

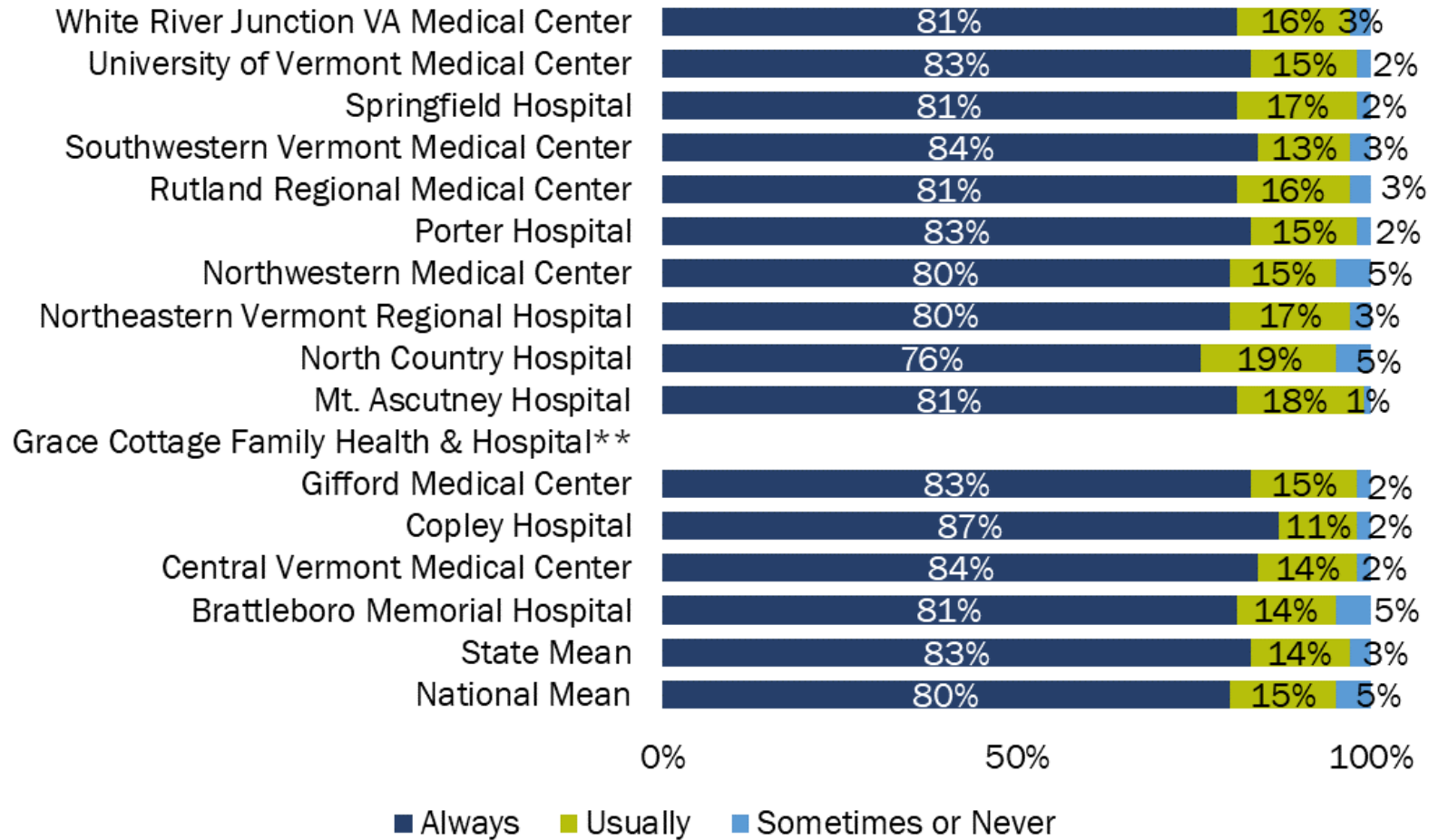
## Survey of Patients' Experience – Inpatient Setting

### 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*	★ ★ ★ ★ ★
North Country Hospital	★ ★ ★ ☆ ☆
Northeastern Vermont Regional Hospital	★ ★ ★ ☆ ☆
Northwestern Medical Center	★ ★ ★ ☆ ☆
Porter Hospital	★ ★ ★ ★ ☆
Rutland Regional Medical Center	★ ★ ★ ★ ☆
Southwestern Vermont Medical Center	★ ★ ★ ★ ☆
Springfield Hospital*	★ ★ ★ ★ ☆
University of Vermont Medical Center	★ ★ ★ ★ ☆
White River Junction VA Medical Center	★ ★ ★ ★ ☆

