Survey of Patients’ Experience

Hospital Consumer Assessment of Healthcare Providers and Systems Survey

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| --- | --- |
|  Hospital Name | Summary Star Rating |
| Brattleboro Memorial Hospital | StarStarStarStarStar |
| Central Vermont Medical Center | StarStarStarStarStar |
| Copley Hospital | StarStarStarStarStar |
| Gifford Medical Center | StarStarStarStarStar |
| Grace Cottage Family Health & Hospital\* | n/a 15 |
| Mt. Ascutney Hospital | StarStarStarStarStar |
| North Country Hospital | StarStarStarStarStar |
| Northeastern Vermont Regional Hospital | StarStarStarStarStar |
| Northwestern Medical Center\*\* | StarStarStarStarStar |
| Porter Hospital | StarStarStarStarStar |
| Rutland Regional Medical Center | StarStarStarStarStar |
| Southwestern Vermont Medical Center | StarStarStarStarStar |
| Springfield Hospital | StarStarStarStarStar |
| University of Vermont Medical Center | StarStarStarStarStar |

\*For Grace Cottage Family Health & Hospital, the number of cases/patients is too few to report a star rating.

\*\*For Northwestern Medical Center, the results are based on the hospital or facility’s data submissions. CMS approved the hospital or facility’s Extraordinary Circumstances Exception request suggesting that results may be impacted.



\*\* Grace Cottage Family Health & Hospital’s number of cases/patients are too small to report.

\* For Northwestern Medical Center, the results are based on the hospital or facility’s data submissions. CMS approved the hospital or facility’s Extraordinary Circumstances Exception Request suggesting that results may be impacted.



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\*\*\*\* 0 means “worst hospital possible”, and 10 means “best hospital possible”.



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Reporting Period for this report: 7/1/2021 – 6/30/2022

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| --- | --- | --- |
| Hospital Name | Number of Survey Completed | Survey Response Rate |
| Brattleboro Memorial Hospital | 300 | 22 |
| Central Vermont Medical Center | 569 | 23 |
| Copley Hospital | 277 | 32 |
| Gifford Medical Center | 226 | 27 |
| Grace Cottage Family Health & Hospital |  n/a 1 |  n/a 1 |
| Mt. Ascutney Hospital | 178 | 30 |
| North Country Hospital | 187 | 23 |
| Northeastern Vermont Regional Hospital | 231 | 19 |
| Northwestern Medical Center |  360 28 |  22 28 |
| Porter Hospital | 228 | 21 |
| Rutland Regional Medical Center | 575 | 22 |
| Southwestern Vermont Medical Center | 407 | 24 |
| Springfield Hospital | 111 | 20 |
| University of Vermont Medical Center | 2658 | 24 |

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28. For Northwestern Medical Center, the results are based on the hospital or facility’s data submissions. CMS approved the hospital or facility’s Extraordinary Circumstances Exception request suggesting that results may be impacted.