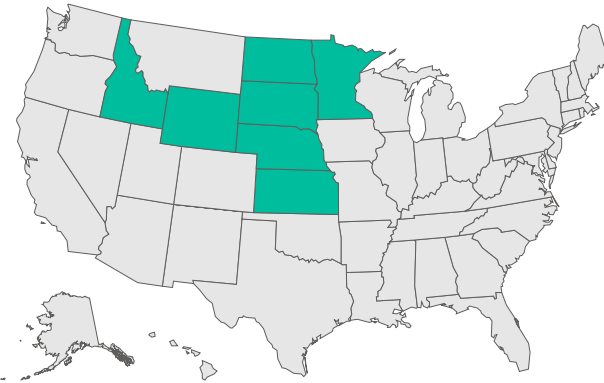
States with the Highest Top Box %

States with the Highest Bottom Box %

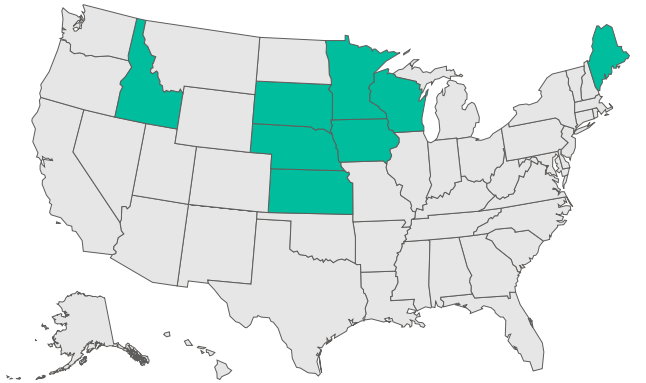
Communication about Medicines



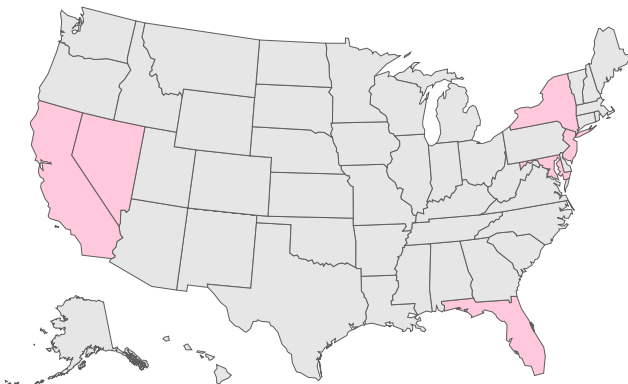
Responsiveness of Hospital Staff



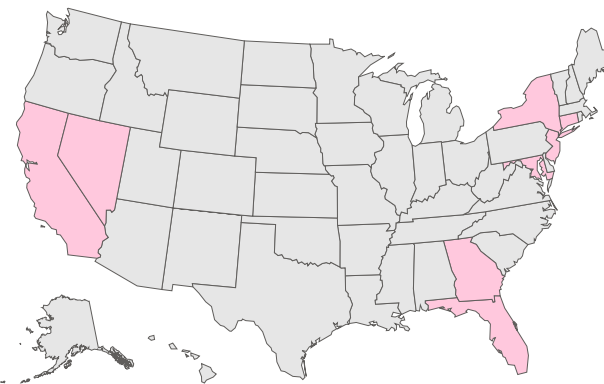
Cleanliness of Hospital Environment



Communication about Medicines



Responsiveness of Hospital Staff



Cleanliness of Hospital Environment

