









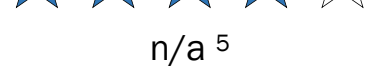



Survey of Patients' Experience

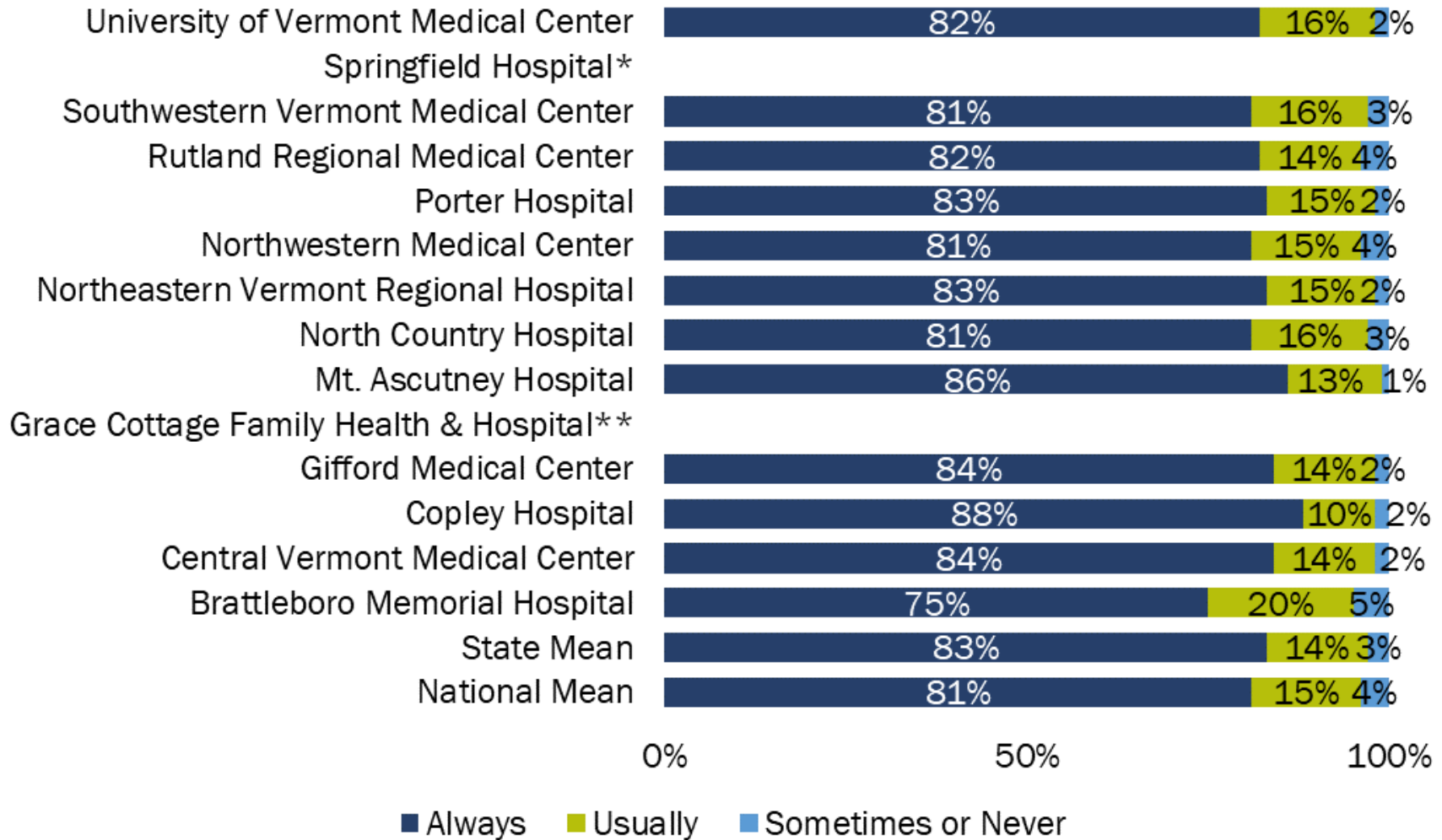
Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Hospital Name	Summary Star Rating
Brattleboro Memorial Hospital	
Central Vermont Medical Center	
Copley Hospital	
Gifford Medical Center	
Grace Cottage Family Health & Hospital*	n/a ¹⁵
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 ⁵
University of Vermont Medical Center	

