












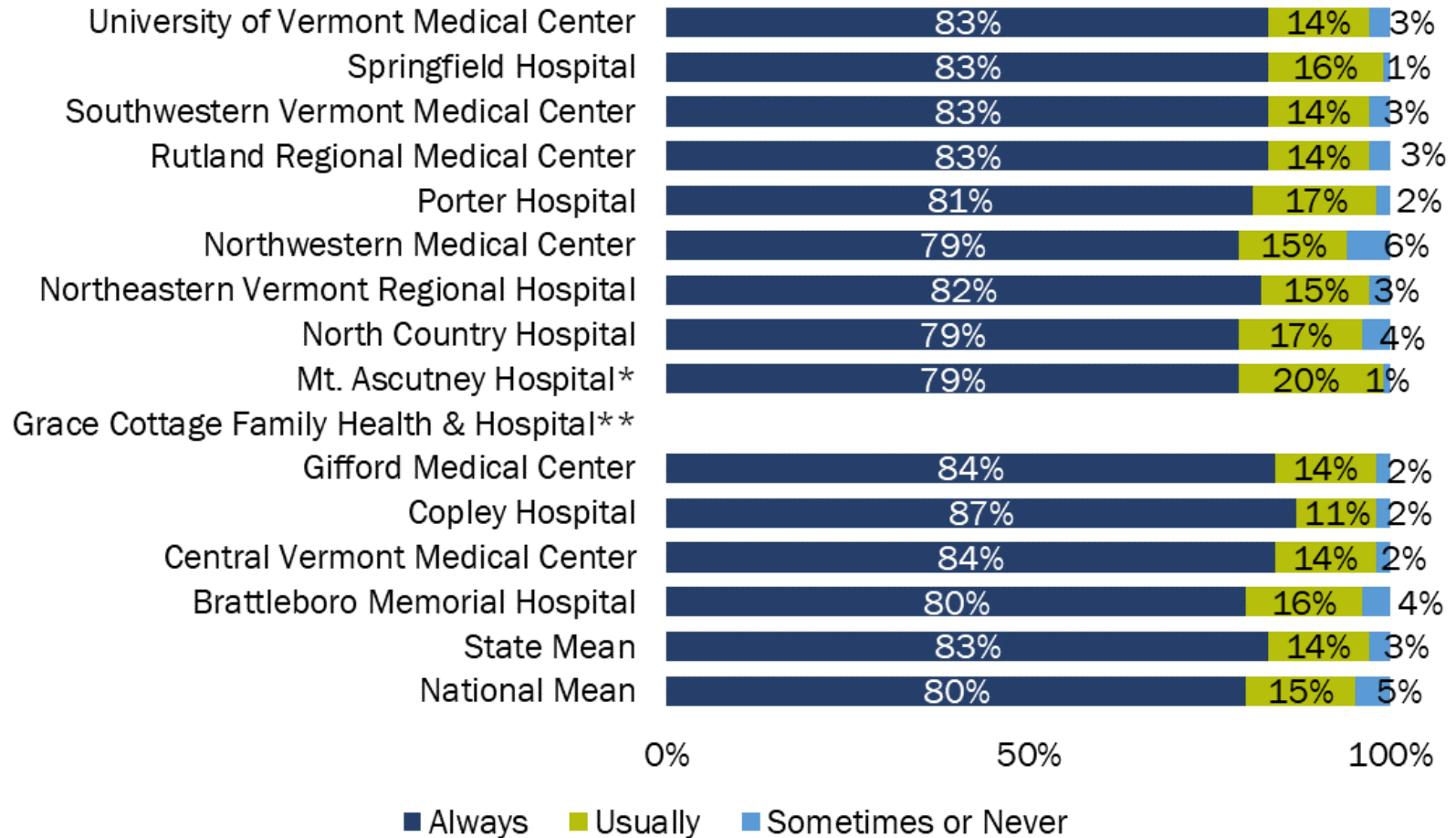
## Survey of Patients' Experience

### Hospital Consumer Assessment of Healthcare Providers and Systems Survey

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*	n/a <sup>15</sup>
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	

\*The number of cases/patients is too few to report a star rating for Grace Cottage Family Health & Hospital, Mt. Ascutney Hospital, and Springfield Hospital.

