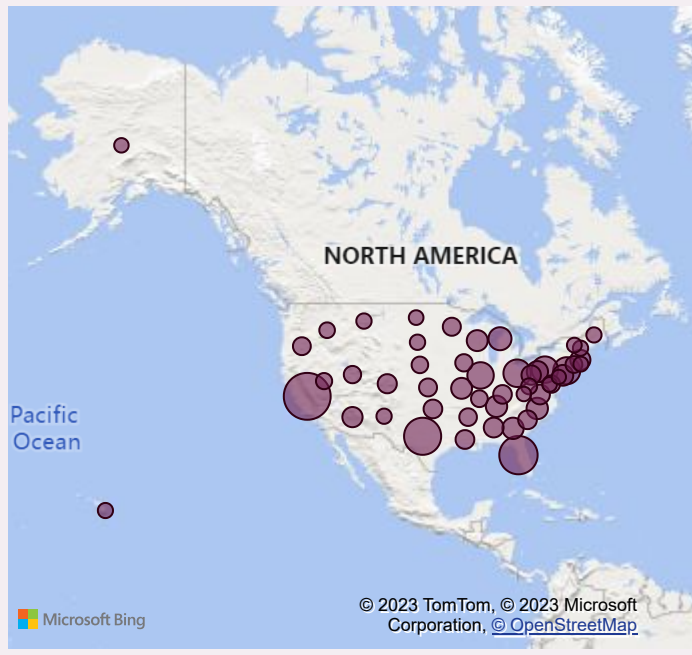


Sum of Completed Surveys by State



Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey : 2015-2023

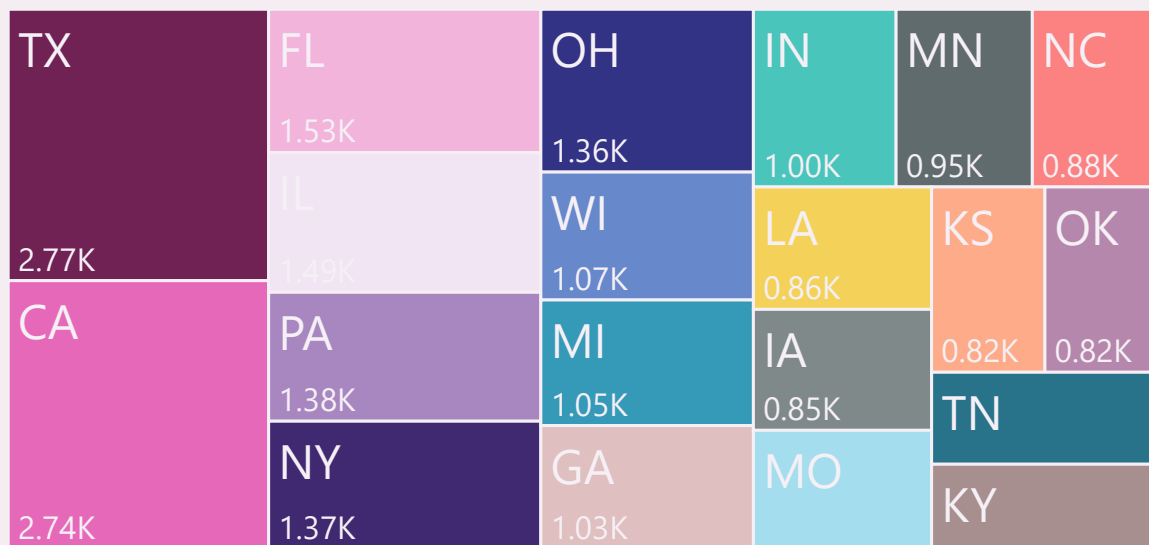
4611

Hospitals Participated

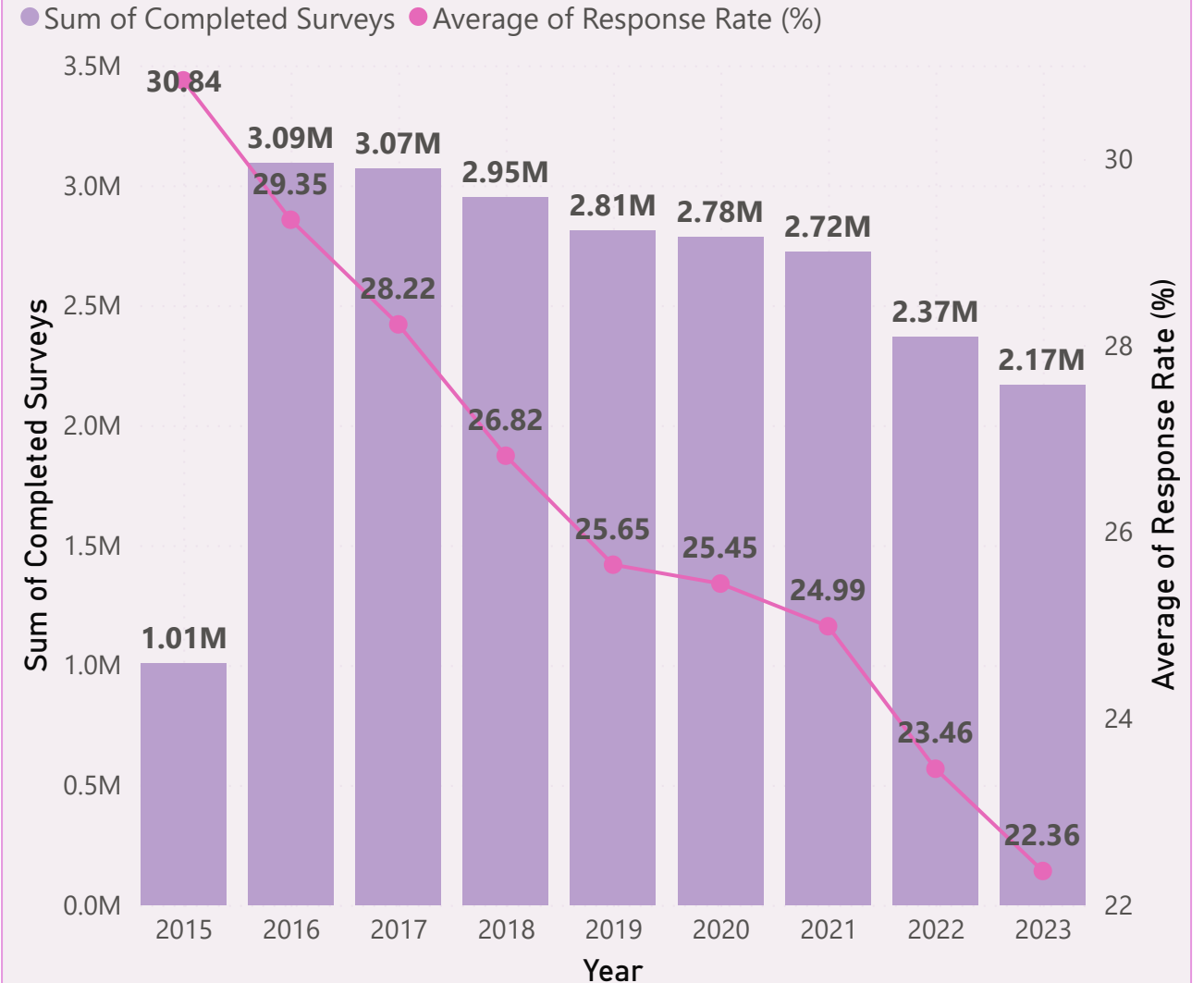
23M

Completed Surveys

Count of Completed Surveys by State (Top 20)



Sum of Completed Surveys and Average of Response Rate (%) by Year



Year: All



Select
all

2019

2015

2020

2016

2021

2017

2022

2018

2023

Change from
2015 to 2023:

1.20

Bottom-box

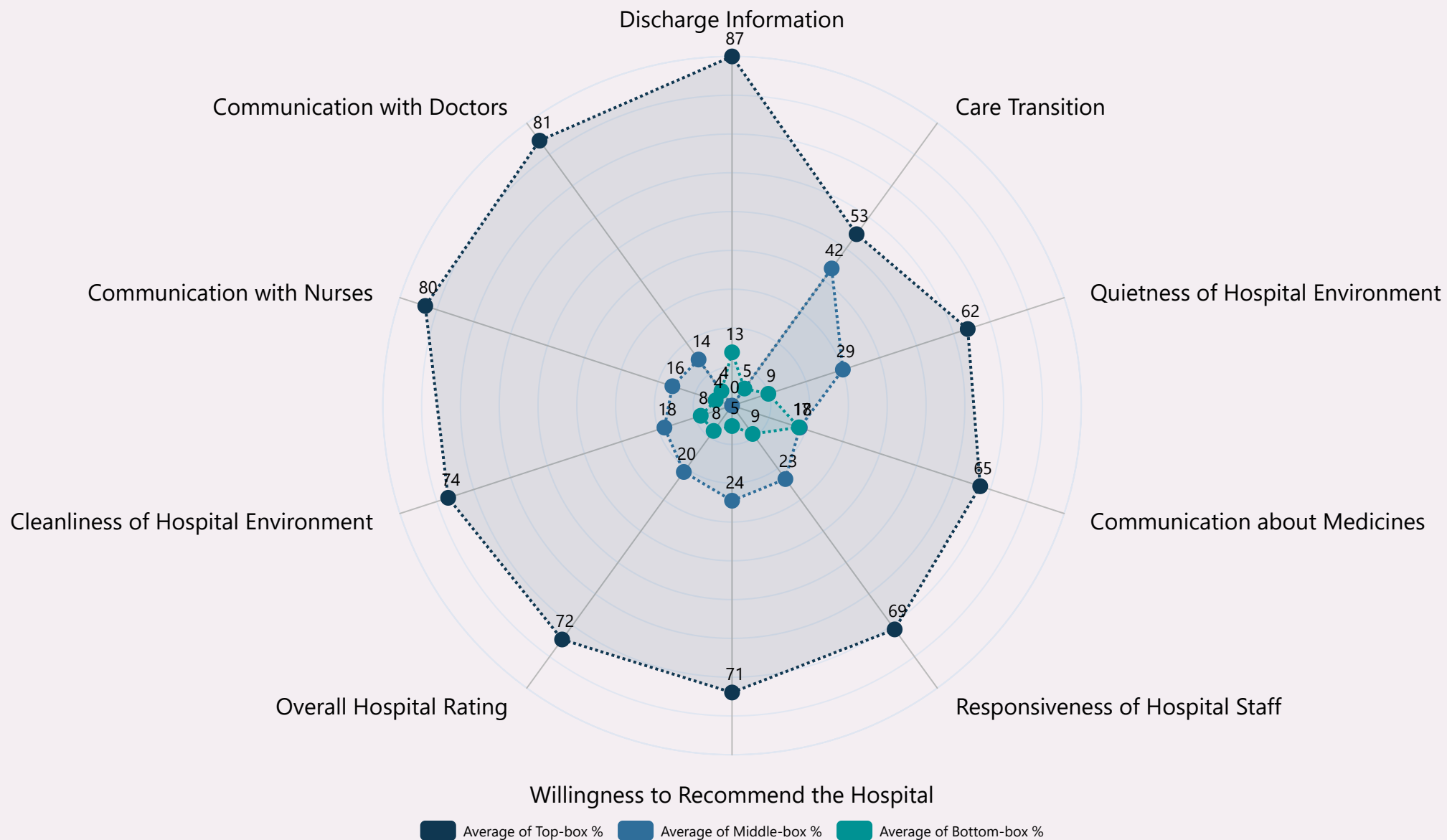
0.40

Middle-box

-1.60

Top-box

Average of Top-box %, Average of Middle-box % and Average of Bottom-box % by Measure