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

**Springfield Hospital's results are not available for this reporting period.

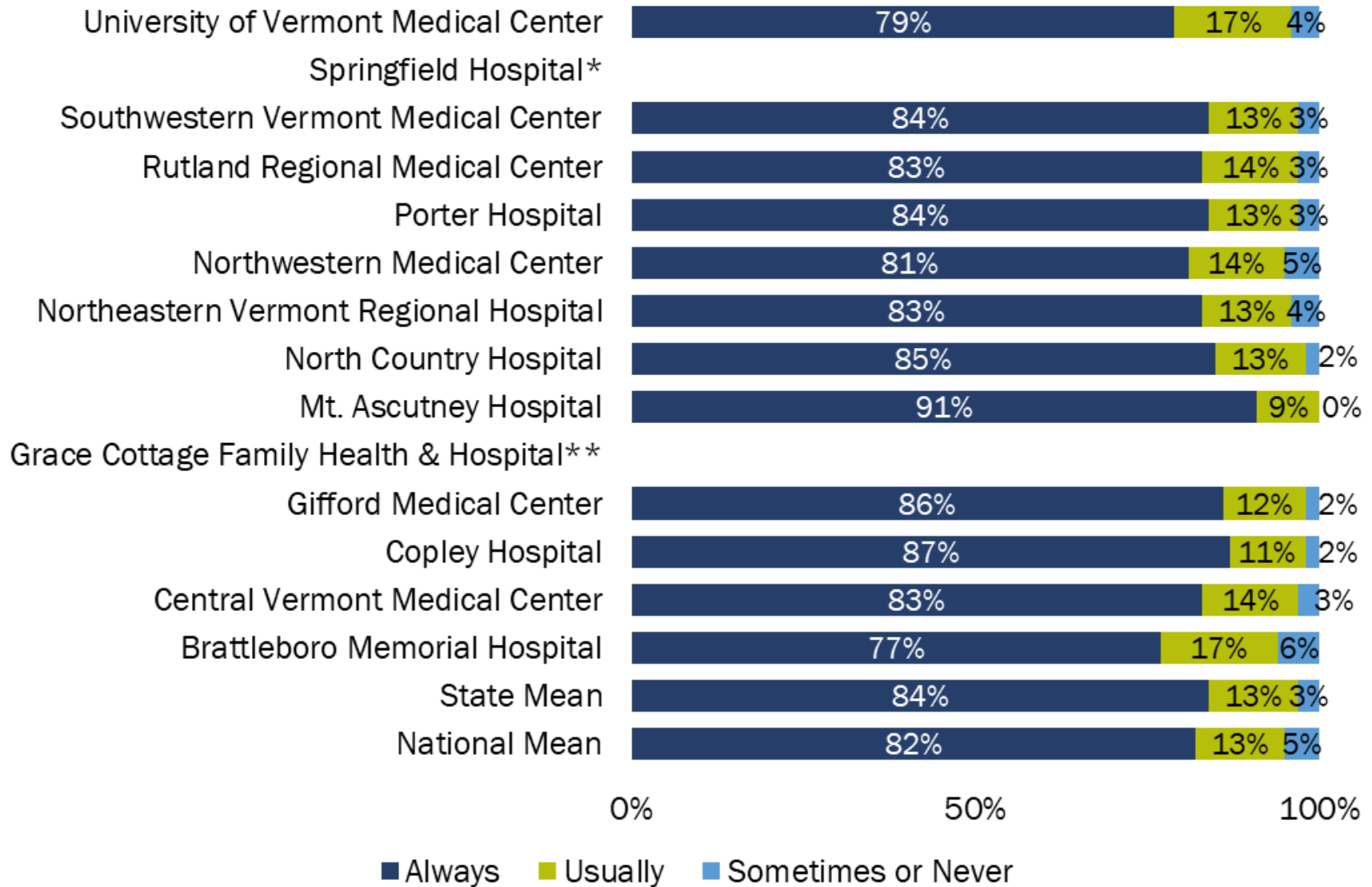
How Often did Nurses Communicate Well with Patients?



* Springfield Hospital's results are not available for this reporting period.

