

Listening to the Patients: A Close Examination of HCAHPS Hospital Experience Surveys

23.3M

Total Completed Surveys

26.6%

Average Response Rate

51

Number States plus DC

4793

Number Hospitals

Key Facts

- There has been more than **23 million surveys** completed over **9 years**.
- The top 3 states accountable for more than **25%** of the total of surveys so far are **California, La Florida and Texas**.
- The average **response rate** over the years is **26.6%** and has been decreasing steadily since 2015 to a minimum low of **22.7%** in 2023.
- The survey is performed in the **50 states** of US plus the **District of Columbia** and **4793** hospital have participated so far.
- The survey uses **10 different measures** to evaluate the perception of patients' hospital care.

National Results



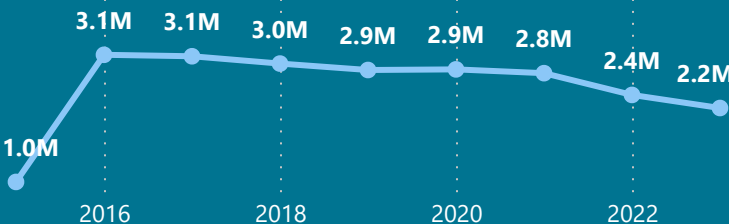
Statewide Results



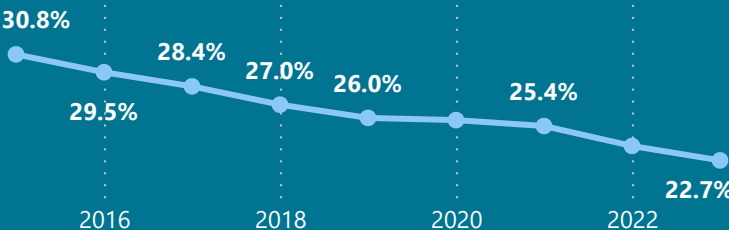
Measures used in the Survey

- 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

Completed Surveys Over Time



Response Rate Change Over Time



Top 10 States with more number of Completed Surveys

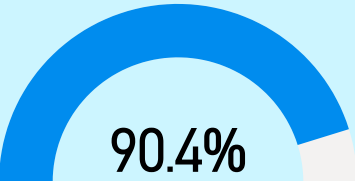
California	Ohio	New York
2.54M	1.05M	1.02M
Florida	Pennsylvania	Illinois
1.88M	0.97M	0.97M
Texas	Michigan	Georgia
1.80M	0.70M	0.58M
	North Carolina	
	0.59M	