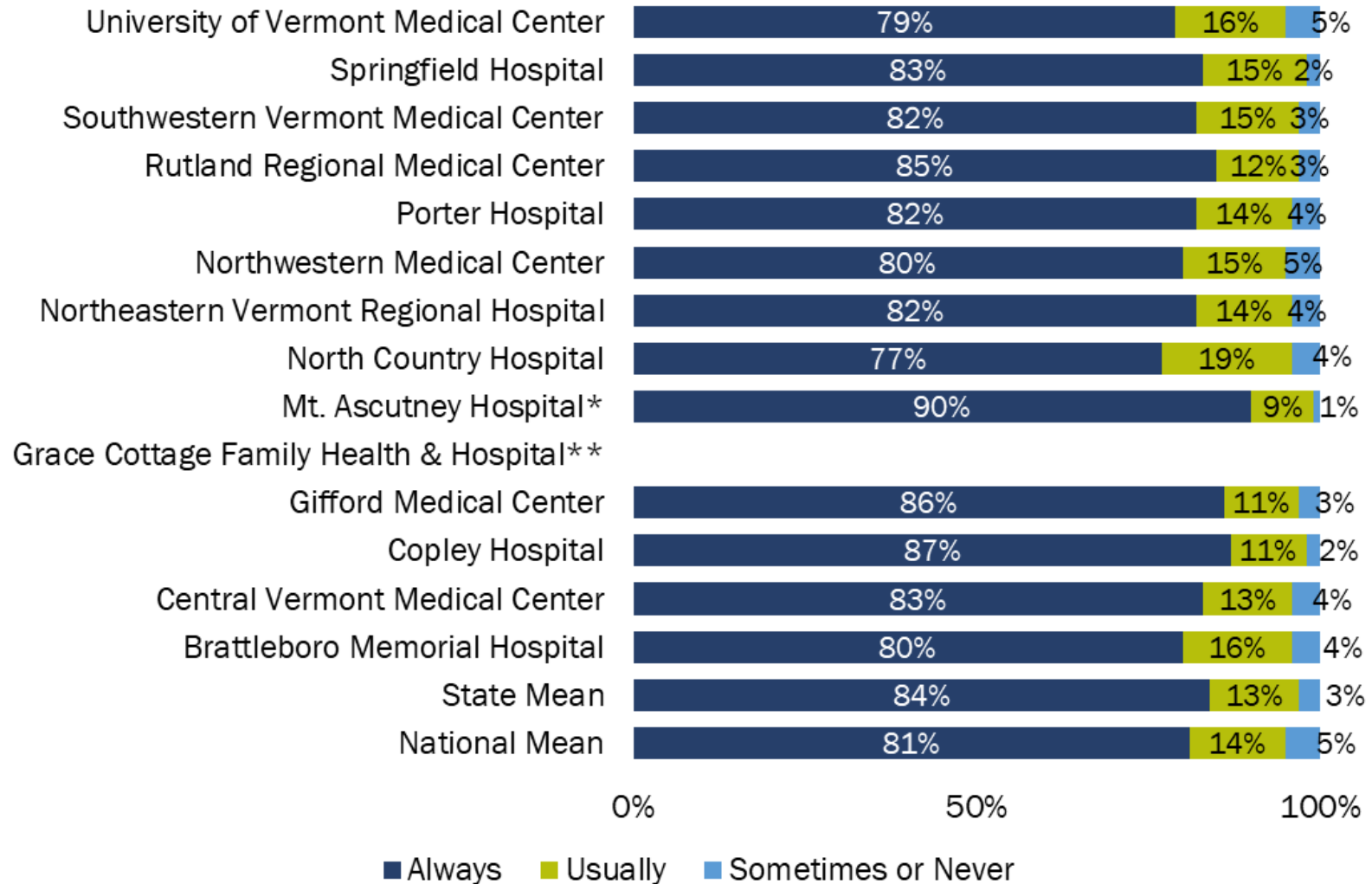
### How Often did Nurses Communicate Well with Patients?



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

\* Very few patients were eligible for the HCAHPS survey at Mt. Ascutney Hospital. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