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

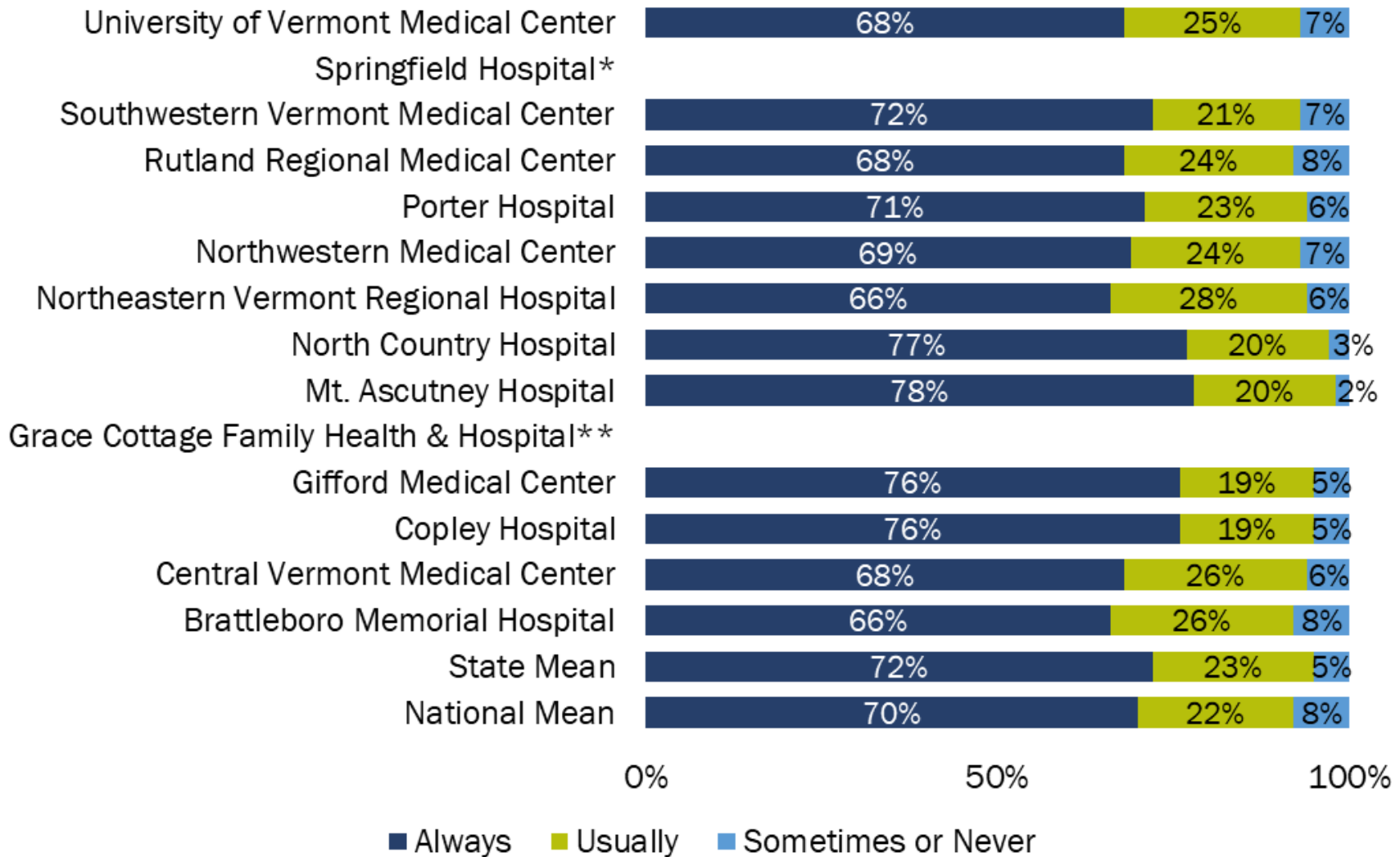
How Often did Doctors Communicate Well with Patients?



* Springfield Hospital's results are not available for this reporting period.

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

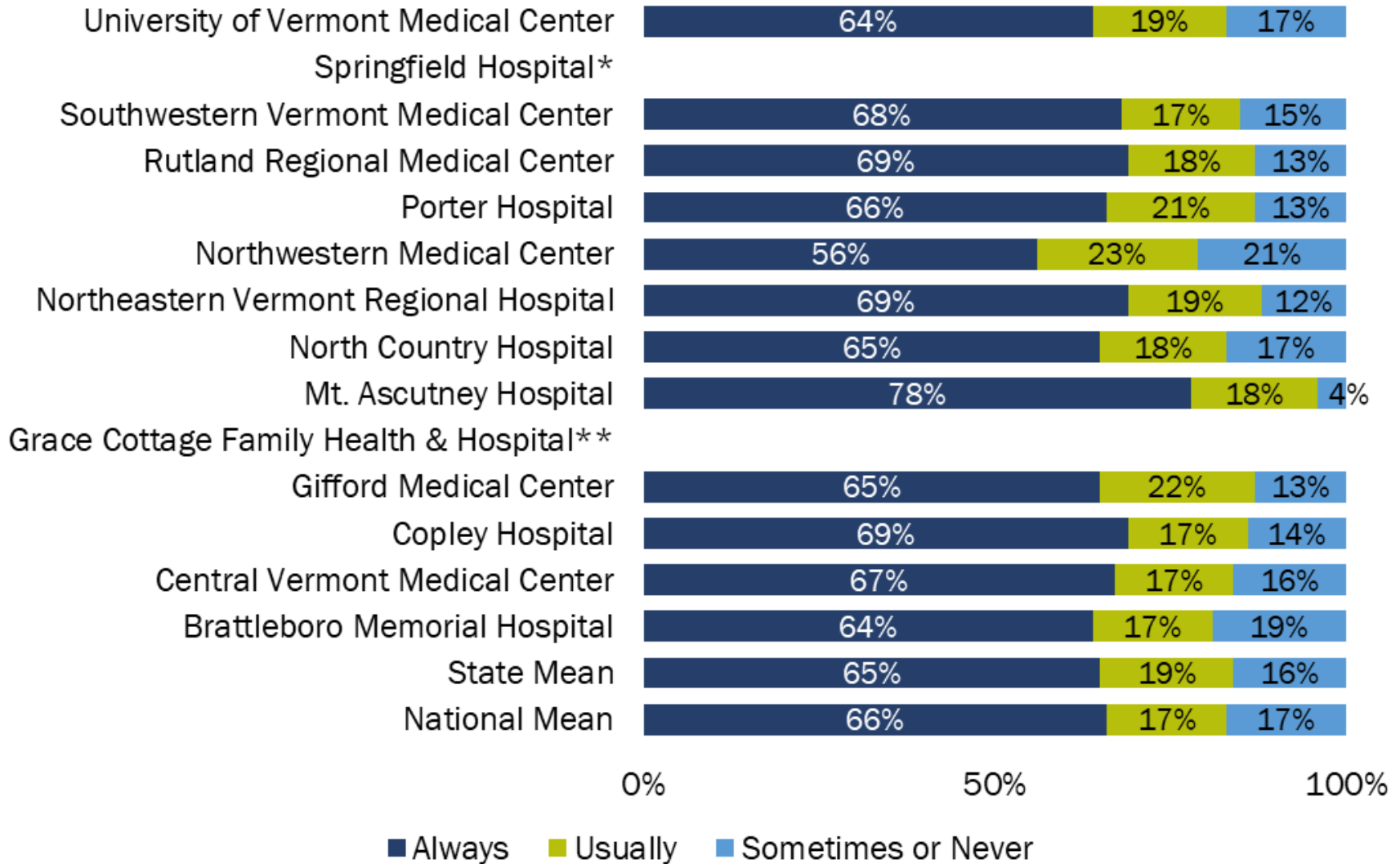
How Often did Patients Receive Help Quickly from Hospital Staff?



