

# HCAHPS Patient Survey

Insights

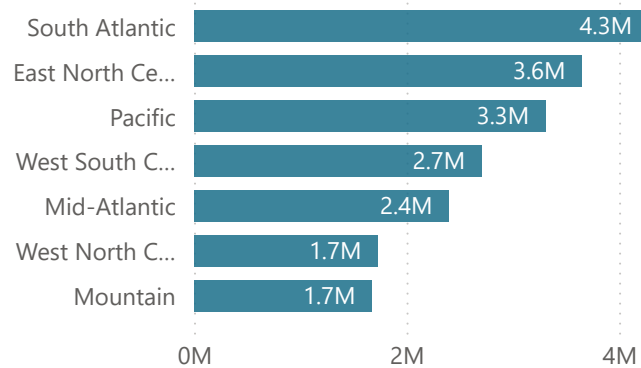
## → Survey Analysis

Hospitals  
**4.62K**

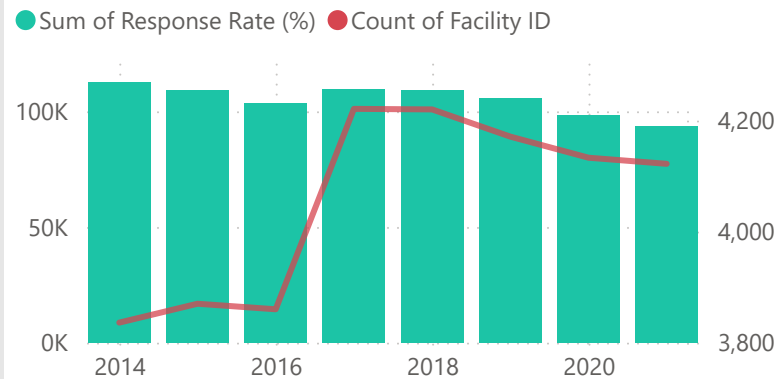
Survey Completed  
**22M**

Response Rate(%)  
**25.96**

### Survey Completed by Region



### Response Rate (%) and Total Hospital by Year



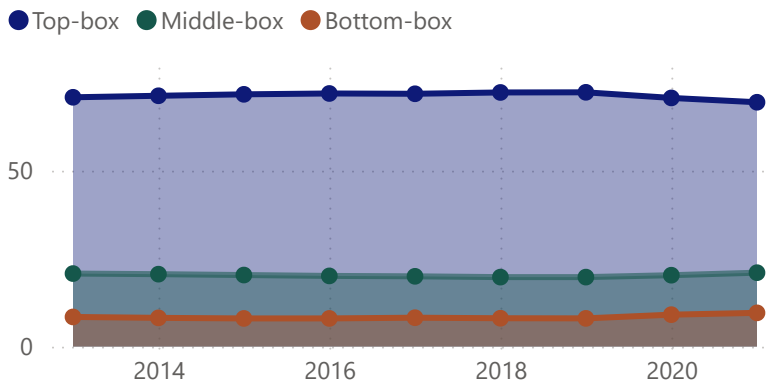
## → National Result Analysis

Top-Box(%)  