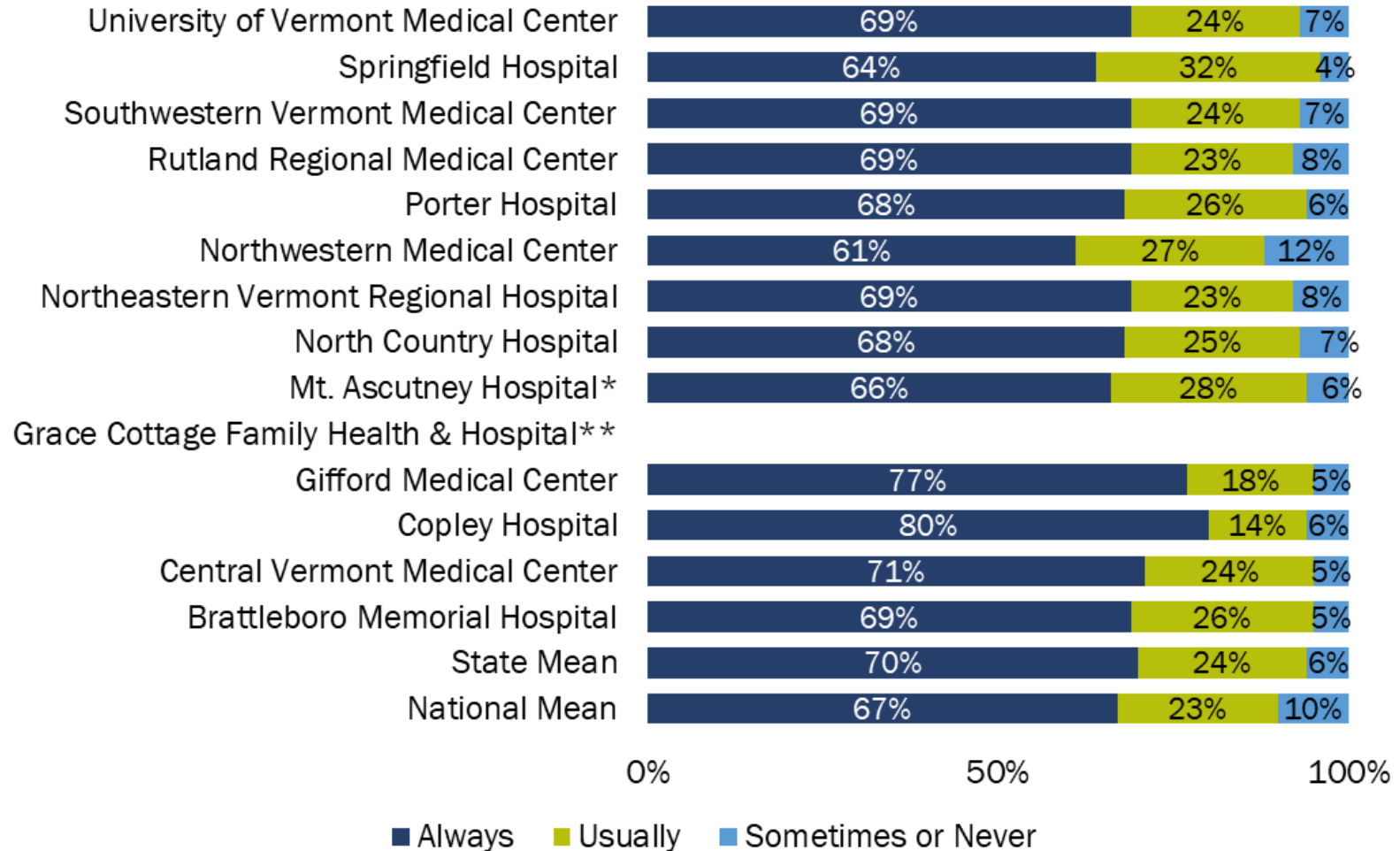
### How Often did Doctors Communicate Well with Patients?



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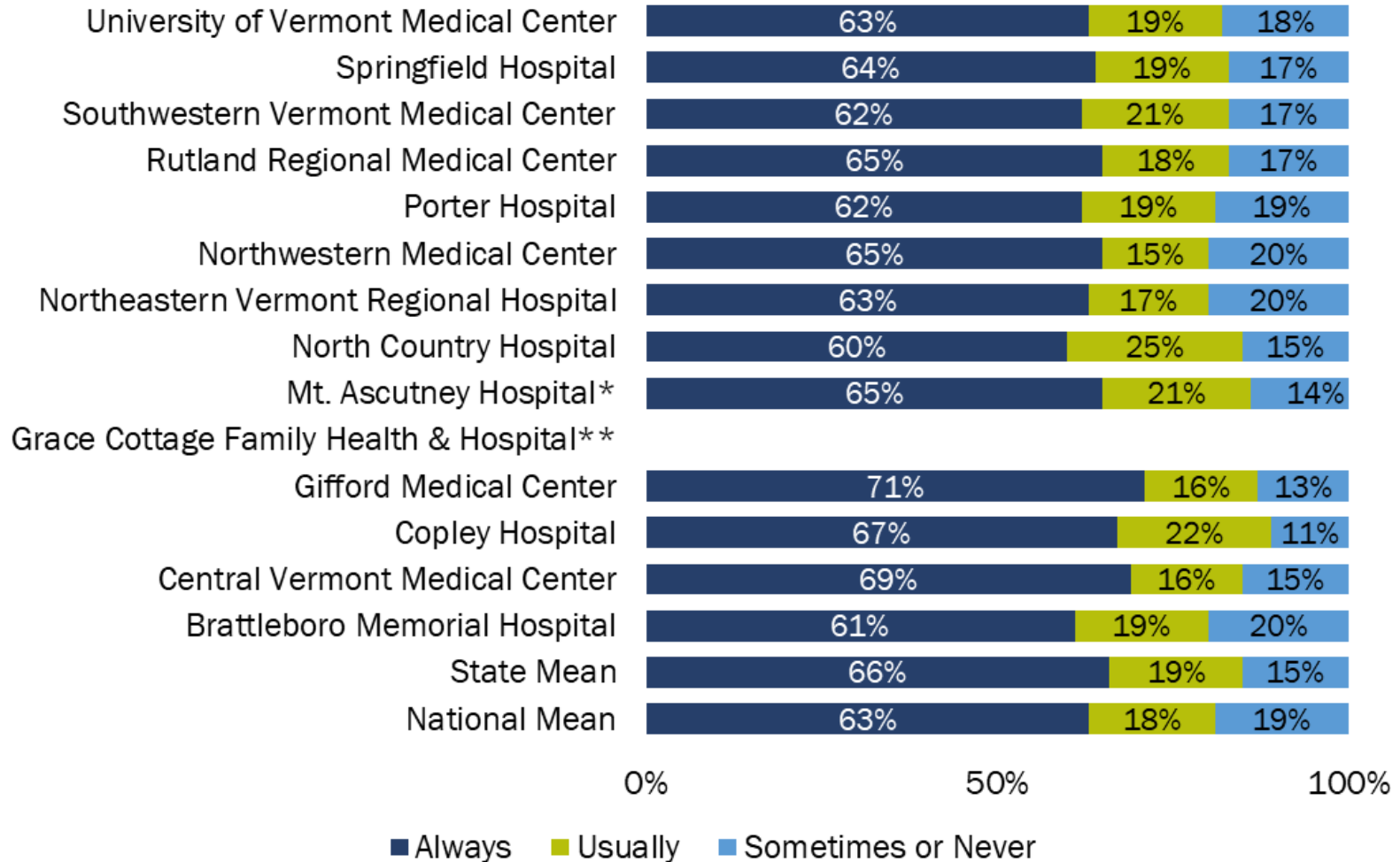
### How Often did Patients Receive Help Quickly from Hospital Staff?