National Results

Current Patients' Perception

Average of all the measures

Very Positive or Positive



Negative

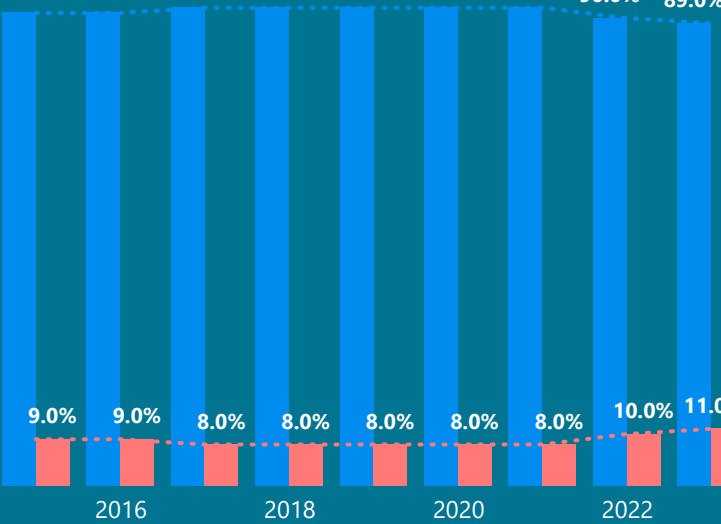


Measure

Responsiveness of Hospital Staff

Patients' Perception Over Time

91.0% 91.0% 92.0% 92.0% 92.0% 92.0% 92.0% 90.0% 89.0%



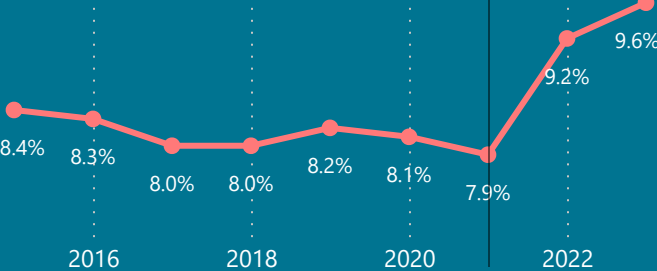
Very Positive or Positive

Negative

Positive or Very Positive Patients' Perception Over Time



Negative Patients' Perception Over Time



The **patients' positive or very positive perception** in hospital care was increasing steadily until **2021**, reaching a maximum of **92.1%**.

The **Communication with Nurses and Doctors** measures have the best performance with **95%** of patients giving a positive score each, followed by **Care Transition** with **94%**.



Since **2021**, the **positive perception** in hospital care has decreased significantly to a lowest point of **90.4%** and the **negative perception** increased to a highest point of **9.6%** in **2023**.

Between **2021** and **2023**, every measure evaluated in the survey has shown a **fall** with **Communication about Medicines** being the measure with the worst rating with **20%** of **negative perception** by patients.



94%

of patients would **probably or definitely recommend** their hospital to family and friends.

91%

of patients rated their hospital stay as **positive or intermediate**.

Statewide Results

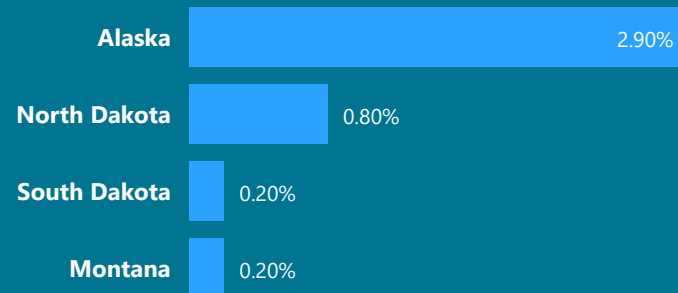
- **South Dakota** is the state with better results in the survey with **94%** of **positive perception**, followed by **Nebraska** and **Minnesota**, being all three from the **West North Central** region.
- Only **4** states showed improvements since **2015**, with **Alaska** scoring the highest increase in patients **positive perception**.

- **District of Columbia** has the highest **negative perception** from patients with **15.5%**, followed by **New Jersey** and **Florida**.
- **Arizona** has had the biggest deterioration in patient's perception since **2015** with **2.90% decrease**.

State	Positive or Very Positive Perception	State Name	Negative Perception
South Dakota	94.0%	District of Columbia	15.5%
Nebraska	93.9%	New Jersey	13.2%
Minnesota	93.7%	Florida	13.1%
Iowa	93.5%	New York	12.8%
Idaho	93.2%	Maryland	12.5%
Kansas	93.1%	California	12.3%
Wisconsin	93.0%	Nevada	12.2%
Wyoming	92.6%	Arizona	12.0%
Utah	92.5%	Delaware	12.0%
North Dakota	92.2%	New Mexico	11.5%