* Springfield Hospital's results are not available for this reporting period.

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

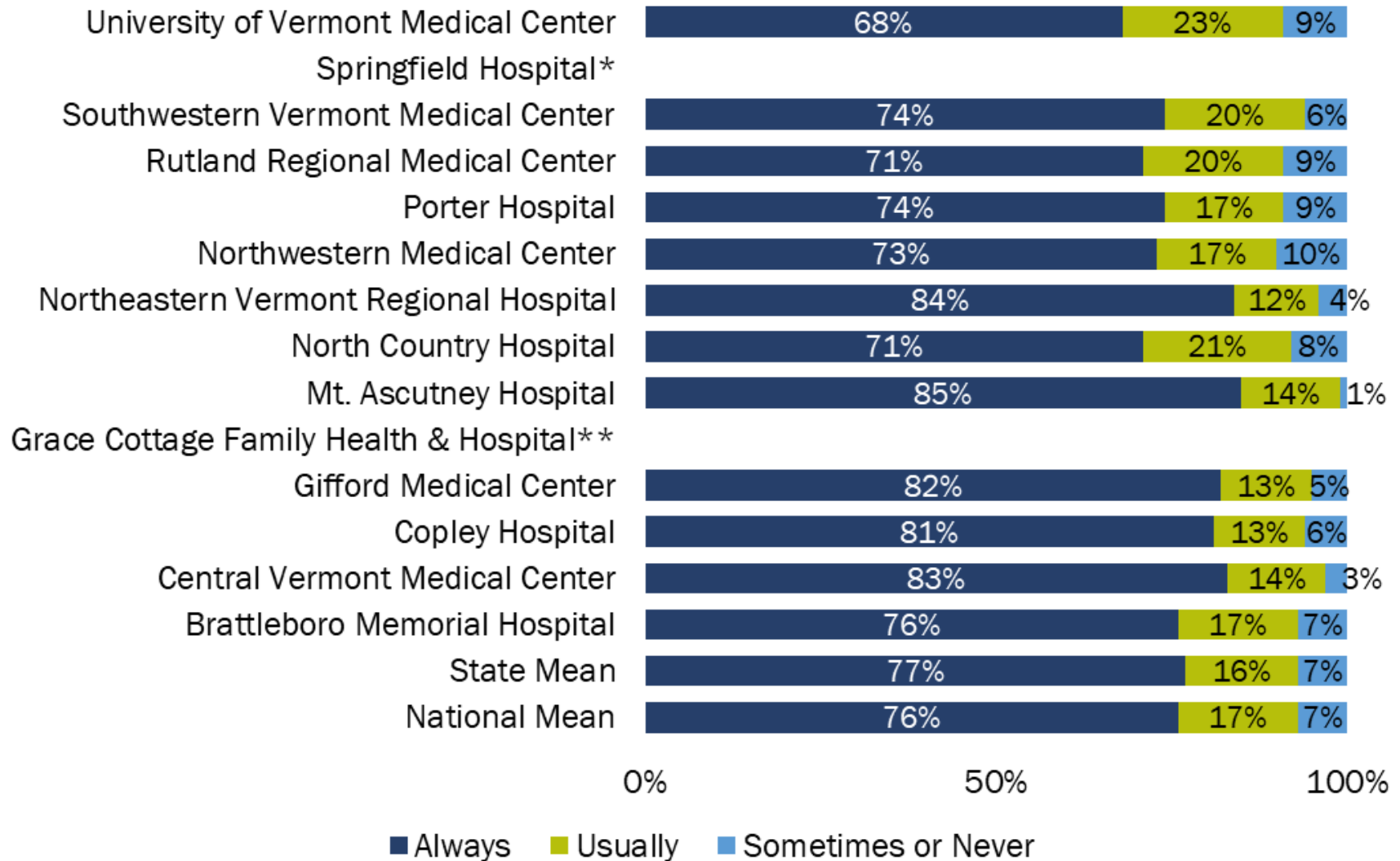
How Often did Staff Explain about Medicines before Giving them to Patients?



* Springfield Hospital's results are not available for this reporting period.