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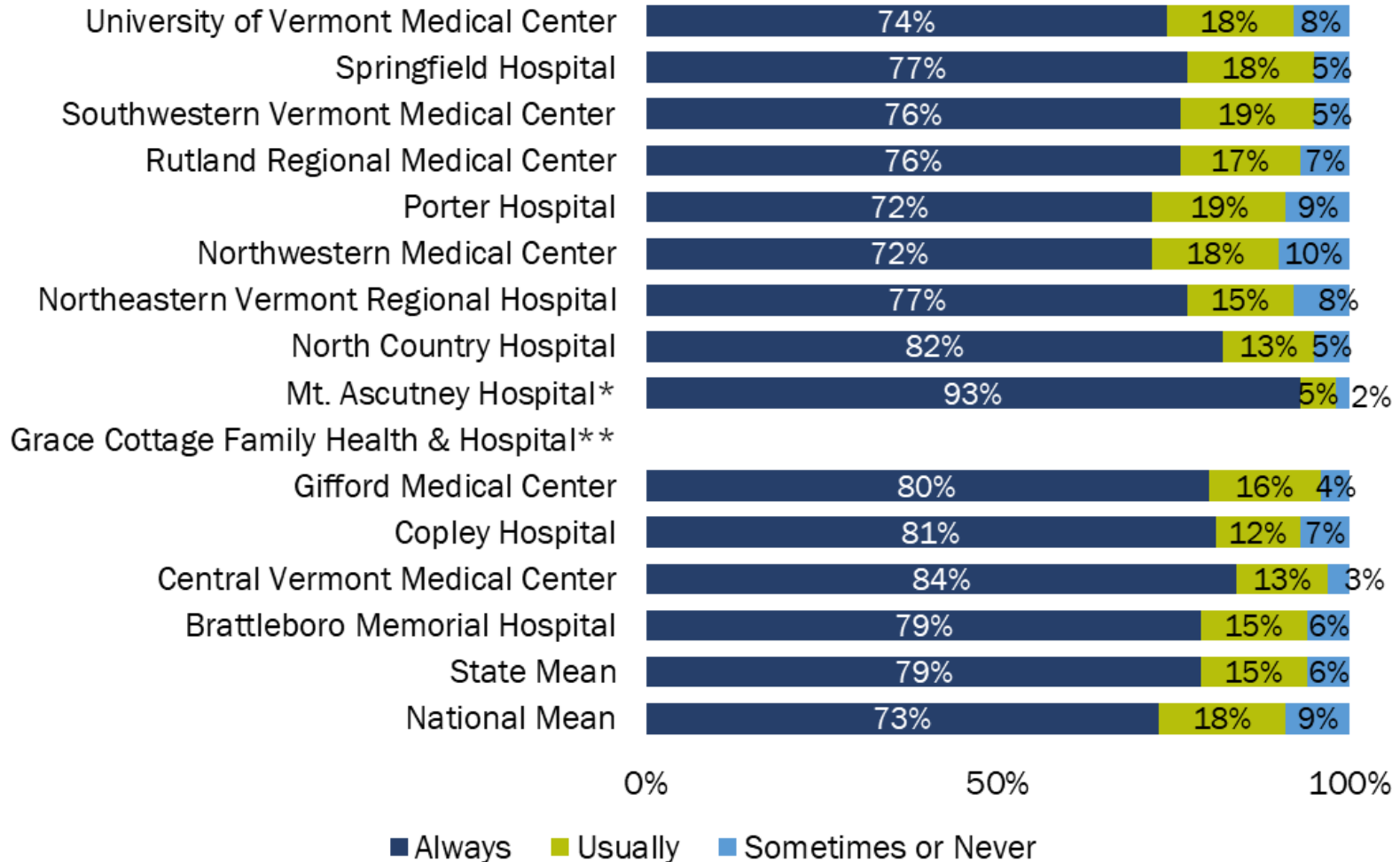
### How Often did Staff Explain about Medicines before Giving them to Patients?