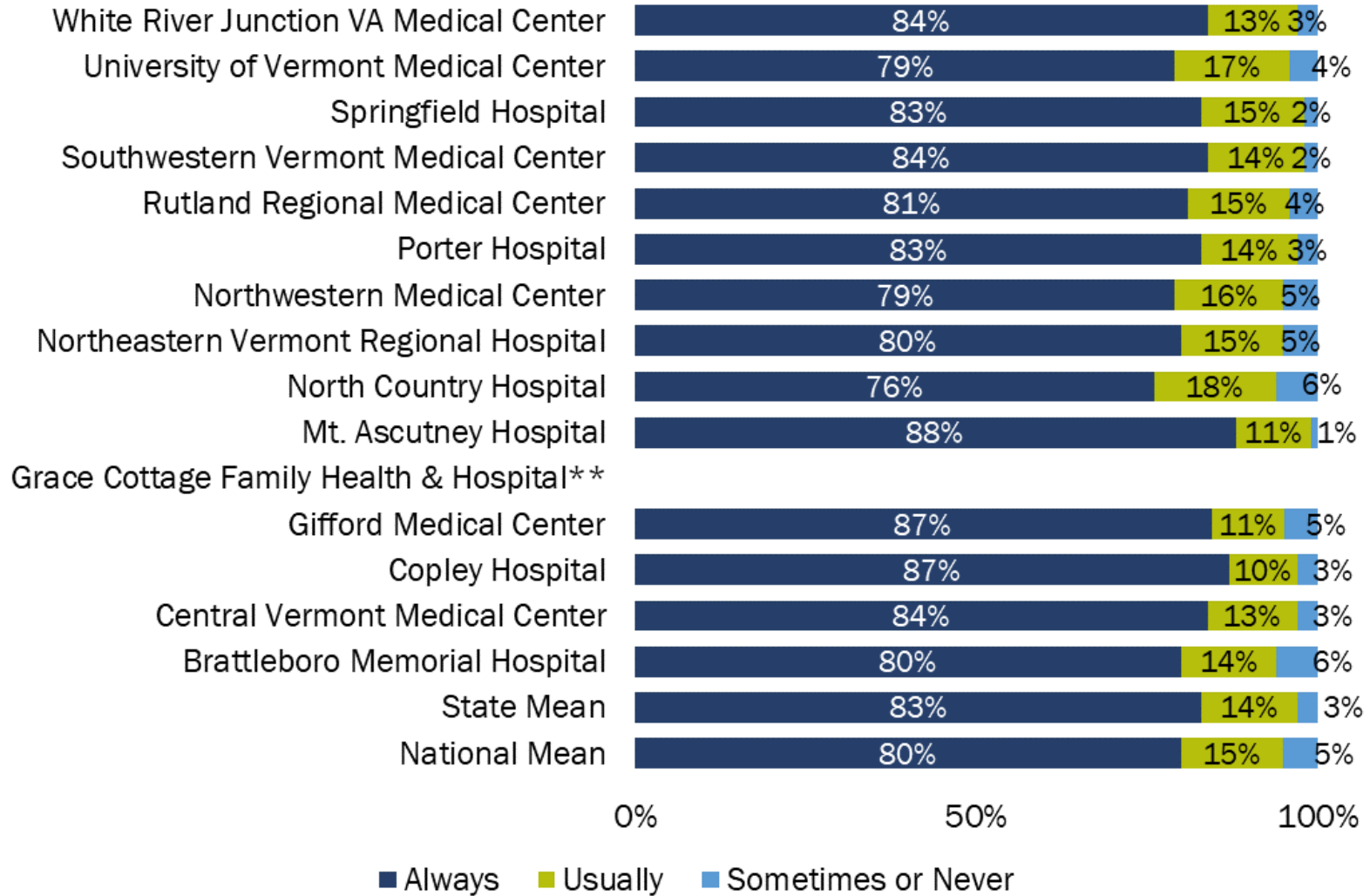
\*The number of cases/patients is too few to report a star rating for Grace Cottage Family Health & Hospital.

