

### Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is the first national, standardized, publicly reported survey of patients' perspectives of their hospital care. HCAHPS (pronounced "H-caps") is also known as the CAHPS Hospital Survey and allows valid comparisons to be made across hospitals.

#### About star ratings:

Centers for Medicare & Medicaid Services (CMS) employs all survey responses in the construction of the HCAHPS star ratings. To receive star ratings, hospitals must have at least 100 completed surveys in a given four-quarter period. Responses to the survey items used in each measure are scored linearly, adjusted, rescaled, averaged across quarters and rounded to produce a 0-100 linear-scaled score. The linear scores are converted into the star ratings for the 10 HCAHPS measures. The star ratings for each of 10 HCAHPS measures are determined by applying a clustering algorithm to the individual measure scores. [More information on the star ratings is available online.](#)

#### To construct the HCAHPS summary star ratings, CMS collects the following components:

1. The star ratings from each of the [six HCAHPS composite measures](#) (nurse communication, doctor communication, responsiveness of hospital staff, pain management, communication about medicines, and discharge information.)
2. A single star rating for the HCAHPS individual items.
3. A single star rating for the HCAHPS global items.

The eight-star ratings (six composite measure star ratings + star rating for individual items + star rating for global items) are combined as a simple average to form the HCAHPS summary star rating.

Data Source: [CMS Hospital Compare - Patient Survey Results](#)