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

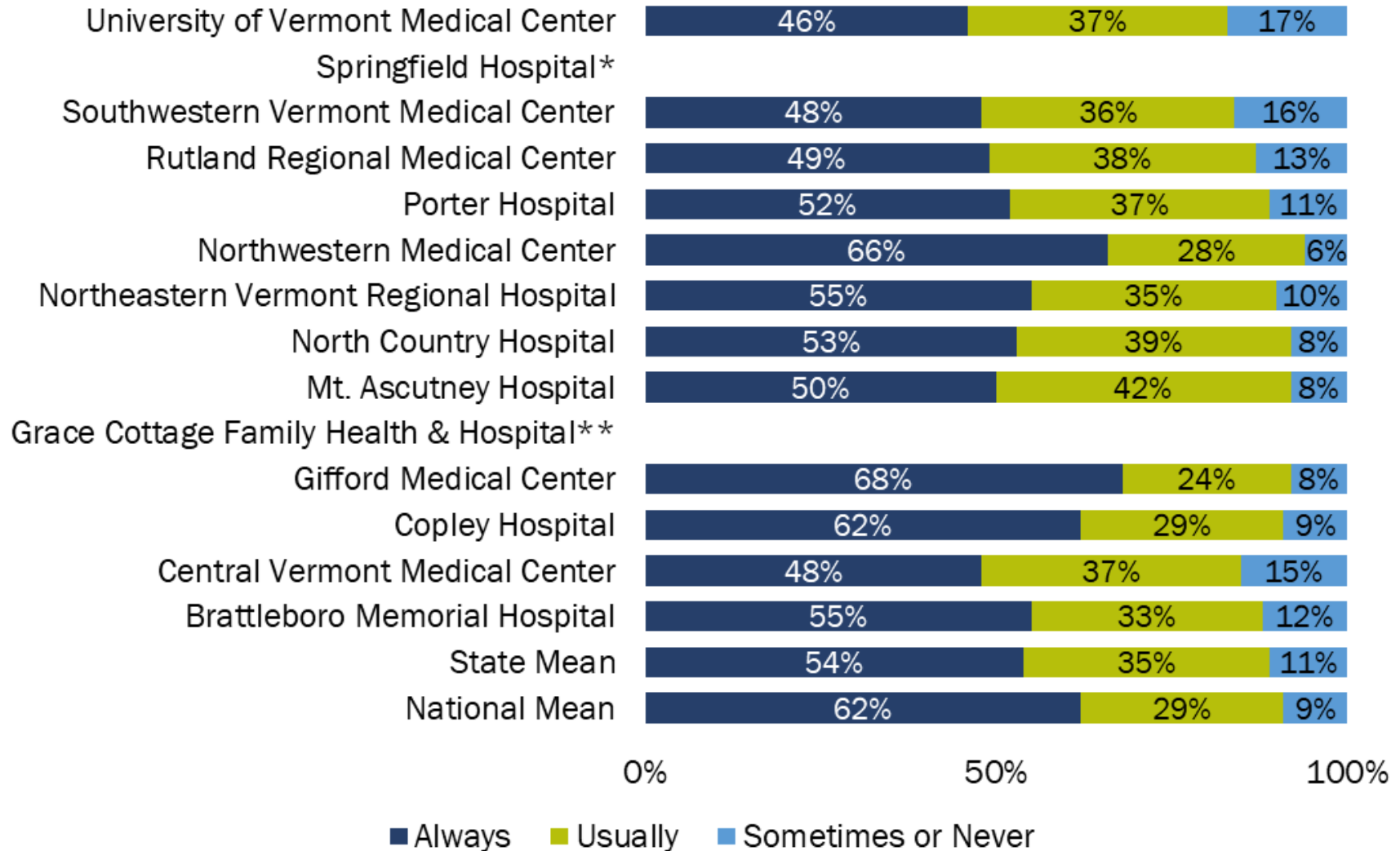
How Often were the Patients' Rooms and Bathrooms Kept Clean?



* Springfield Hospital's results are not available for this reporting period.