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



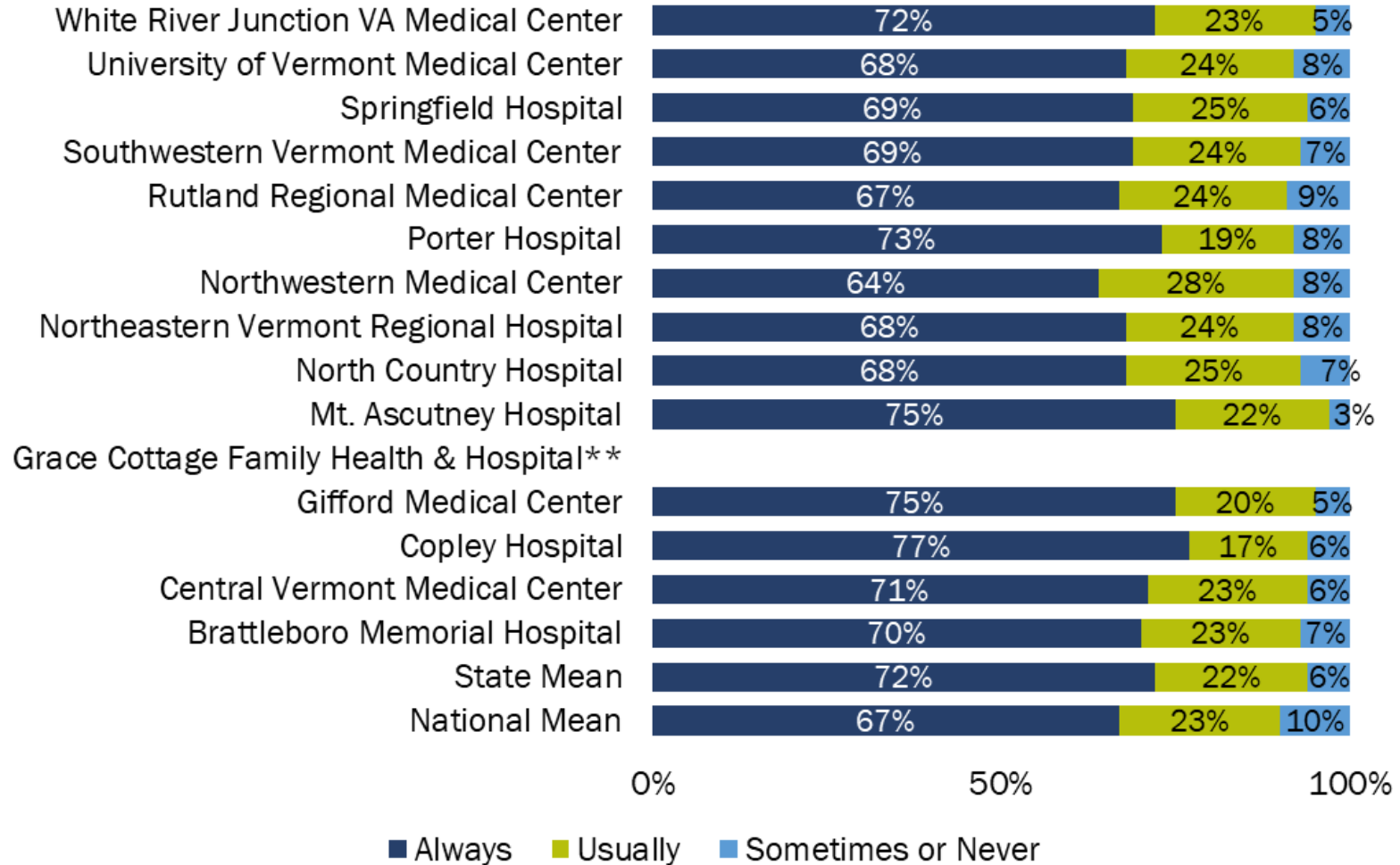
\*\* Grace Cottage Family Health & Hospital's number of cases/patients are too small to report.

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



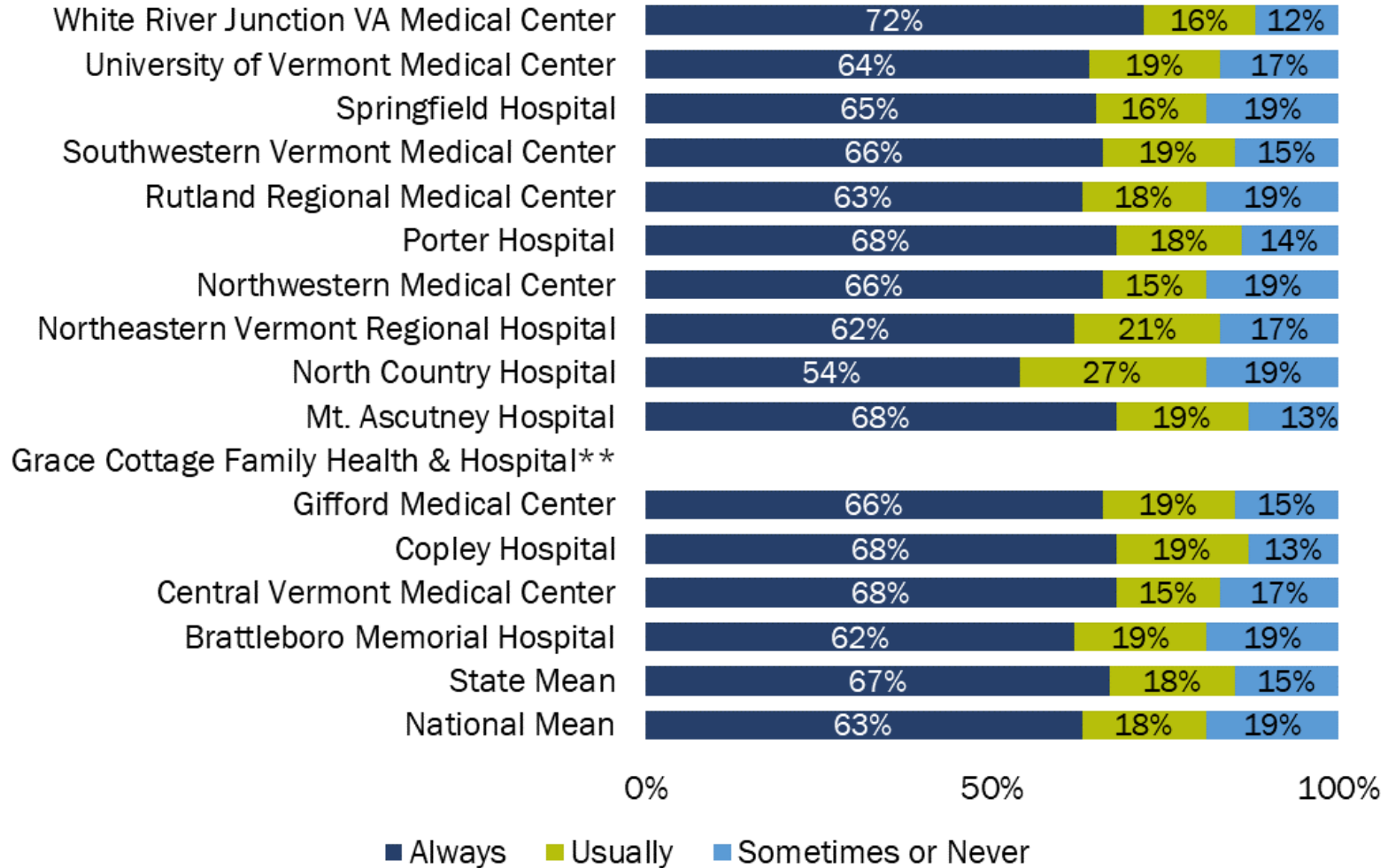
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### How Often did Patients Receive Help Quickly from Hospital Staff?