Year: Multiple selections



Select all

2015

2016

2017

2018

2019

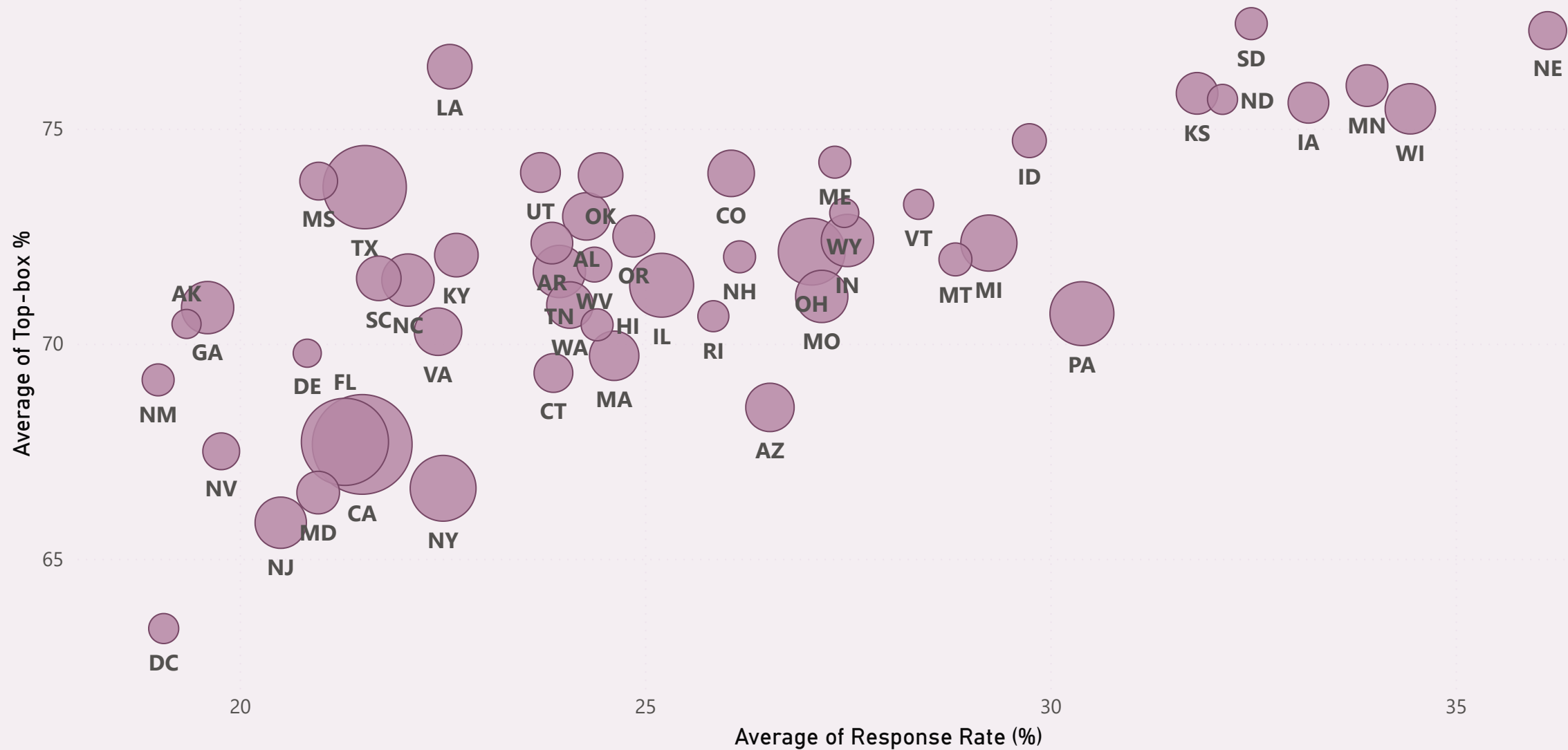
2020

2021

2022

2023

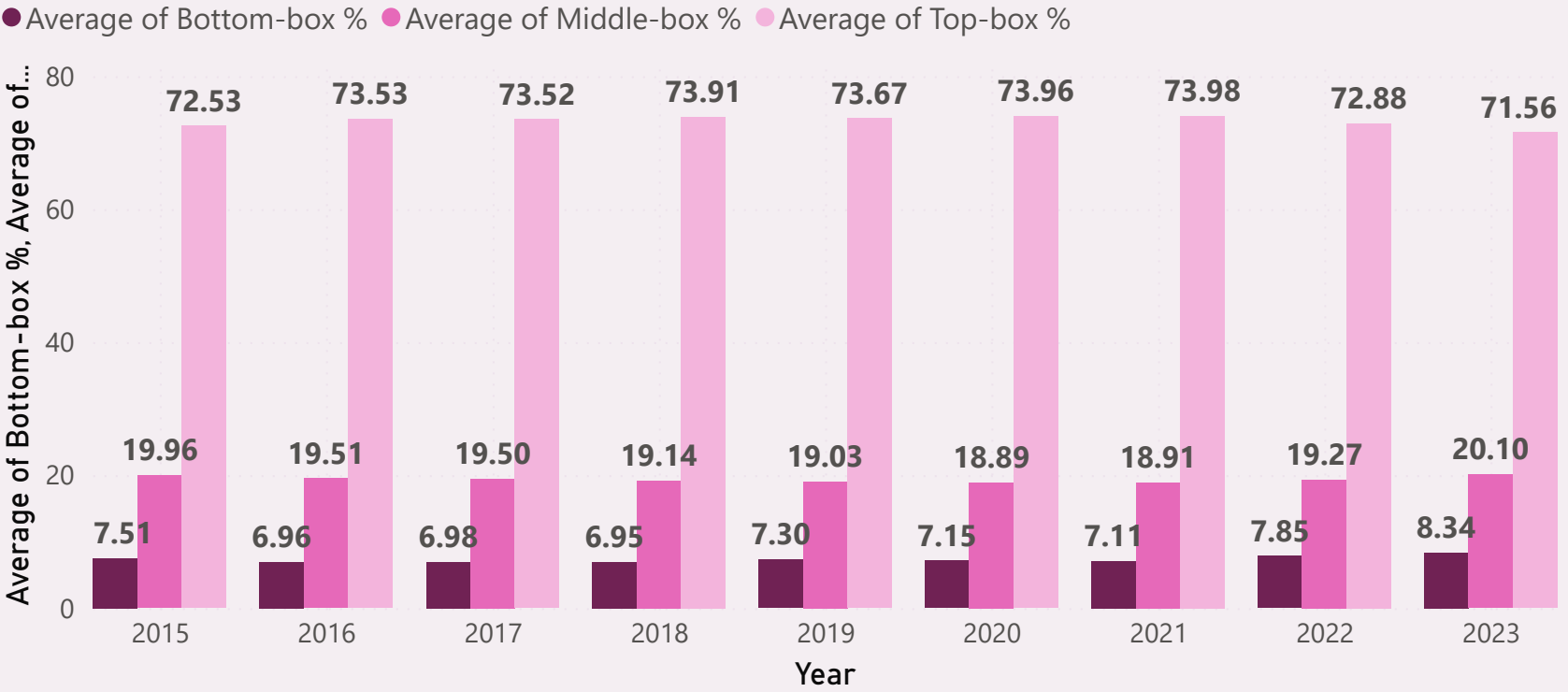
Average of Response Rate (%), Average of Top-box % and Sum of Completed Surveys by State