**71.33**

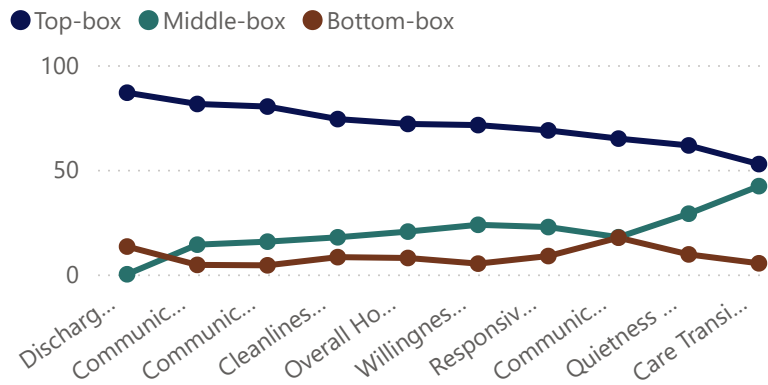
Middle-Box(%)  
**20.27**

Bottom-Box(%)  
**8.39**

### Top, Middle and Bottom-Box by Year



### Top, Middle and Bottom-Box by Measures

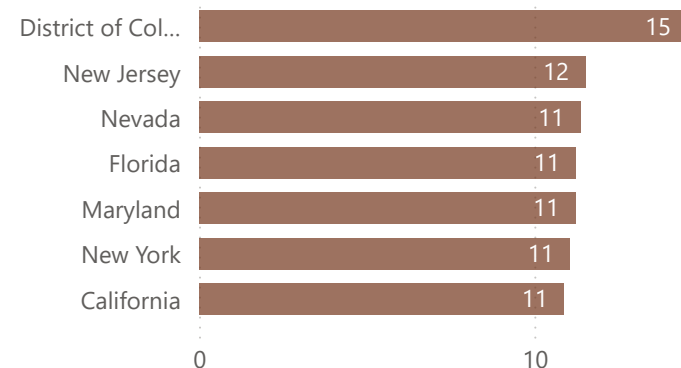


## → State Analysis

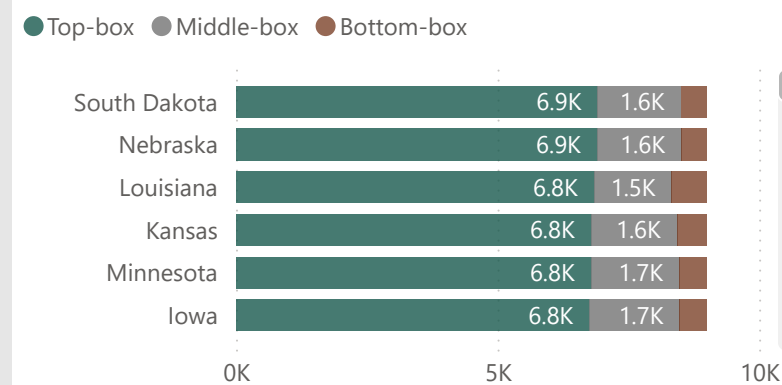
Regions  
**9**

States  
**51**

### Bottom Box by State



### Top, Middle and Bottom-Box