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

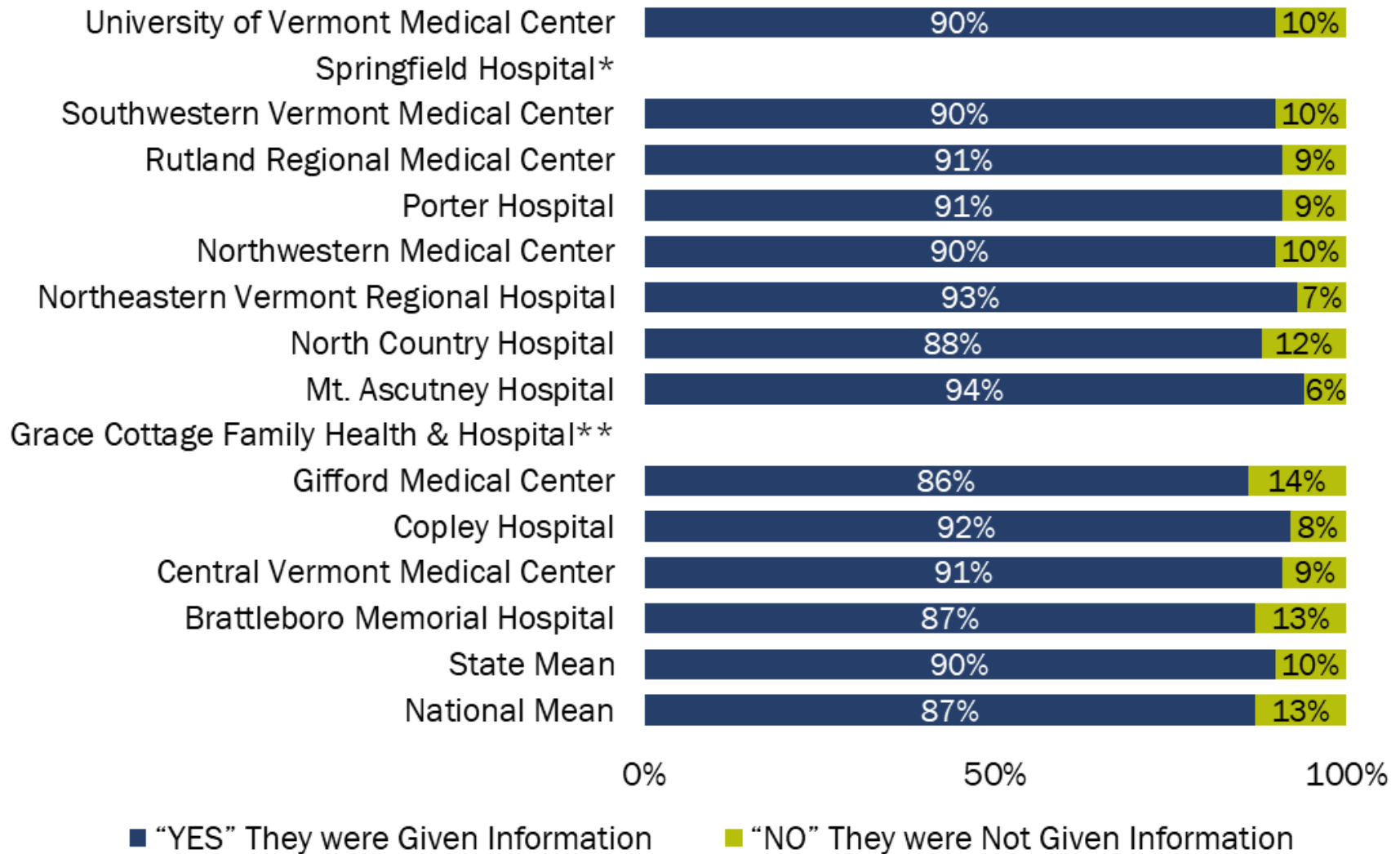
How Often was the Area Around Patients' Rooms Kept Quiet at Night?



* Springfield Hospital's results are not available for this reporting period.

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

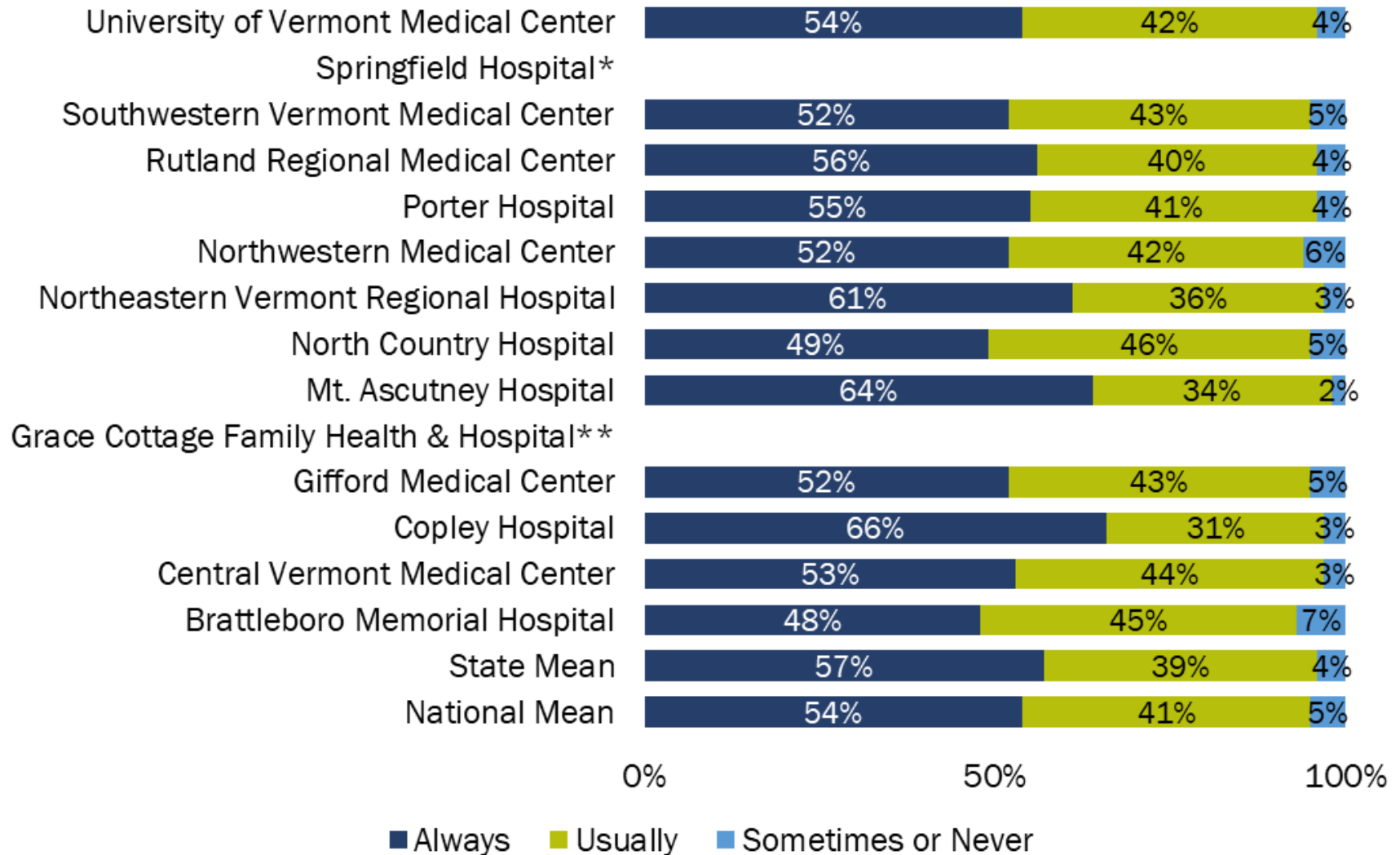
Were Patients Given Information about What to Do during their Recovery Time?