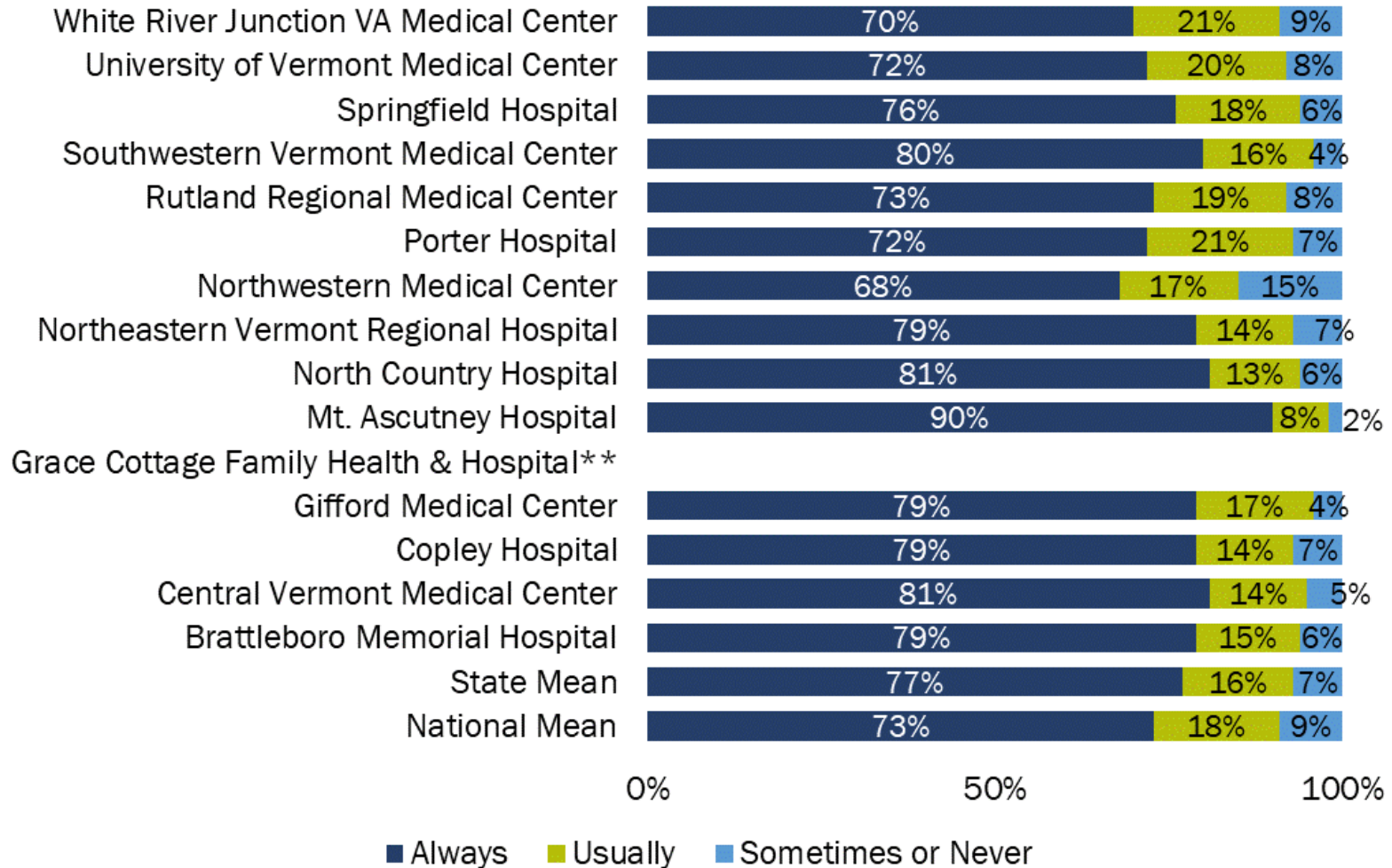
\*\* Grace Cottage Family Health & Hospital's number of cases/patients are too small to report.