# Survey of Patients' Experience

## Hospital Consumer Assessment of Healthcare Providers and Systems Survey

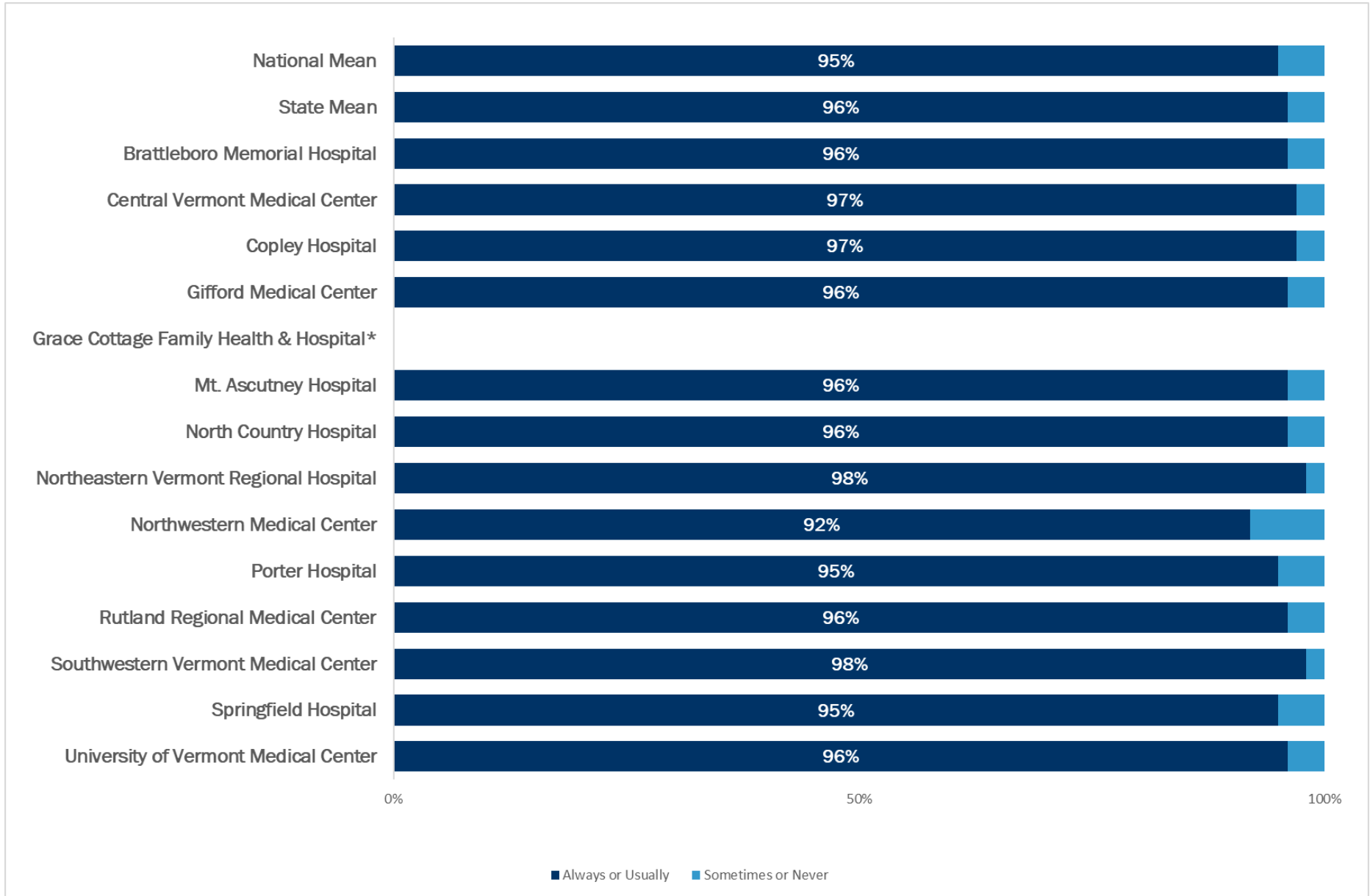
April 2024

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

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

# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

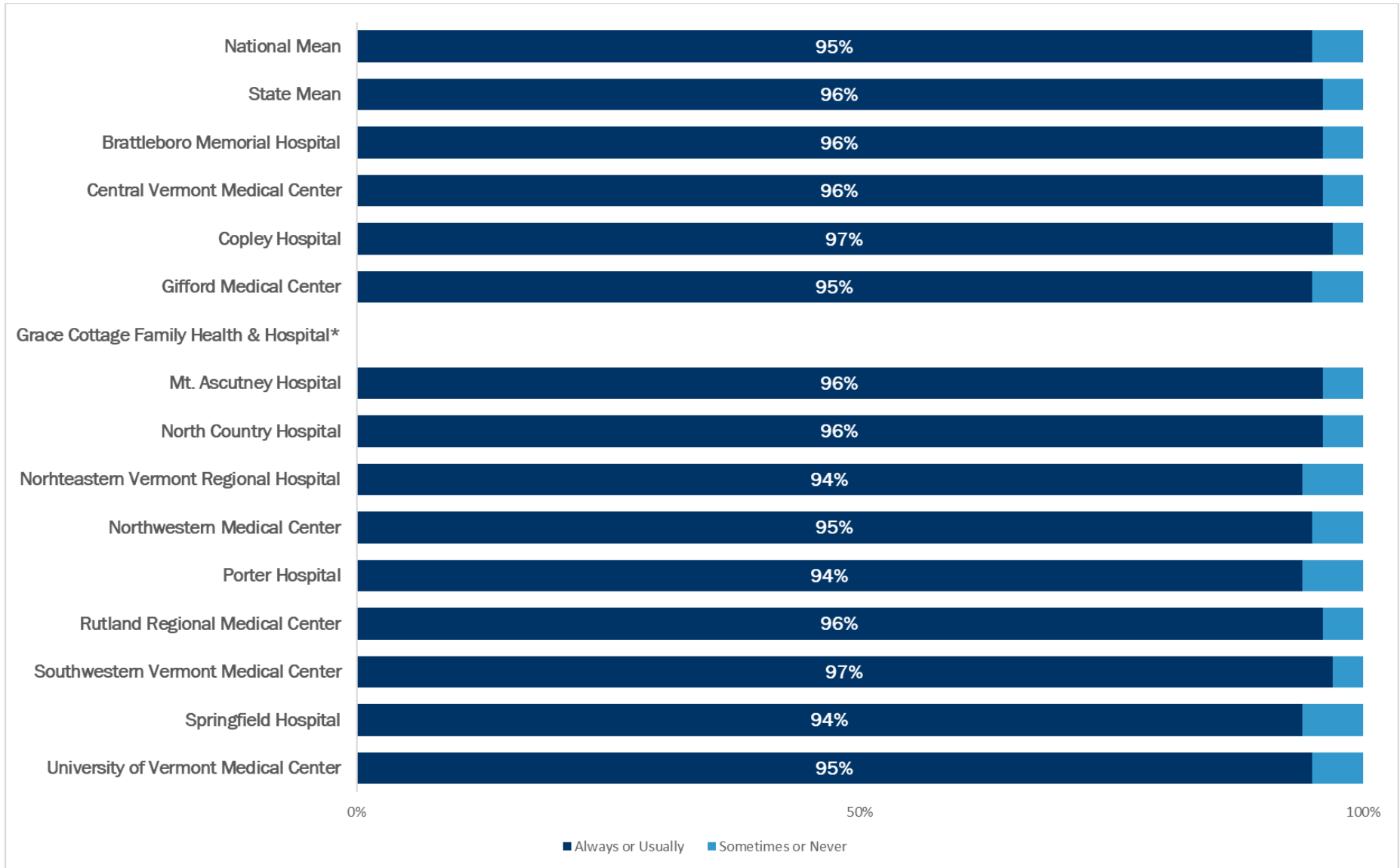
**Nurses communicate well with patients more than 92% of the time.**