* Springfield Hospital’s results are not available for this reporting period.

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

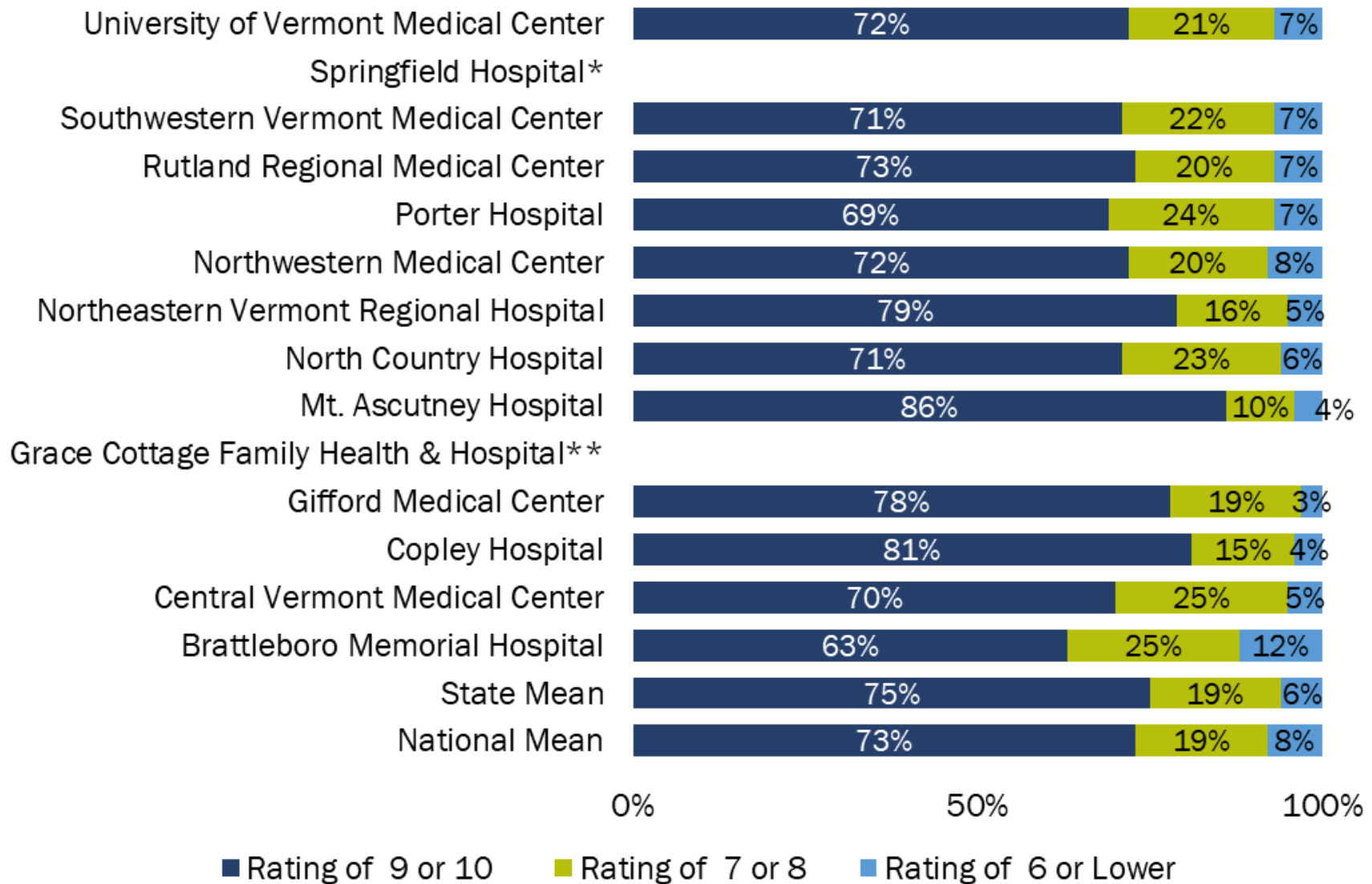
How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



* Springfield Hospital's results are not available for this reporting period.