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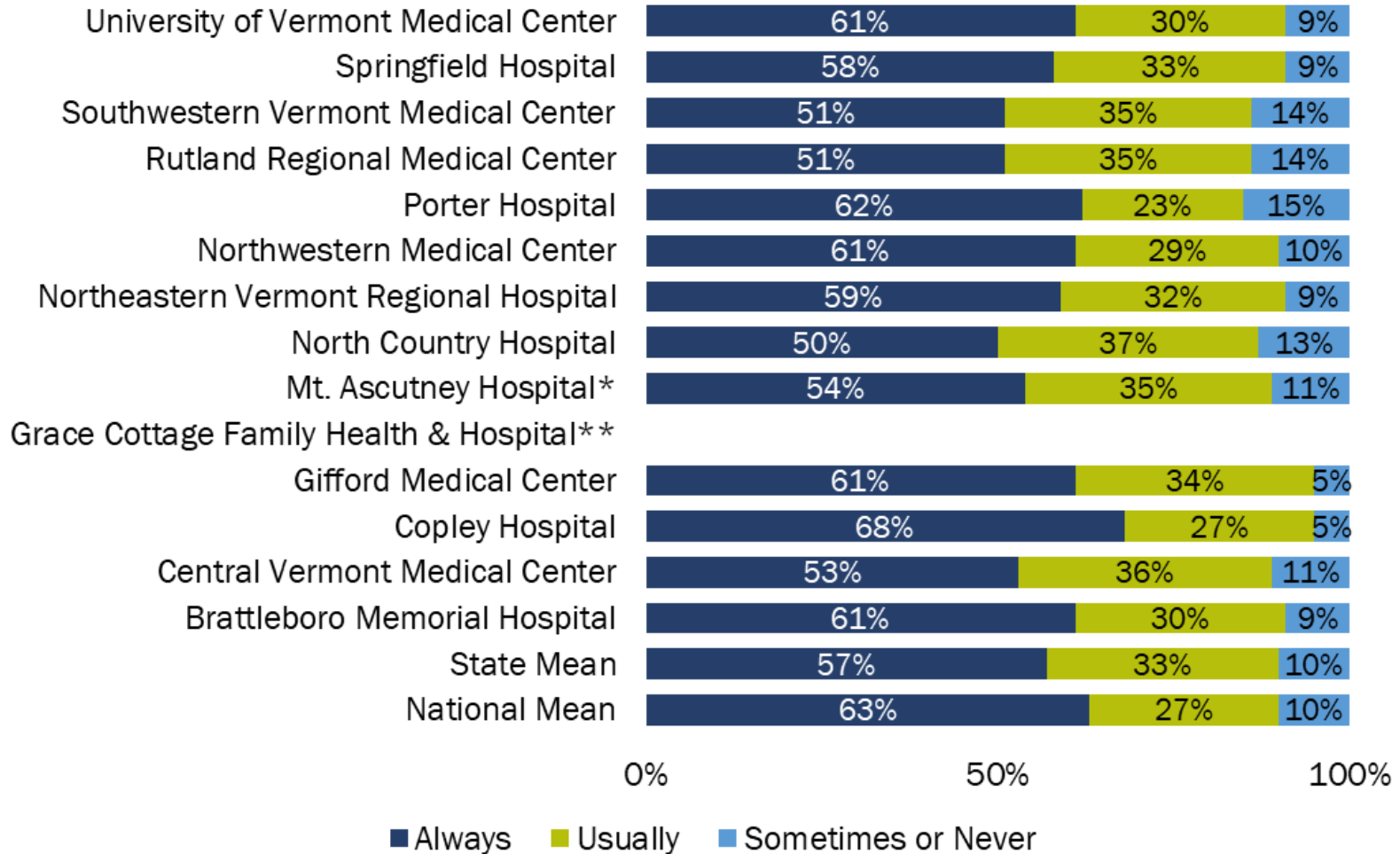
## How Often were the Patients' Rooms and Bathrooms Kept Clean?