by State





# Survey Analysis

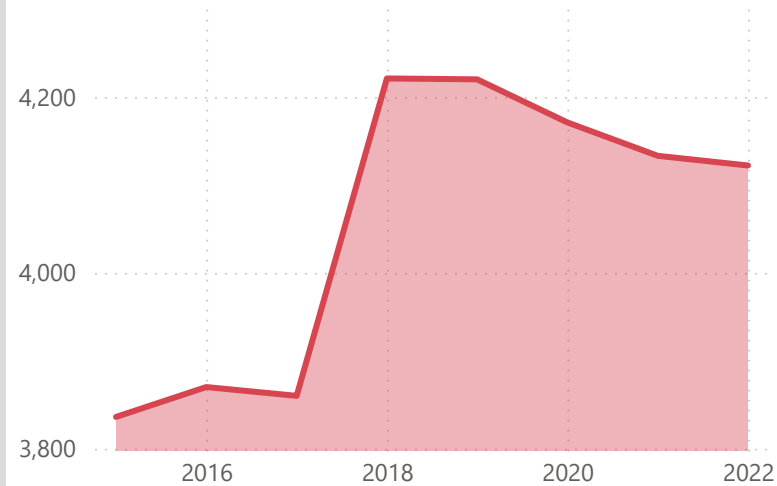
Region

All

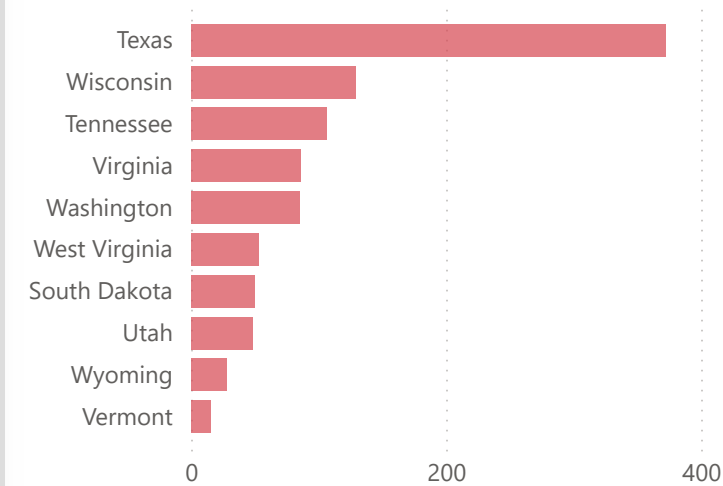
State Name

All

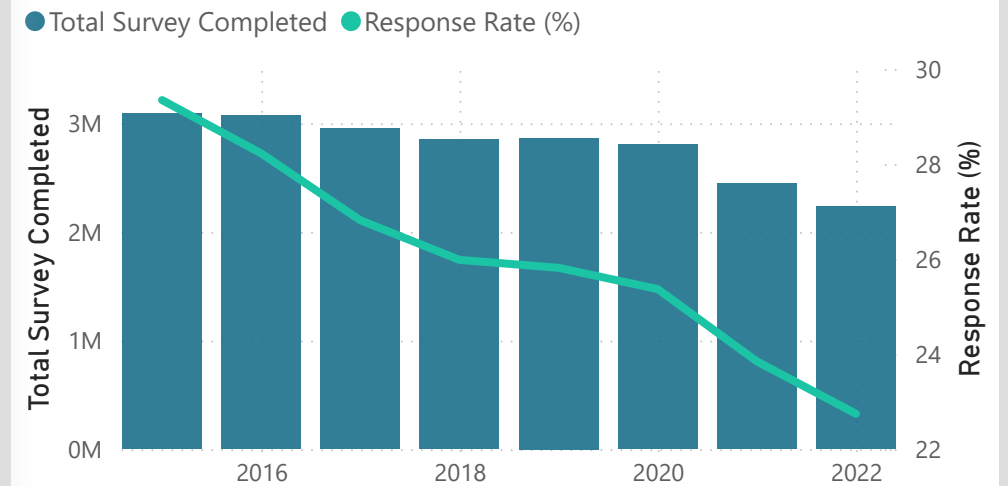
### Total Hospital by Year



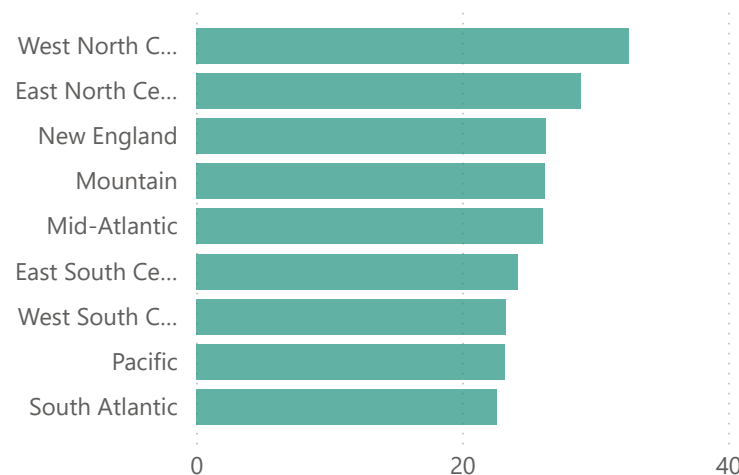
### Total Hospital by State



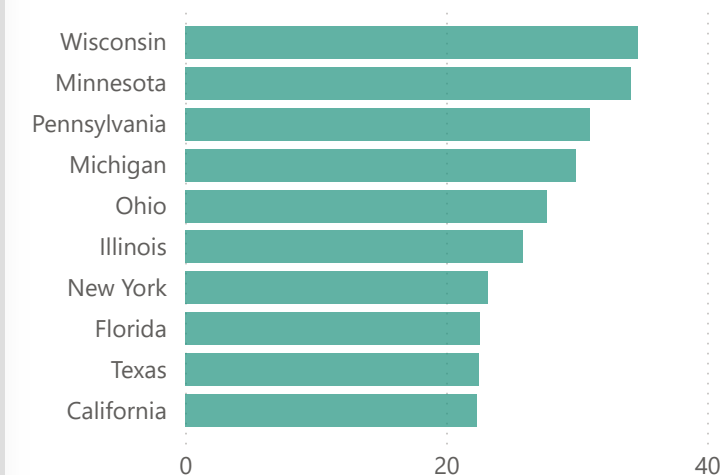
### Total Survey Completed and Response Rate (%) by Year