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



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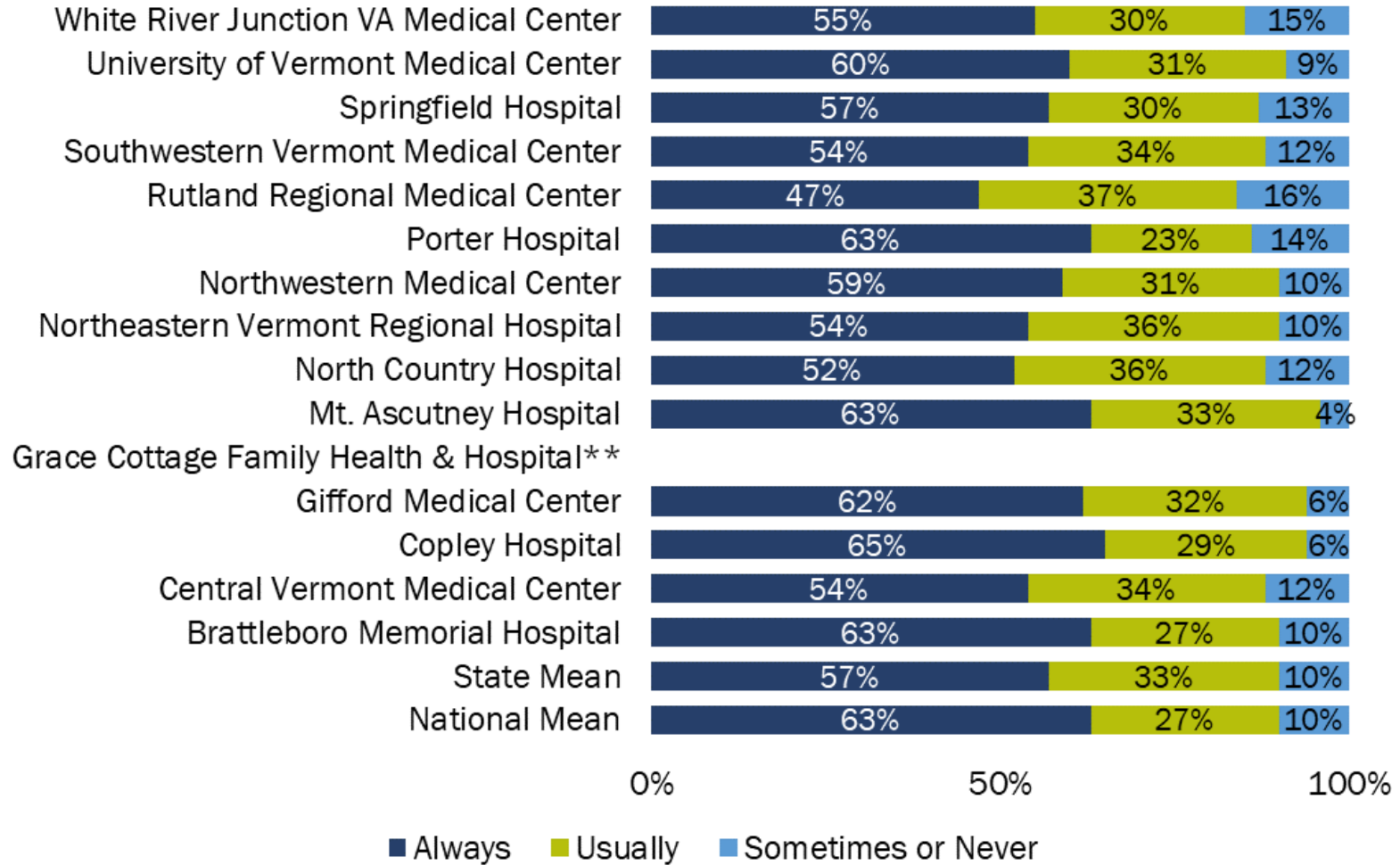
## How Often were the Patients' Rooms and Bathrooms Kept Clean?