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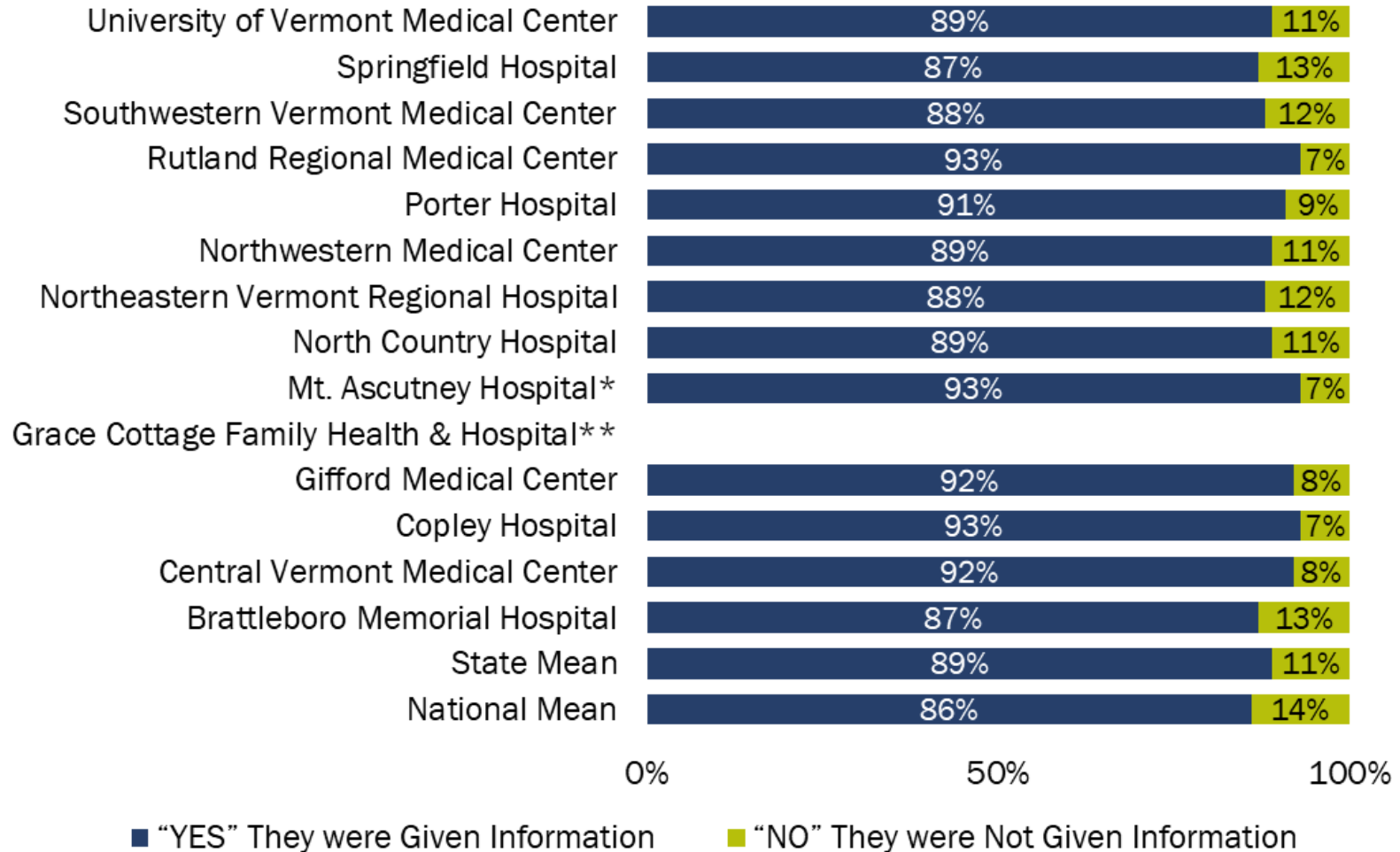
## How Often was the Area Around Patients' Rooms Kept Quiet at Night?



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## Were Patients Given Information about What to Do during their Recovery Time?