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

# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

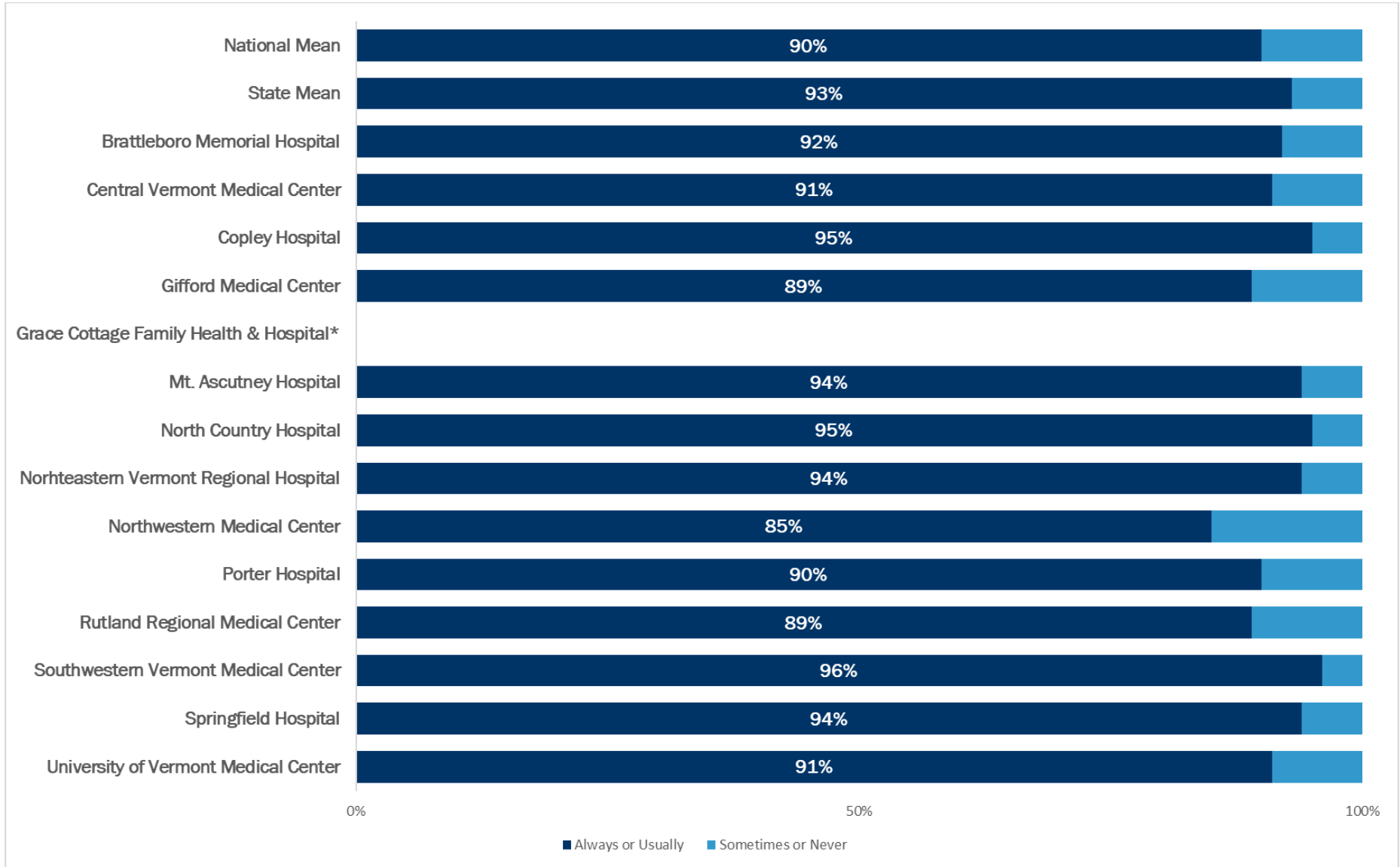
Doctors communicate well with patients more than 94% of the time.



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# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

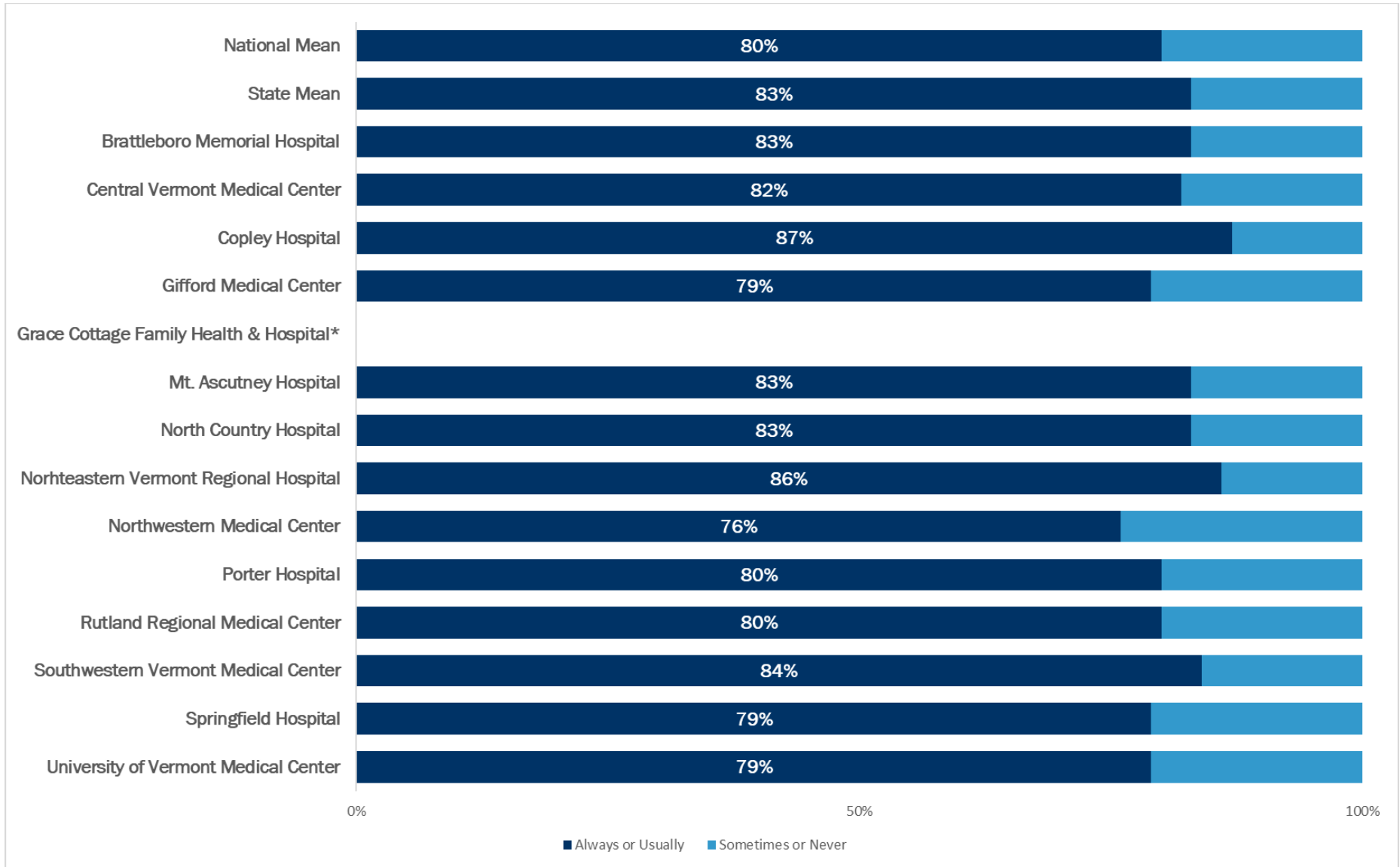
Patients receive help from hospital staff quickly more than 85% of the time.