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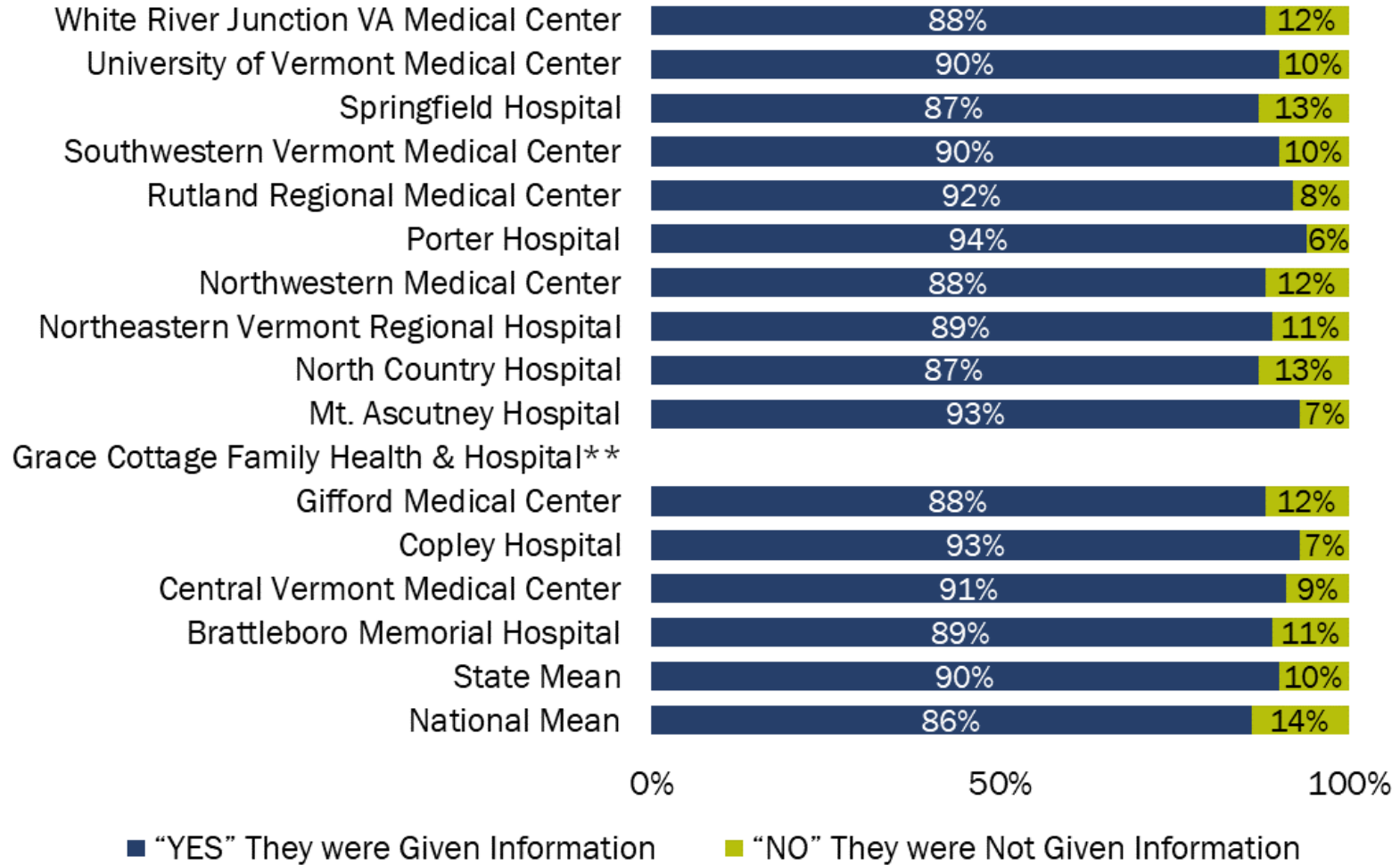


## How Often was the Area Around Patients' Rooms Kept Quiet at Night?



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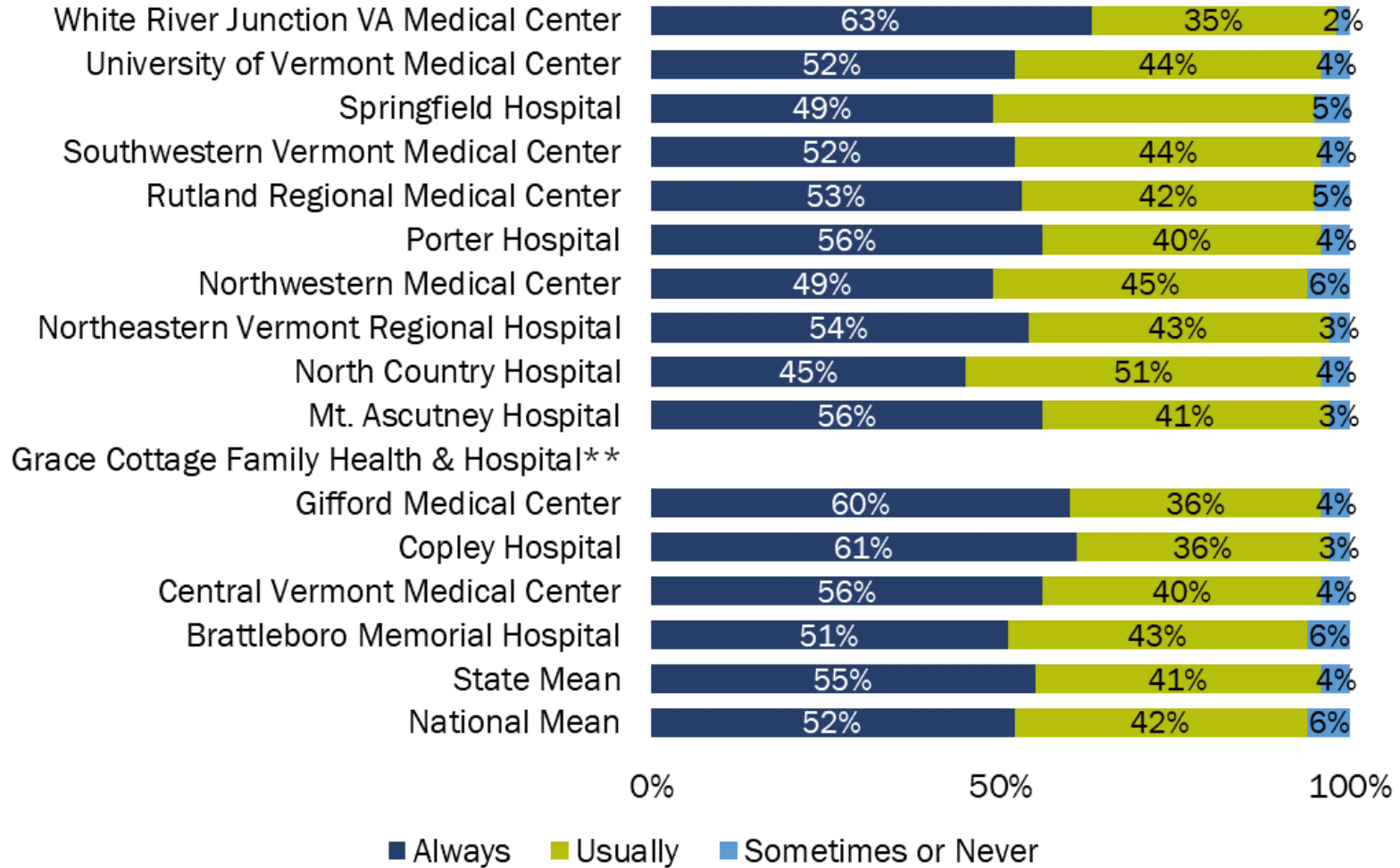
## Were Patients Given Information about What to Do during their Recovery Time?