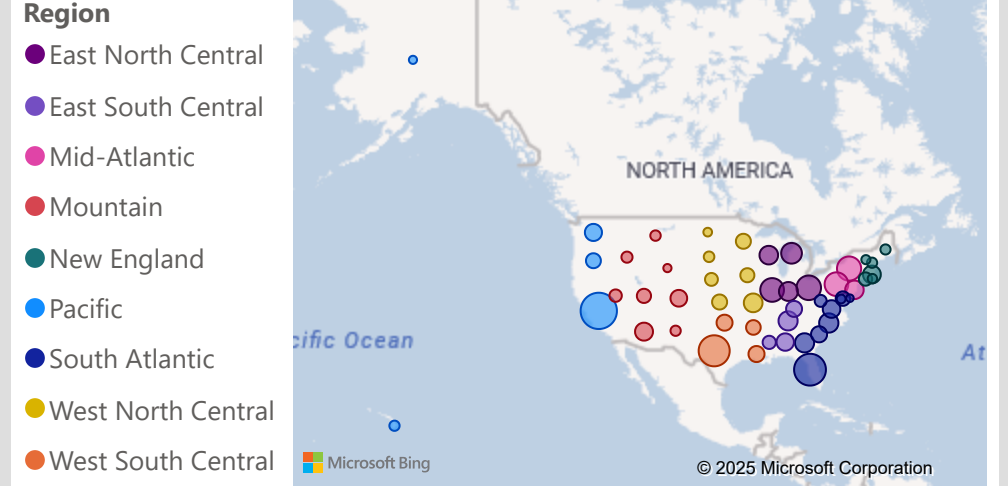
### Response Rate (%) by Region



### Response Rate (%) by State Name



### Total Hospital by Region and State





# National Result Analysis

Type

All

Year

2014

2022

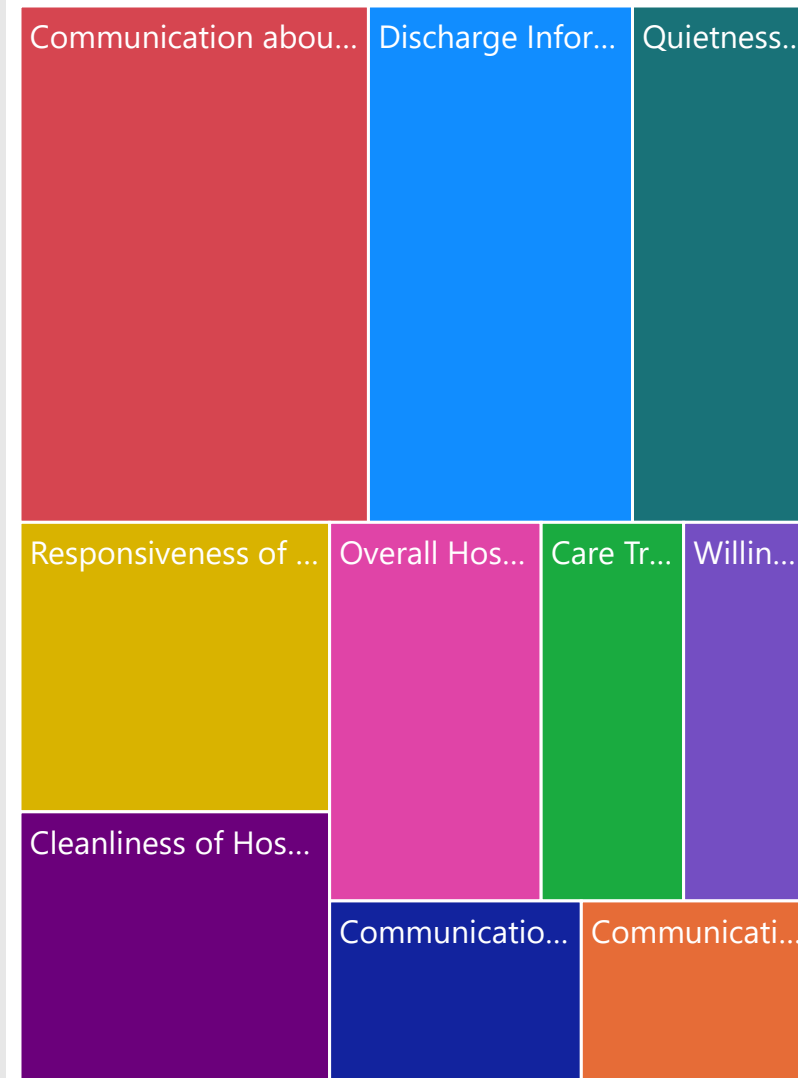
## Top-box by Measure



## Middle-box by Measure



## Bottom-box by Measure

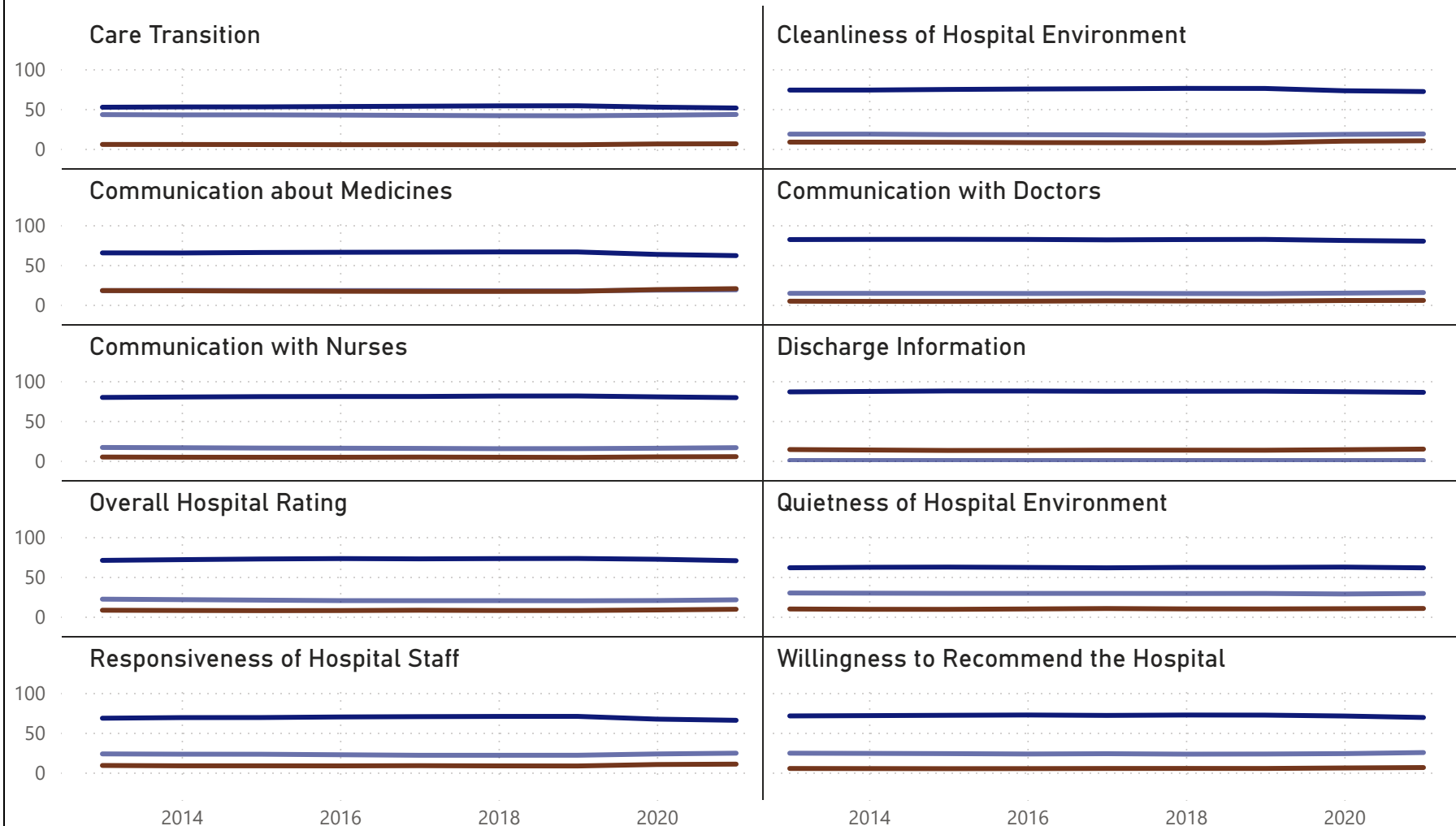




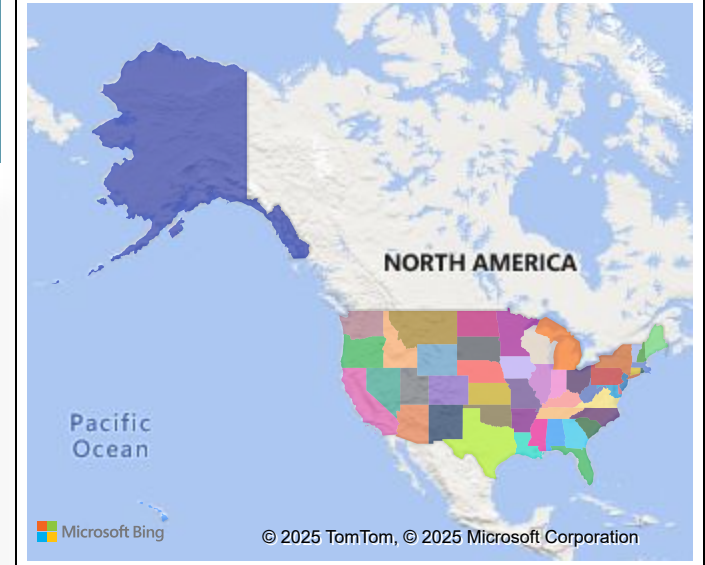
# State Result Analysis

Top-box , Middle-box and Bottom-box (%) by Year and Measure

● Top-box ● Middle-box ● Bottom-box



Select State



Top Box(%)

71.33

Middle Box(%)

20.27

Bottom Box(%)

8.39



# Insights



## Result Analysis

- Across all 9 years.
  - Top-Box ranged from 69.40% to 72.30%
  - Middle-Box ranged from 19.60% to 21%
  - Bottom-Box ranged from 8% to 9.60%
- From 2021 to 2022, almost all the composite measure type's measures have decreased
- Across all the states an increase in the dissatisfaction in the following measures was observed and therefore, require corrective measures:
  - Cleanliness of Hospital Environment
  - Communication about Medicines
  - Responsiveness of Hospital Staff
  - Discharge Information



## Survey

- The number of Hospitals have declined over the years and it had directly affected the response rate.
- Interestingly, South Atlantic Region had the most completed surveys and the least response rate(%).
- A sharp decline in response rate was observed from 30.84%, in 2014, to 22.36%, in 2022.



## Recommendation

- Increase the number of hospitals
- Encourage patients to fill the survey form through incentives
- Establish a department to ensure the SOPs are followed to maximize patient satisfaction
- Special attention should be given to District of Columbia and New Jersey hospitals