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

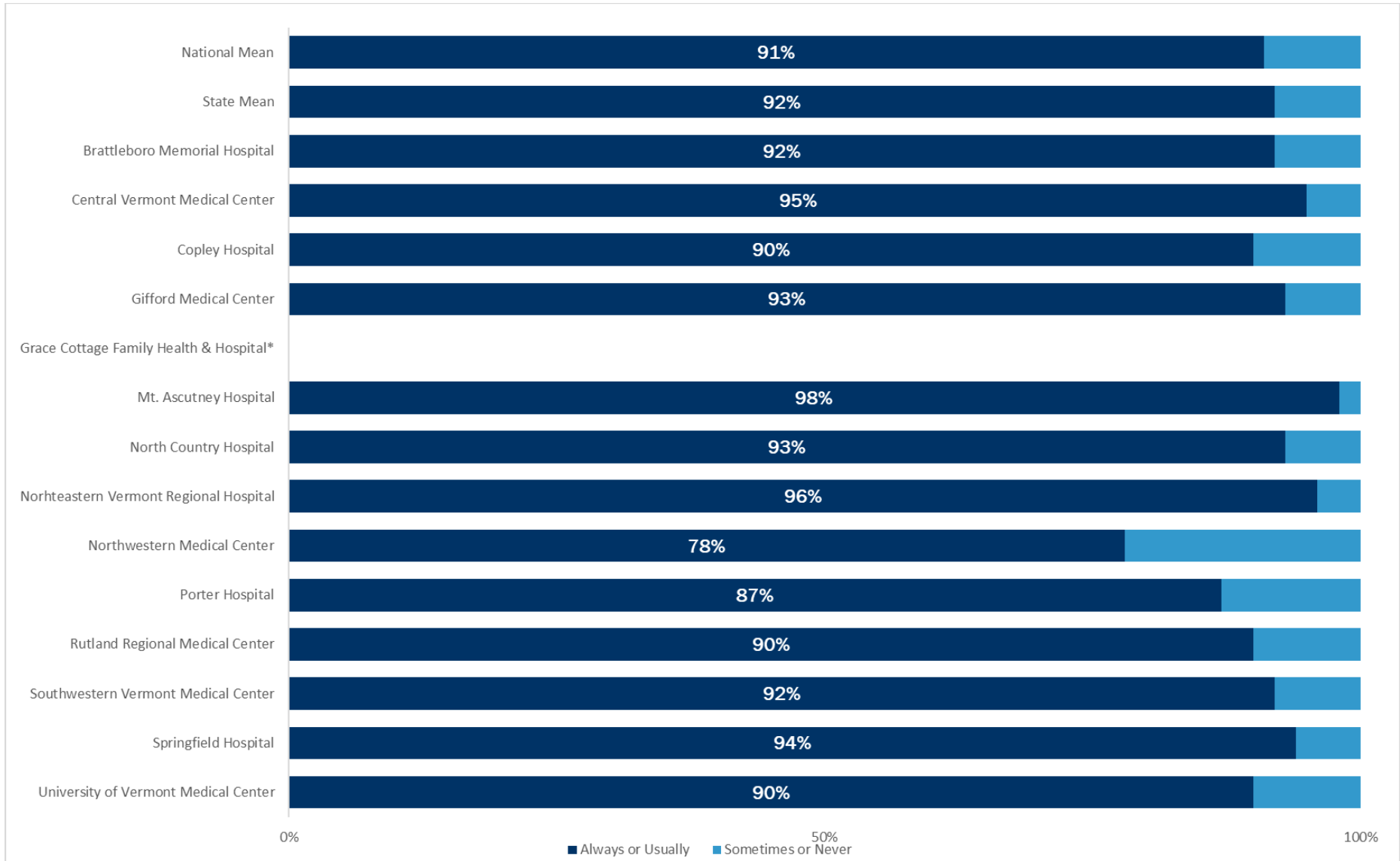
# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Staff explain medicines to patients before giving them more than 76% of the time.