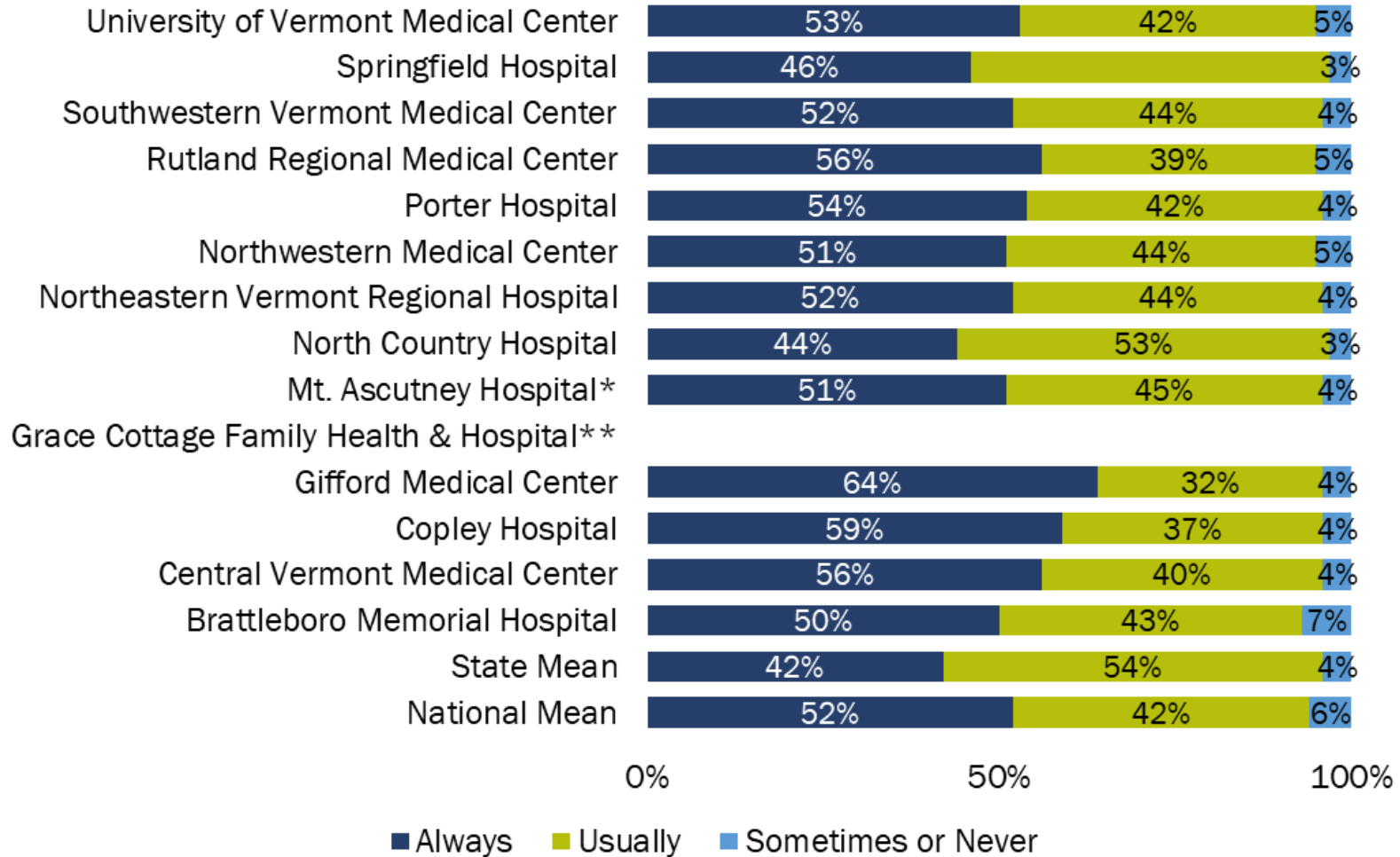


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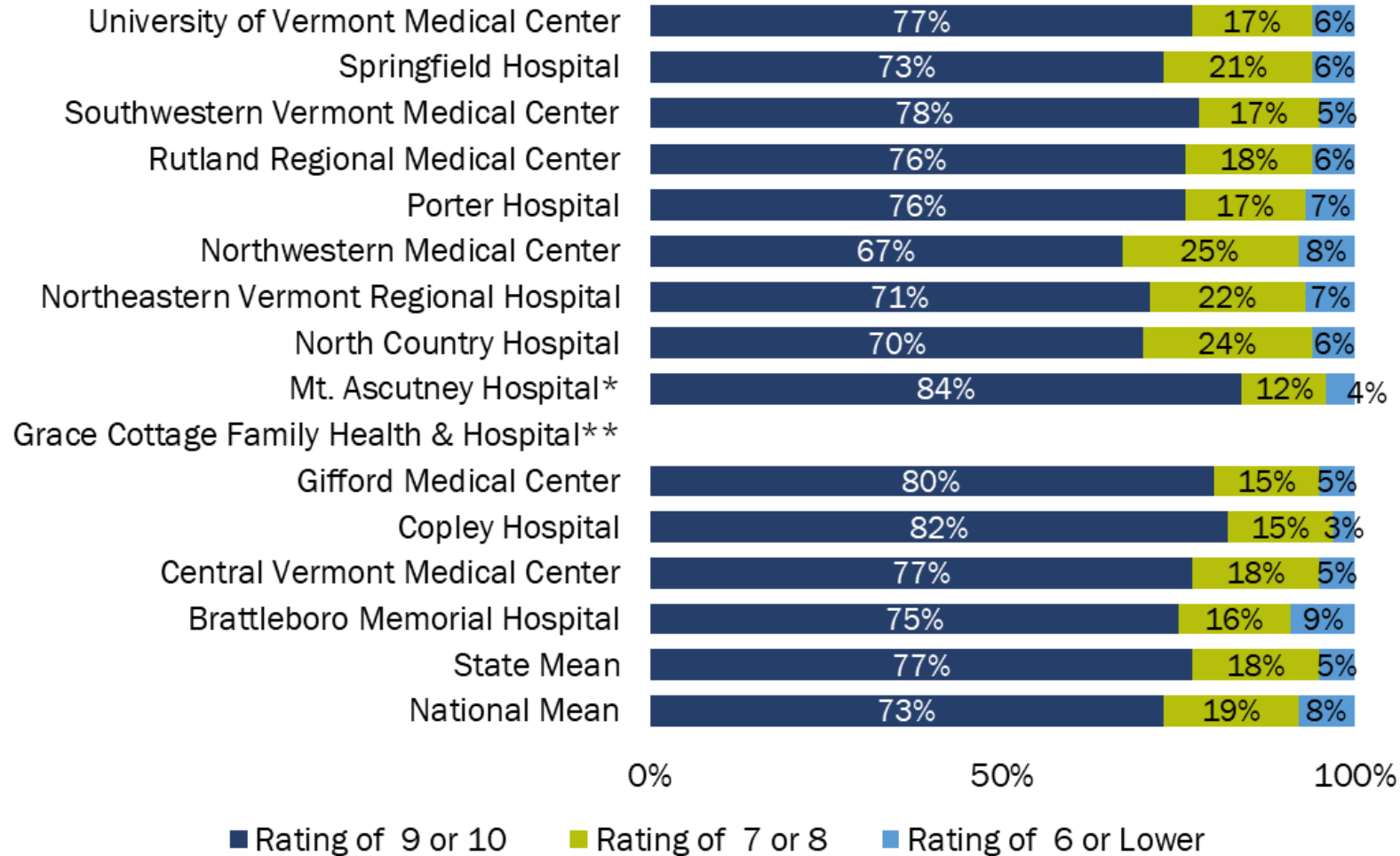
## How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



