

Hospital Consumer Assessment of Healthcare Providers and Systems

Measure of assess hospitals

10

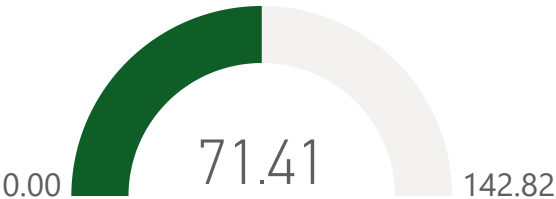
Questions on the
assessment

19

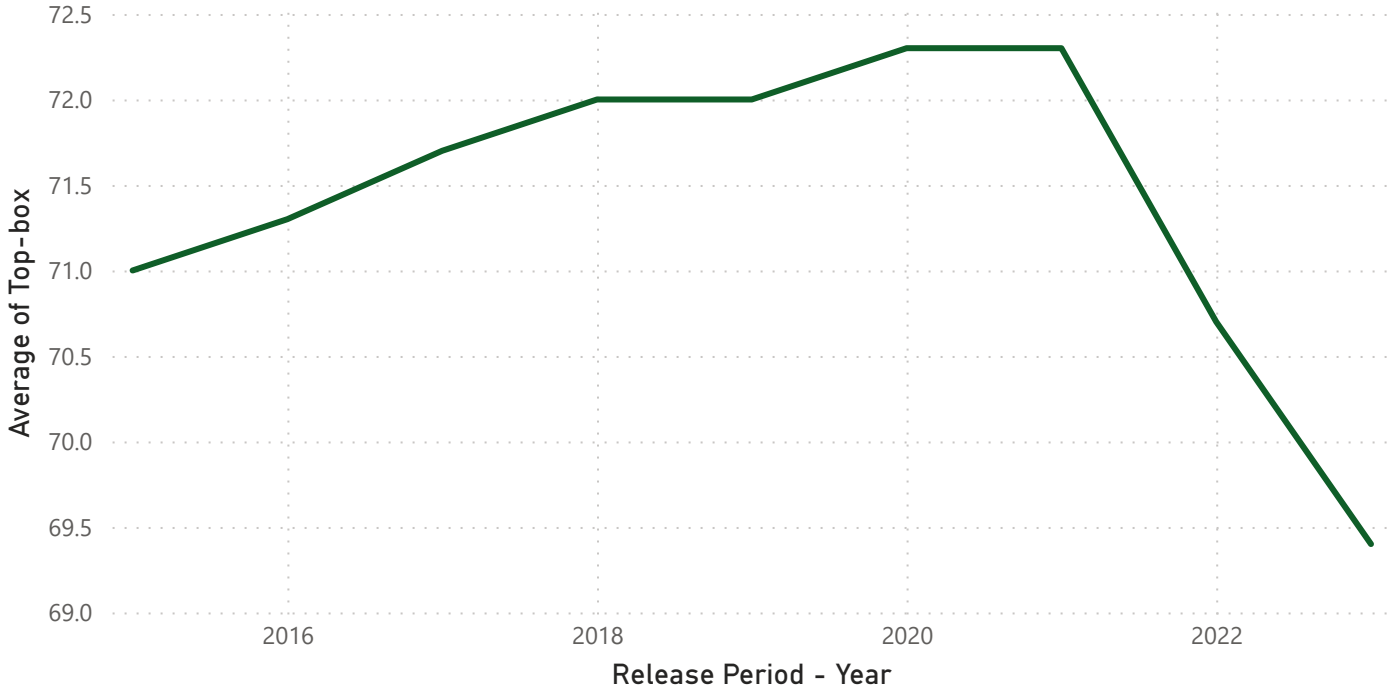
Avg Response rate

85

Average of Top-box



Have hospital's HCAHPS scores improved over the past 9 years?



🔑 We see a decline in the score over the past 9 Years. Let us deep dive into in next pages.

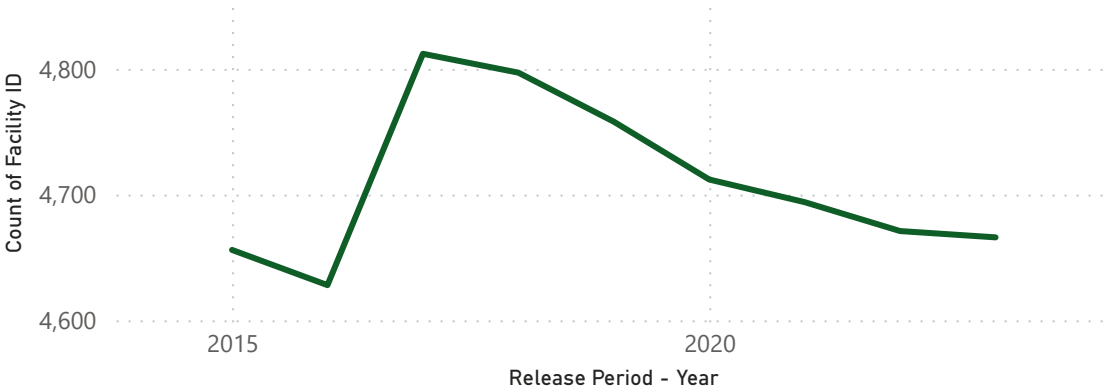
Release Period - Year	Average of Top-box	Average of Middle-box	Average of Bottom-box
2015	71.00	20.60	8.40
2016	71.30	20.40	8.30
2017	71.70	20.30	8.00
2018	72.00	20.00	8.00
2019	72.00	19.80	8.20
2020	72.30	19.60	8.10
2021	72.30	19.80	7.90
2022	70.70	20.10	9.20
2023	69.40	21.00	9.60