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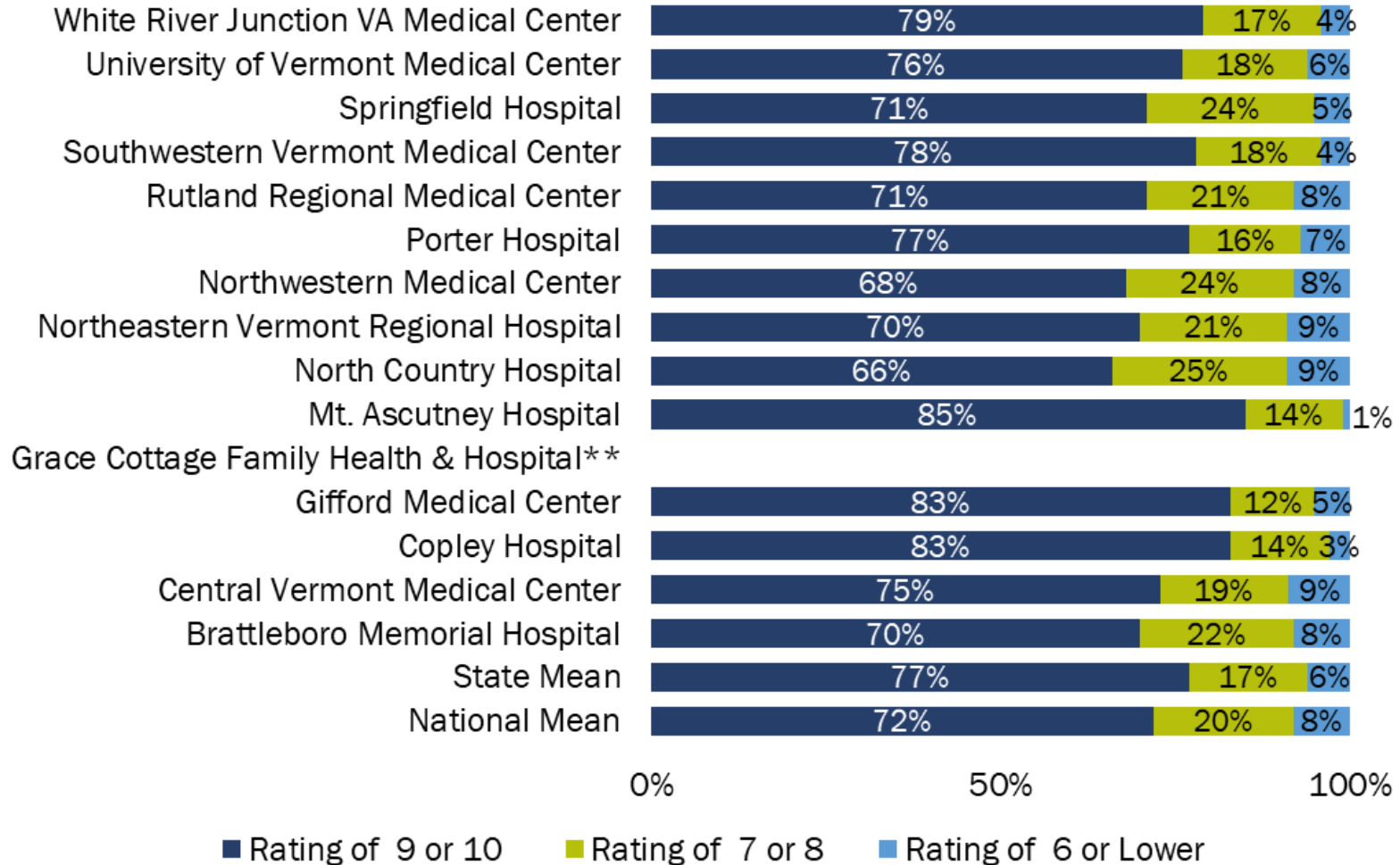