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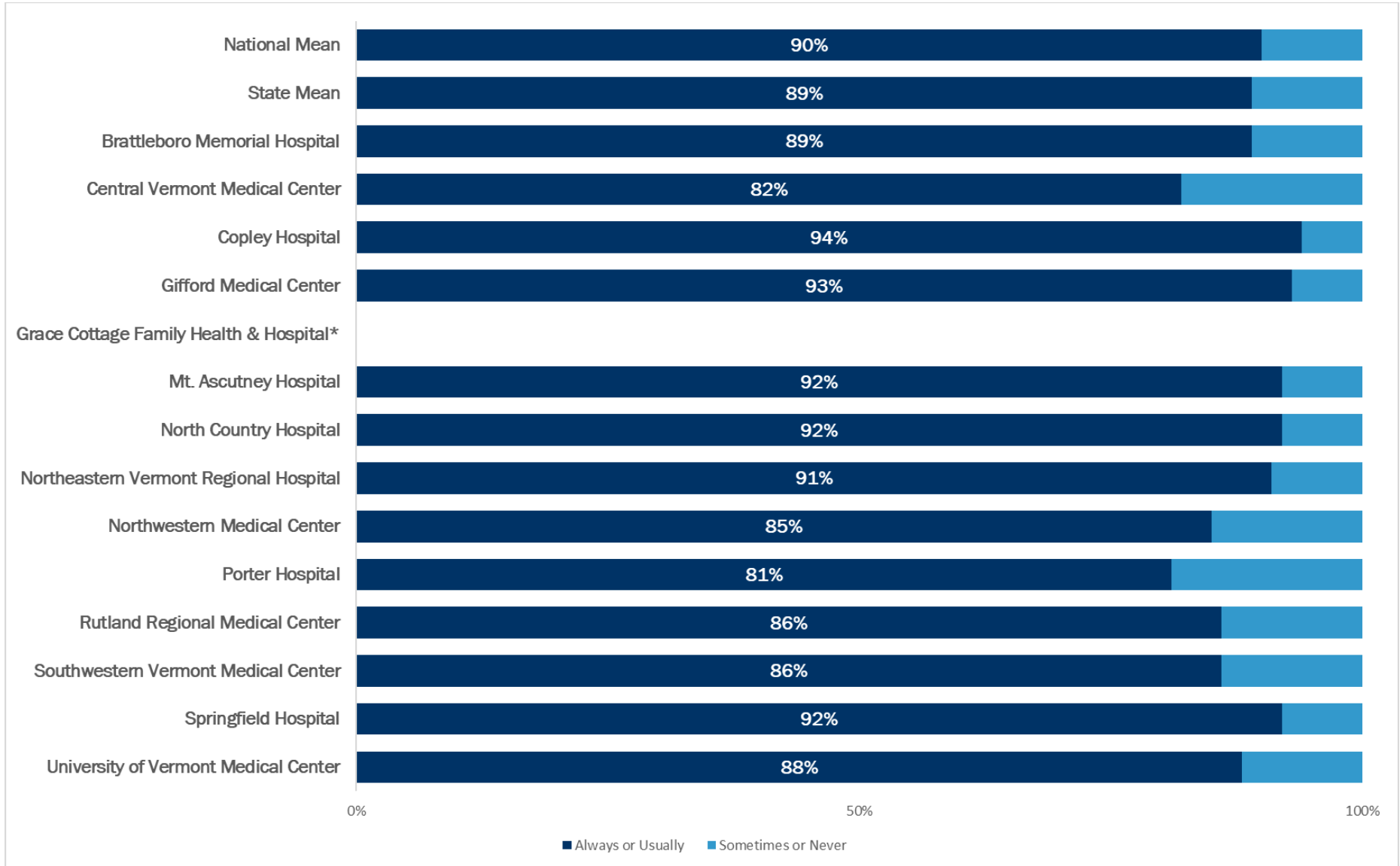
## Patient rooms and bathrooms were kept clean more than 78% of the time.



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# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Area around patients' rooms were kept quiet at night more than 81% of the time.