🔑 A breakdown into the scores show the trend of how the values have change over the past years. With 2023 seeing the score drop below 70.



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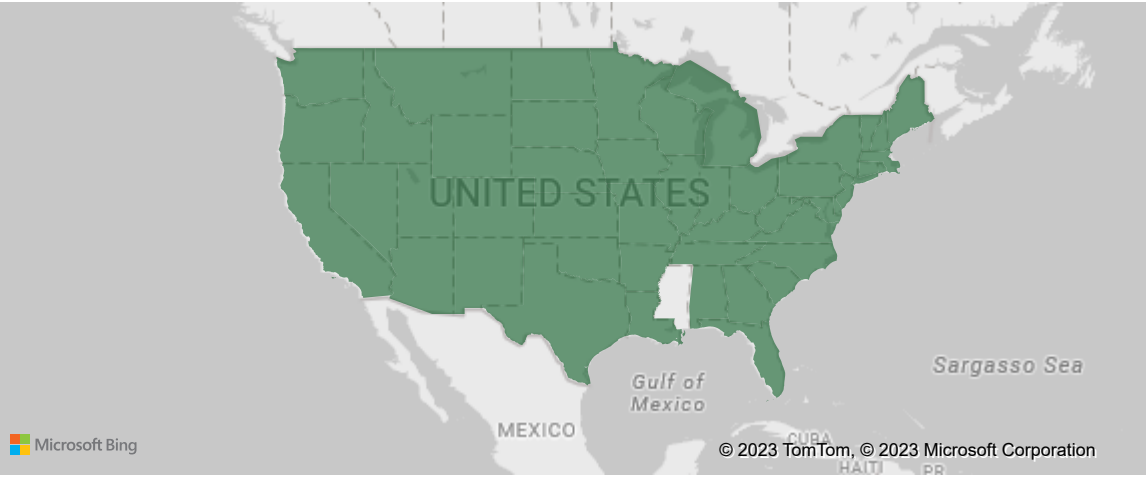
Count of Facility ID by Release Period - Year



🔑 The number of facilities under the assessment have increased since 2015, with **Texas** and **California** having the maximum numbers. But do they also provide the better services?

🔑 From the below graph we see that **California** actually has a lower score compared to the number of facilities it has. While **South Dakota** has the highest Top-box percentage at