State: Multiple selections

Select all	AZ	DC	HI	IN	MA	MN	NC	NJ	OH	RI	TX	WA
AK	CA	DE	IA	KS	MD	MO	ND	NM	OK	SC	UT	WI
AL	CO	FL	ID	KY	ME	MS	NE	NV	OR	SD	VA	WV
AR	CT	GA	IL	LA	MI	MT	NH	NY	PA	TN	VT	WY

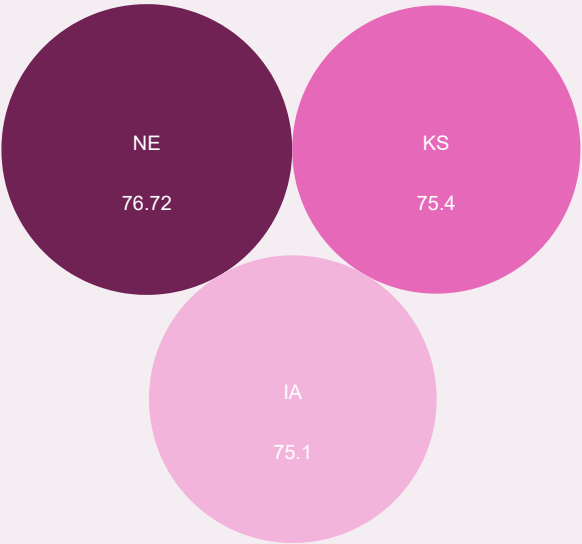
Average of Bottom-box %, Average of Middle-box %, Average of Top-box % and First Measure ID by Year



Measure

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

Top3 Stats by Top-box %



Year
Select all
2015
2016
2017
2018
2019
2020
2021
2022
2023

Measure
Care Transition
Cleanliness of Hospital Environment
Communication about Medicines
Communication with Doctors
Communication with Nurses

Measure	Average of Bottom-box %	Average of Middle-box %	Average of Top-box %
Communication with Doctors	4.56	14.00	81.44
2022	5.08	14.39	80.53
2021	4.35	13.78	81.86
2020	4.45	13.86	81.69
2019	4.65	14.04	81.31
2018	4.25	13.92	81.82
Communication about Medicines	17.07	17.57	65.36
2022	18.84	18.14	63.02
2021	16.69	17.22	66.10
2020	16.55	17.33	66.12
2019	16.57	17.57	65.86
2018	16.73	17.59	65.69
Cleanliness of Hospital Environment	7.89	17.29	74.82
2022	9.39	17.90	72.71
2021	7.51	16.88	75.61
2020	7.51	16.80	75.69
2019	7.45	17.31	75.24
2018	7.59	17.53	74.88
Care Transition	5.10	41.72	53.18
2022	5.88	41.98	52.14
2021	4.86	41.29	53.84
2020	4.86	41.39	53.75
2019	4.94	41.76	53.29
2018	4.94	42.16	52.90
Total	8.65	22.64	68.70