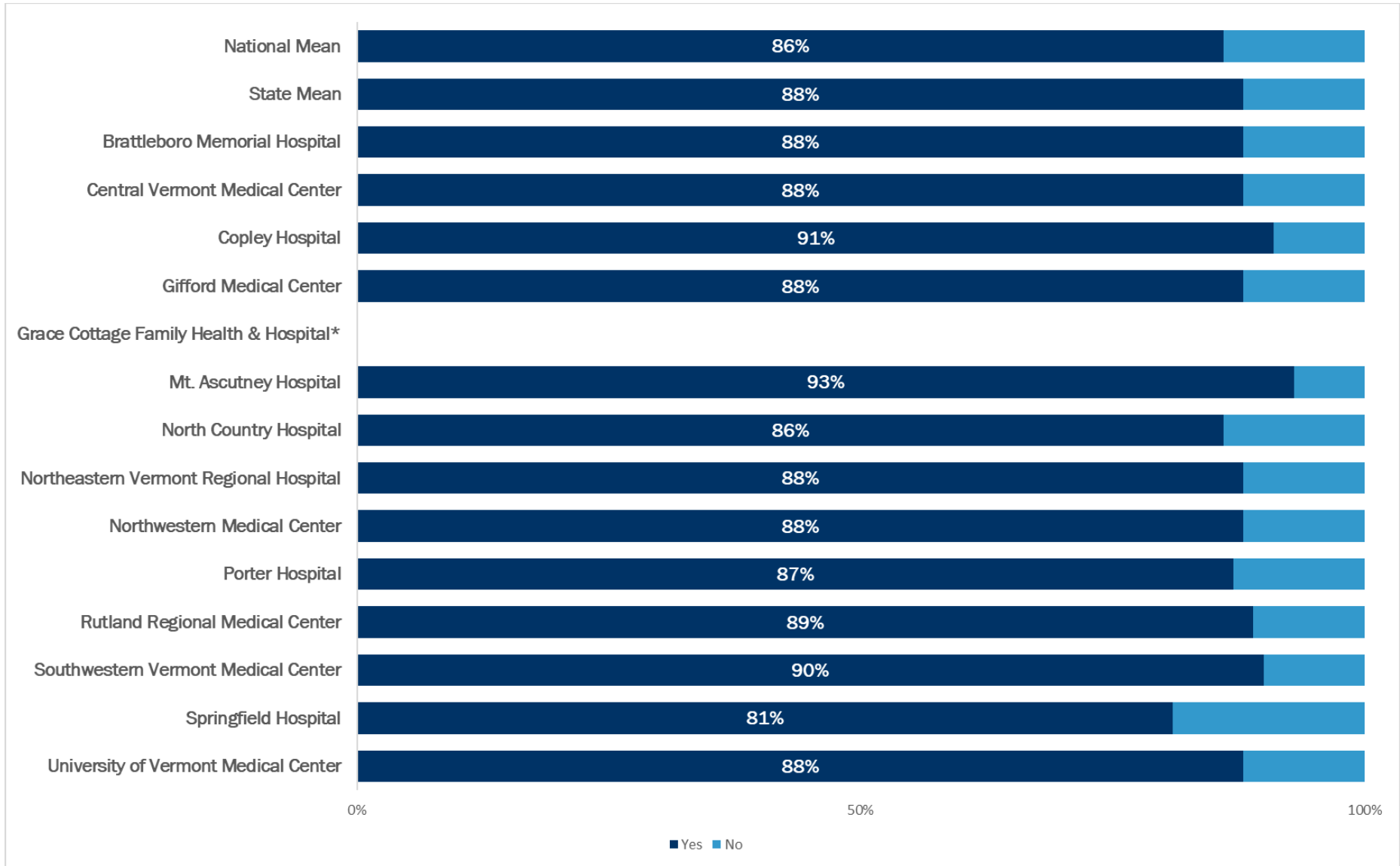


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# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

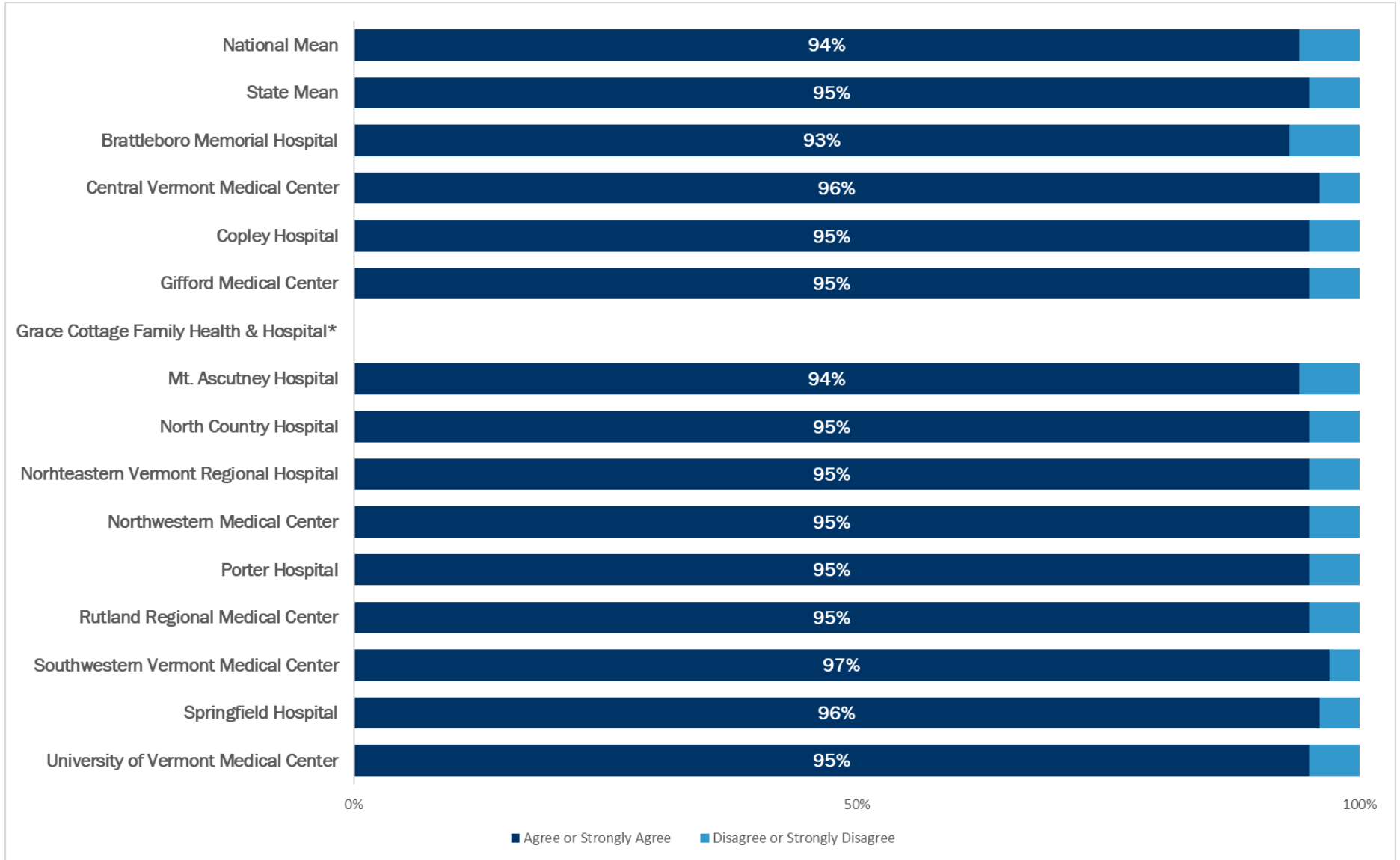
Patients were given information about what to do during their recovery time more than 81% of the time.