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## How Well Do Patients Rate the Hospital? (Scale of 0 to 10)\*\*\*\*

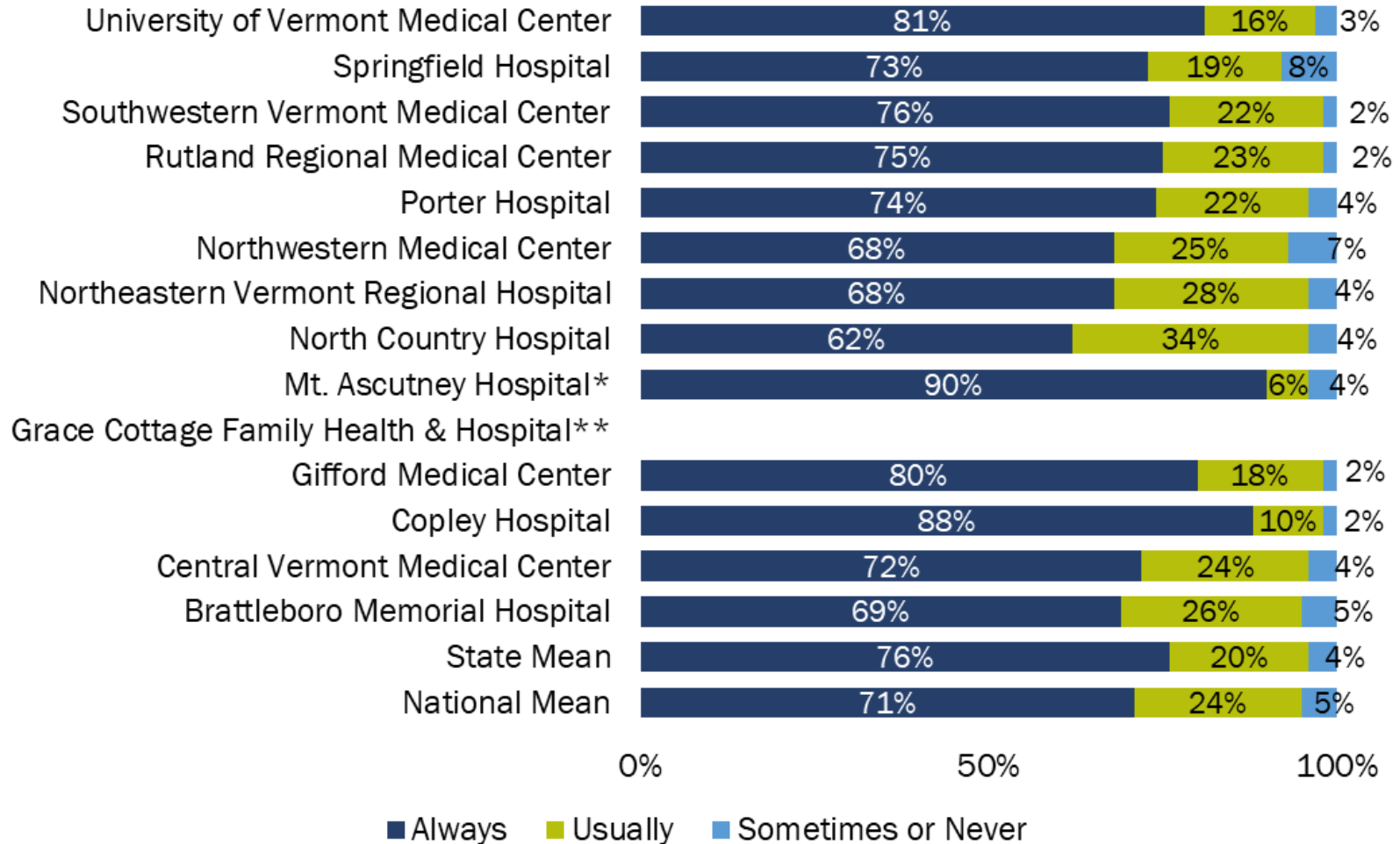


\*\* Grace Cottage Family Health & Hospital's number of cases/patients are too small to report.

\* Very few patients were eligible for the HCAHPS survey at Mt. Ascutney Hospital. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

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

## Would Patients Recommend the Hospital to Friends and Family?



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

\* Very few patients were eligible for the HCAHPS survey at Mt. Ascutney Hospital. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

2021 HOSPITAL REPORT CARD

Reporting Period for this report: 7/1/2020 – 3/31/2021

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	238	25
Central Vermont Medical Center	427	25
Copley Hospital	437	43
Gifford Medical Center	251	34
Grace Cottage Family Health & Hospital	n/a <sup>1</sup>	n/a <sup>1</sup>
Mt. Ascutney Hospital	46 <sup>10</sup>	26 <sup>10</sup>
North Country Hospital	160	24
Northeastern Vermont Regional Hospital	210	26
Northwestern Medical Center	269	22
Porter Hospital	243	28
Rutland Regional Medical Center	516	27
Southwestern Vermont Medical Center	339	28
Springfield Hospital	112	24
University of Vermont Medical Center	2718	27