## How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



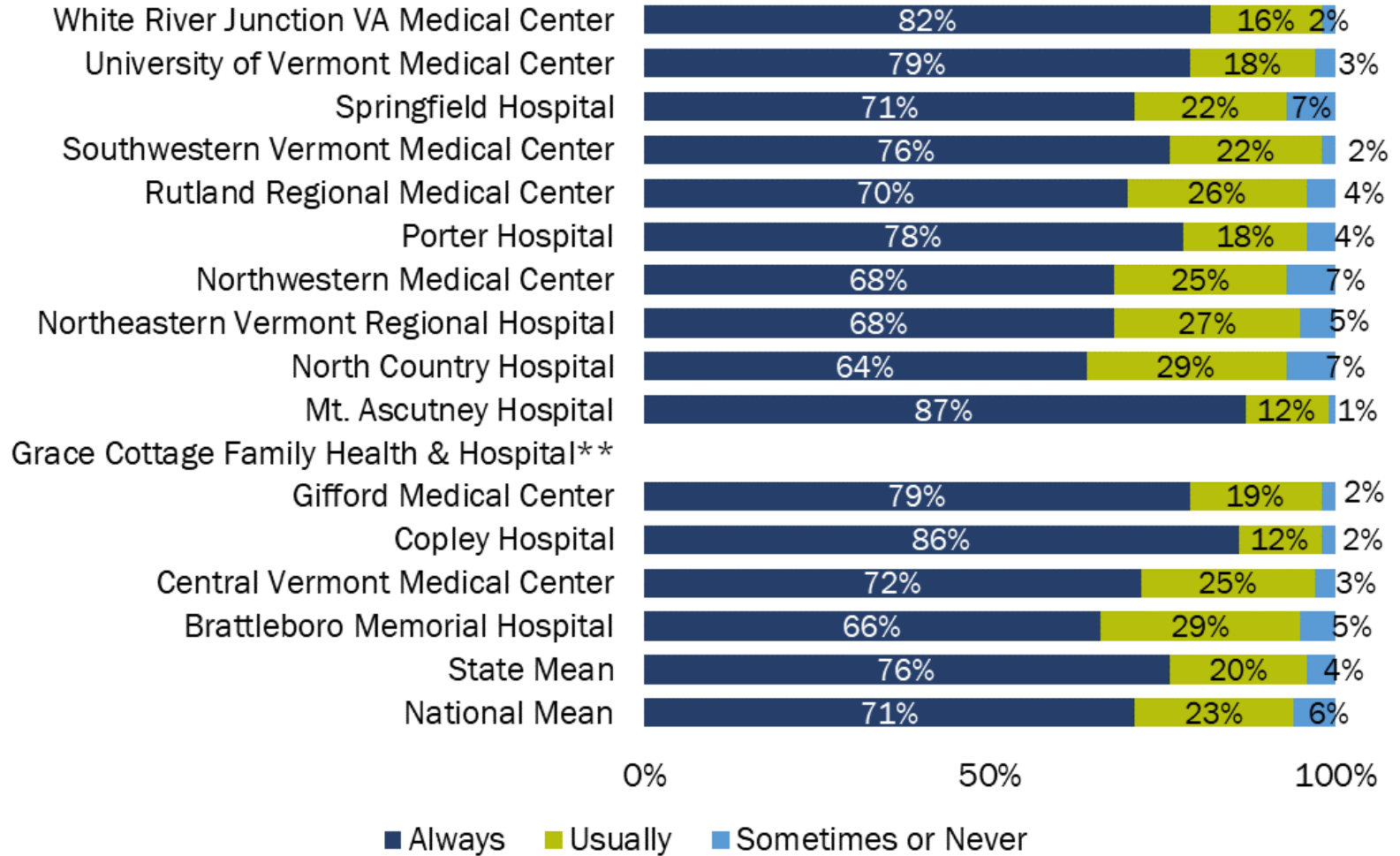
\*\* Grace Cottage Family Health & Hospital's number of cases/patients are too small to report.

## 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.  
 \*\*\*\* 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.

2022 HOSPITAL REPORT CARD

Reporting Period for this report: 10/1/2020 – 9/30/2021

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	311	23
Central Vermont Medical Center	572	25
Copley Hospital	520	40
Gifford Medical Center	312	31
Grace Cottage Family Health & Hospital	n/a <sup>1</sup>	n/a <sup>1</sup>
Mt. Ascutney Hospital	131	28
North Country Hospital	222	24
Northeastern Vermont Regional Hospital	259	22
Northwestern Medical Center	349	22
Porter Hospital	263	25
Rutland Regional Medical Center	642	26
Southwestern Vermont Medical Center	420	26
Springfield Hospital	150	23
University of Vermont Medical Center	3659	26
White River Junction VA Medical Center	527	45