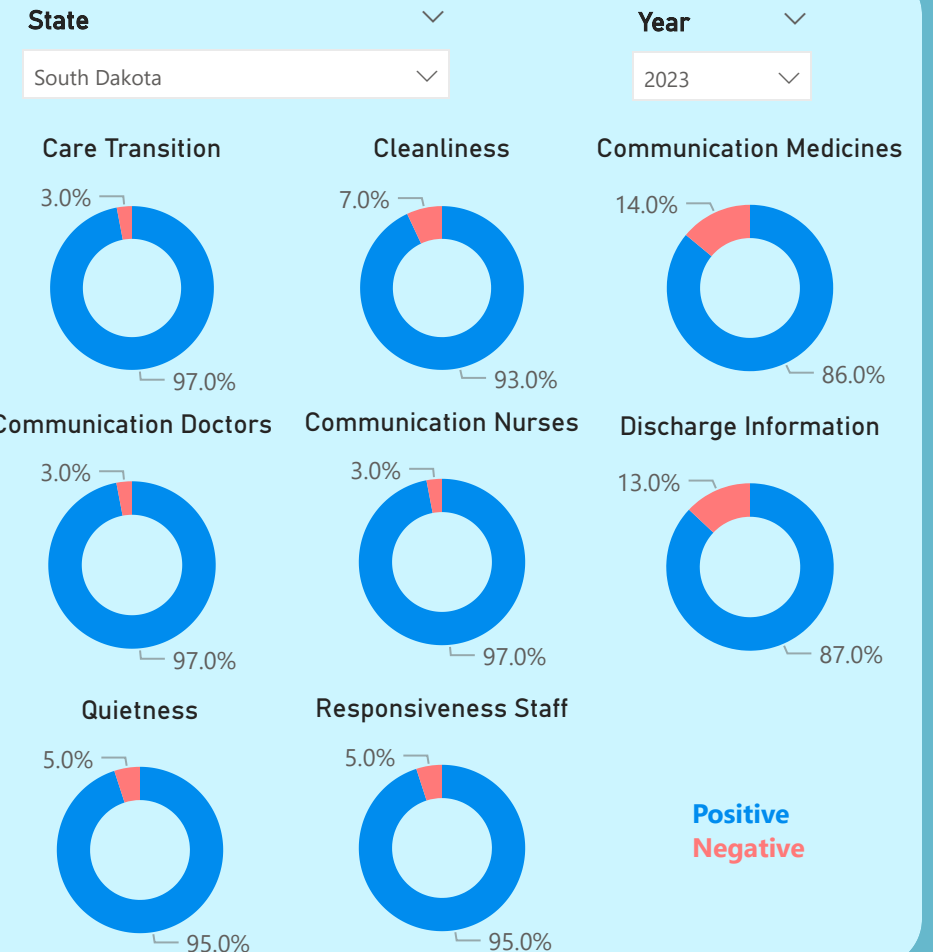
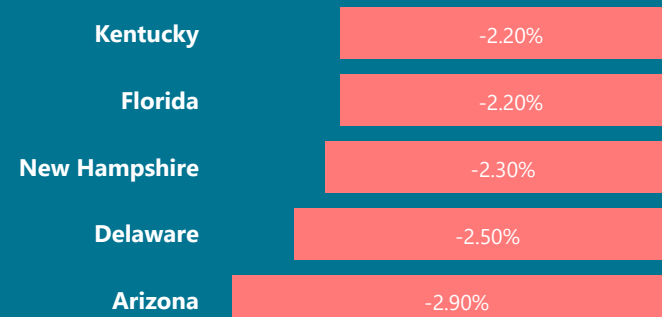
Difference in Perception (2015-2023)

Top States



Difference in Perception (2015-2023)

Bottom States



Recommendations

Initiate Strategic Campaigns for Survey Engagement Completion, aiming at improving the participation rate in completed surveys and elevating the overall response rate.

Conduct In-Depth Analysis to Uncover National Perception Deterioration, to discover the factors at a national level that may have contributed to the decline in patients' perception of hospital care quality during the year 2021.

Design Nationwide Strategies to Enhance Medication Communication and Discharge Information, which are the areas where patients' confidence is lower.

Extensive Review of Hospital Care in the West North Central Region as a Benchmark, as it shows a notable patient satisfaction performance. Extract valuable insights and best practices from this region to establish benchmarks that can be emulated across the country.

Comprehensive Analysis of Alaska's Success Factors in Patient Satisfaction: to discover Alaska's distinctive approach and practices that set it apart from the rest of the states, leading to important improvements in patient satisfaction.

Rigorous Assessment of District of Columbia, to uncover underlying factors contributing to its lower patient satisfaction scores and design and implement strategies that aim to elevate the overall hospital experience for patients.