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# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

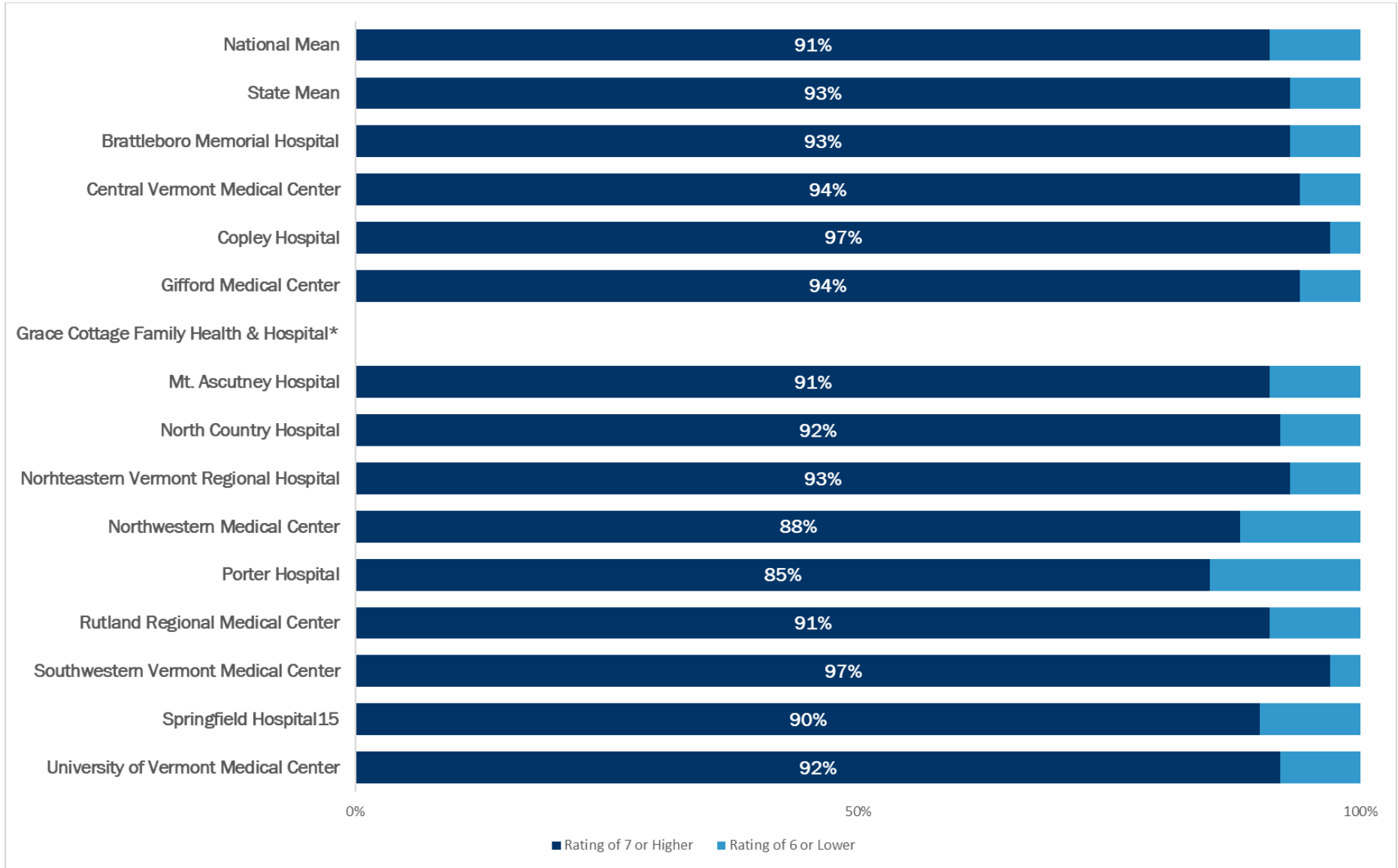
Patients understood the type of care they would need after leaving the hospital more than 93% of the time.