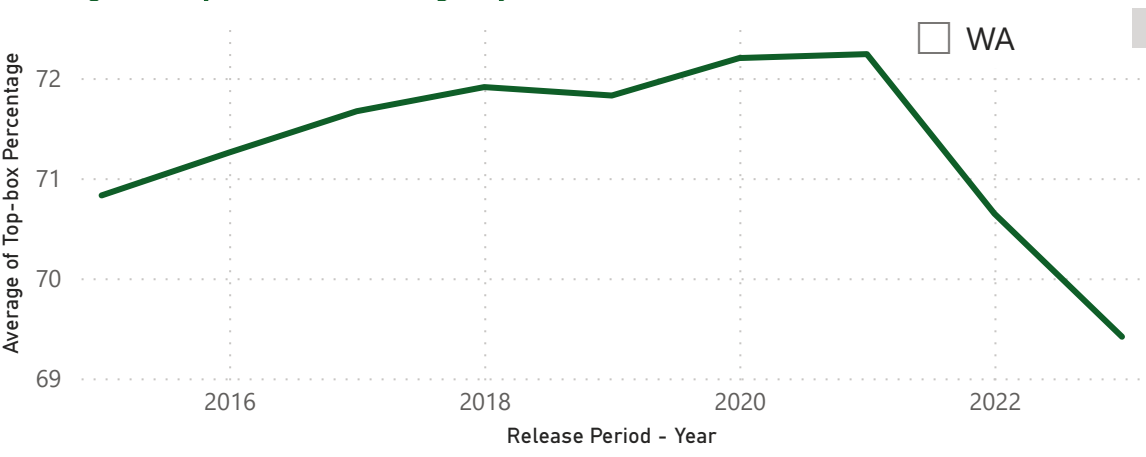
Average of Top-box Percentage by State



Count of Facility ID by State Name



Average of Top-box Percentage by Release Period - Year

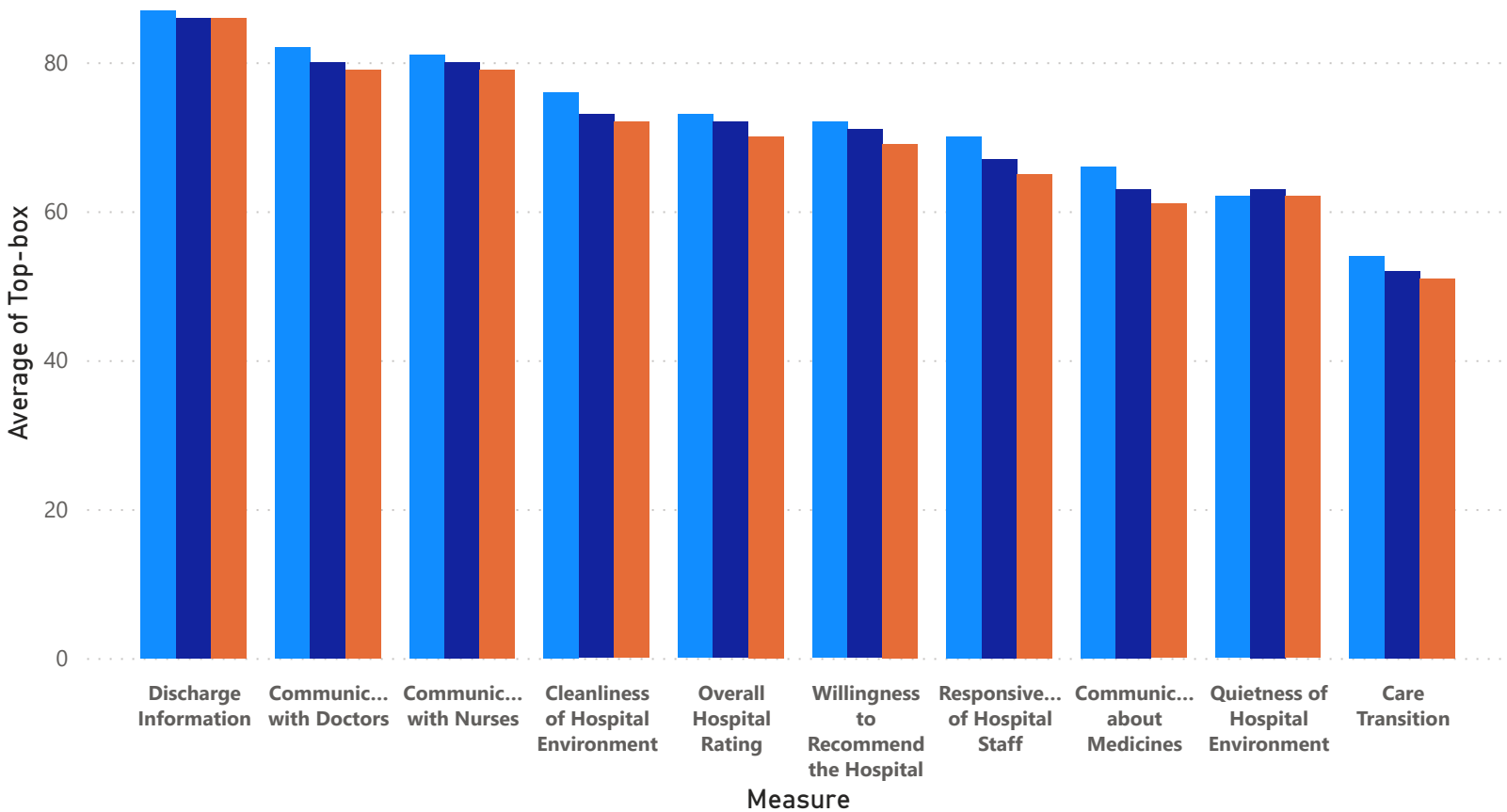




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Are there any specific areas where hospitals have made more progress then others?

Release Period - Year ● 2021 ● 2022 ● 2023



🔑 Comparing the top- box percentage for the measure over a release period of 3 years (2021-2023) shows a gradual decline in the values (with the exception of Discharge Information).

Measure	Release Period - Year
Care Transition	2023
Cleanliness of Hospital Environment	2023
Communication about Medicines	2023
Communication with Doctors	2023
Communication with Nurses	2023
Discharge Information	2023
Overall Hospital Rating	2023
Quietness of Hospital Environment	2023
Responsiveness of Hospital Staff	2023
Willingness to Recommend the Hospital	2023
Care Transition	2022
Cleanliness of Hospital Environment	2022
Communication about Medicines	2022
Communication with Doctors	2022
Communication with Nurses	2022
Discharge Information	2022
Overall Hospital Rating	2022
Quietness of Hospital Environment	2022
Responsiveness of Hospital Staff	2022
Willingness to Recommend the Hospital	2022
Care Transition	2021

🔑 The above table indicates that measures such as **care Transition, Quietness of Hospital Environment, Communication about Medicines and Responsiveness of Hospital Staff** are some potential areas where the hospital can improve considering they have been almost consistently scoring below 70 for the past couple of years.