** 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)***

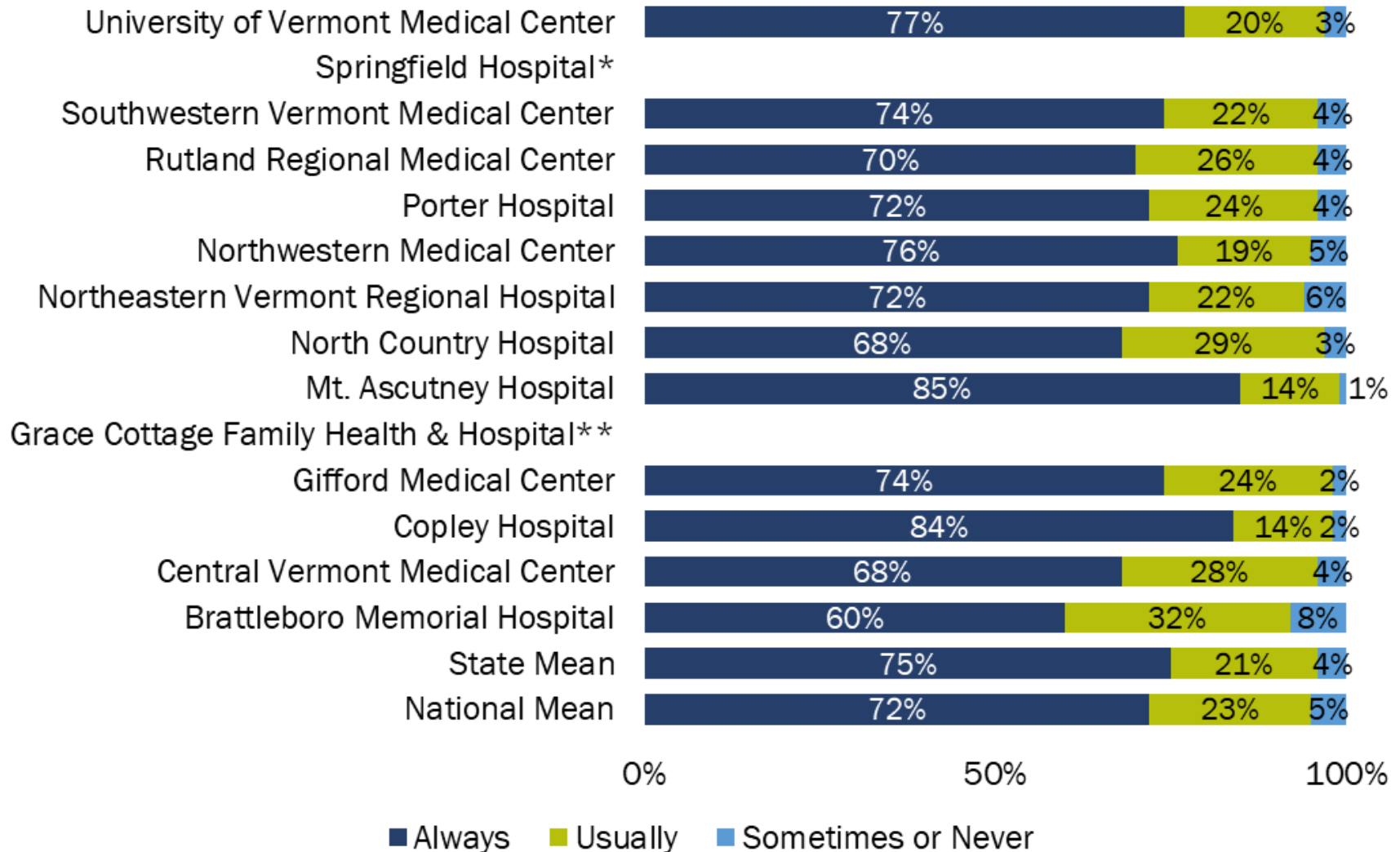


* Springfield Hospital's results are not available for this reporting period.

** 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?



* Springfield Hospital's results are not available for this reporting period.

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

2020 HOSPITAL REPORT CARD

Reporting Period for this report: 10/1/2018 – 9/30/2019

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	350	24%
Central Vermont Medical Center	681	27%
Copley Hospital	575	42%
Gifford Medical Center	304	33%
Grace Cottage Family Health & Hospital	n/a ¹	n/a ¹
Mt. Ascutney Hospital	102	29%
North Country Hospital	229	27%
Northeastern Vermont Regional Hospital	281	27%
Northwestern Medical Center	349	26%
Porter Hospital	337	29%
Rutland Regional Medical Center	927	31%
Southwestern Vermont Medical Center	323	28%
Springfield Hospital	n/a ⁵	n/a ⁵
University of Vermont Medical Center	4103	27%