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# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

## More than 85% of patients rate hospitals 7 or higher

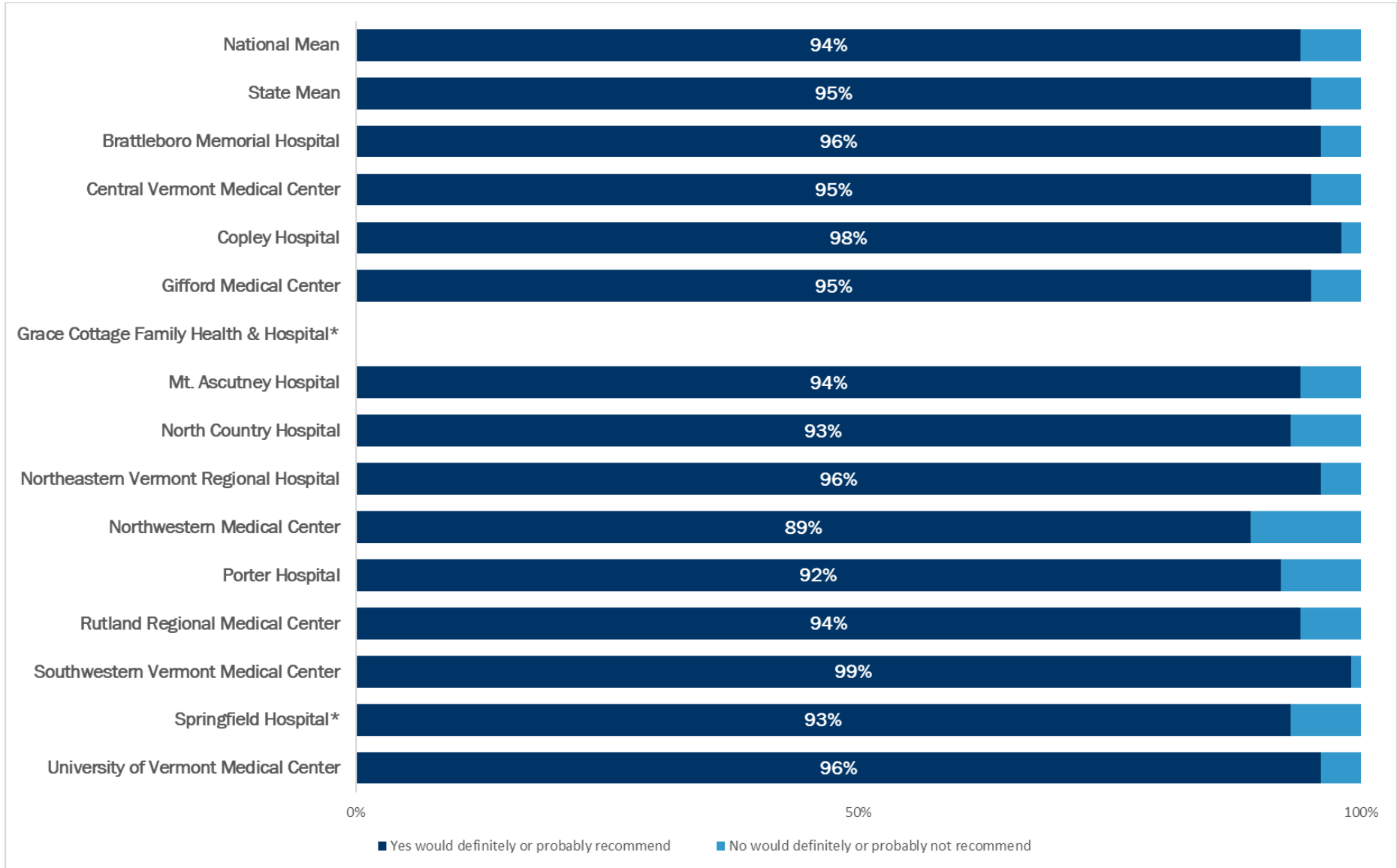


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\*\*0 means "worst hospital possible", and 10 means "best hospital possible."

# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

**More than 89% of patients would recommend the hospital to friends and family.**



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

# Survey of Patients' Experience Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Reporting period for this report: 7/1/2022 – 6/30/2023

Hospital Name	Number of Surveys Completed	Survey Response Rate (%)
Brattleboro Memorial Hospital	333	23
Central Vermont Medical Center	625	24
Copley Hospital	232	26
Gifford Medical Center	171	27
Grace Cottage Family Health & Hospital	n/a <sup>1</sup>	n/a <sup>1</sup>
Mt. Ascutney Hospital	185	34
North Country Hospital	162	21
Northeastern Vermont Regional Hospital	276	23
Northwestern Medical Center	389 <sup>2</sup>	24 <sup>2</sup>
Porter Hospital	230	23
Rutland Regional Medical Center	671	26
Southwestern Vermont Medical Center	376	24
Springfield Hospital	85 <sup>3</sup>	19 <sup>3</sup>
University of Vermont Medical Center	2238	26

1. For Grace Cottage Family Health & Hospital, the number of cases/patients is too few to report.

2. 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.

3. For Springfield Hospital fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.