

# About Healthcare-associated Infections

## 2025 Hospital Report Card

[Healthcare-associated Infections \(HAI\)](#) are infections that people can get while receiving services at a healthcare facility. Hospitals can reduce the risk of HAIs by taking steps developed by the [Centers for Disease Control and Prevention](#) and the [Institute for Healthcare Improvement](#).

[Standardized Infection Ratio \(SIR\)](#) is a statistic used in these reports to track healthcare-associated infection prevention progress over time. The SIR is adjusted to account for factors that might cause infection rates to be higher or lower, such as hospital size, the type of patients a hospital serves, surgery types and patient characteristics.

If you need help accessing or understanding this information, contact  
AHS.VDHHospitalReportCard@vermont.gov.

### Known Healthcare-associated Infections:

[Central Line-Associated Bloodstream Infection \(CLABSI\)](#) - a serious infection that occurs when germs (usually bacteria or viruses) enter the bloodstream through the central line. CLABSIs result in thousands of deaths each year and billions of dollars in added costs to the U.S. healthcare system, yet these infections are preventable.

[Clostridioides difficile \(C. Diff\)](#) - a bacterium that causes diarrhea and colitis (an inflammation of the colon). C. Diff causes almost half a million illnesses in the United States each year.

[Surgical Site Infections \(SSI\)](#) - an infection that occurs after surgery in the part of the body where the surgery took place. It can be a superficial infection or more serious and can involve tissues under the skin, organs, or implanted material.

### More on Infection Reporting

- CMS Hospital Compare Healthcare-associated Infections  
<https://www.medicare.gov/hospitalcompare/Data/Healthcare-Associated-Infections.html>
- CMS Hospital Compare Measures and Current Data Collection Periods  
<https://www.medicare.gov/HospitalCompare/data/Data-Updated.html#MG14>















**HealthVermont.gov**  
**802-863-7200**



- CDC – Tracking Infections in Acute Care Hospitals/Facilities  
<https://www.cdc.gov/nhsn/acute-care-hospital/index.html>
- QualityNet – Healthcare-associated Infection page
- <http://qualitynet.org/dcs/ContentServer?c=Page&pagename=QnetPublic%2FPage%2FQnetTier2&cid=1228760487021>

# Hospital Consumer Assessment of Health Care Providers and Systems Survey

January 2025

Hospital Name	Summary Star Rating
Brattleboro Memorial Hospital	
Central Vermont Medical Center	
Copley Hospital	
Gifford Medical Center	
Grace Cottage Family Health & Hospital <sup>1</sup>	n/a <sup>1</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 <sup>1</sup>	n/a <sup>1</sup>
University of Vermont Medical Center	

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[AHS.VDHHospitalReportCard@vermont.gov](mailto:AHS.VDHHospitalReportCard@vermont.gov).

1. For Grace Cottage and Springfield, the number of cases/patients is too few to report a star rating.



**HealthVermont.gov**  
**802-863-7200**



## **Nurses communicate well with patients more than 94% of the time.**

<b>National Mean</b>	<b>96%</b>
<b>State Mean</b>	<b>97%</b>
<b>Brattleboro Memorial Hospital</b>	<b>97%</b>
<b>Central Vermont Medical Center</b>	<b>97%</b>
<b>Copley Hospital</b>	<b>99%</b>
<b>Gifford Medical Center</b>	<b>98%</b>
Grace Cottage Family Health & Hospital <sup>2</sup>	
<b>Mt. Ascutney Hospital</b>	<b>99%</b>
<b>North Country Hospital</b>	<b>97%</b>
<b>Northeastern Vermont Regional Hospital</b>	<b>97%</b>
<b>Northwestern Medical Center <sup>3</sup></b>	<b>94%</b>
<b>Porter Hospital</b>	<b>96%</b>
<b>Rutland Regional Medical Center</b>	<b>97%</b>
<b>Southwestern Vermont Medical Center</b>	<b>98%</b>
<b>Springfield Hospital <sup>4</sup></b>	<b>97%</b>
<b>University of Vermont Medical Center</b>	<b>97%</b>

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

3. For Northwestern 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.

4. For Springfield 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.

## Doctors communicate well with patients more than 93% of the time.

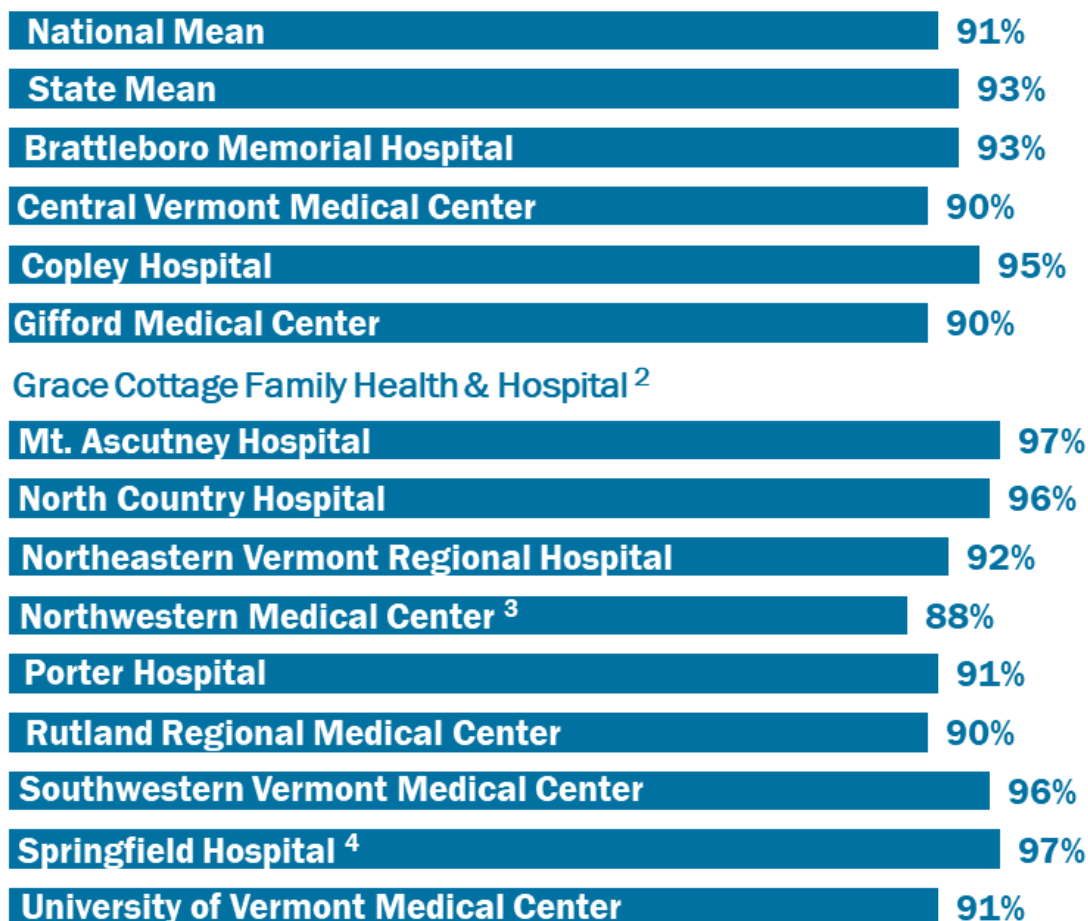
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**Patients receive help from hospital staff quickly, more than 88% of the time.**

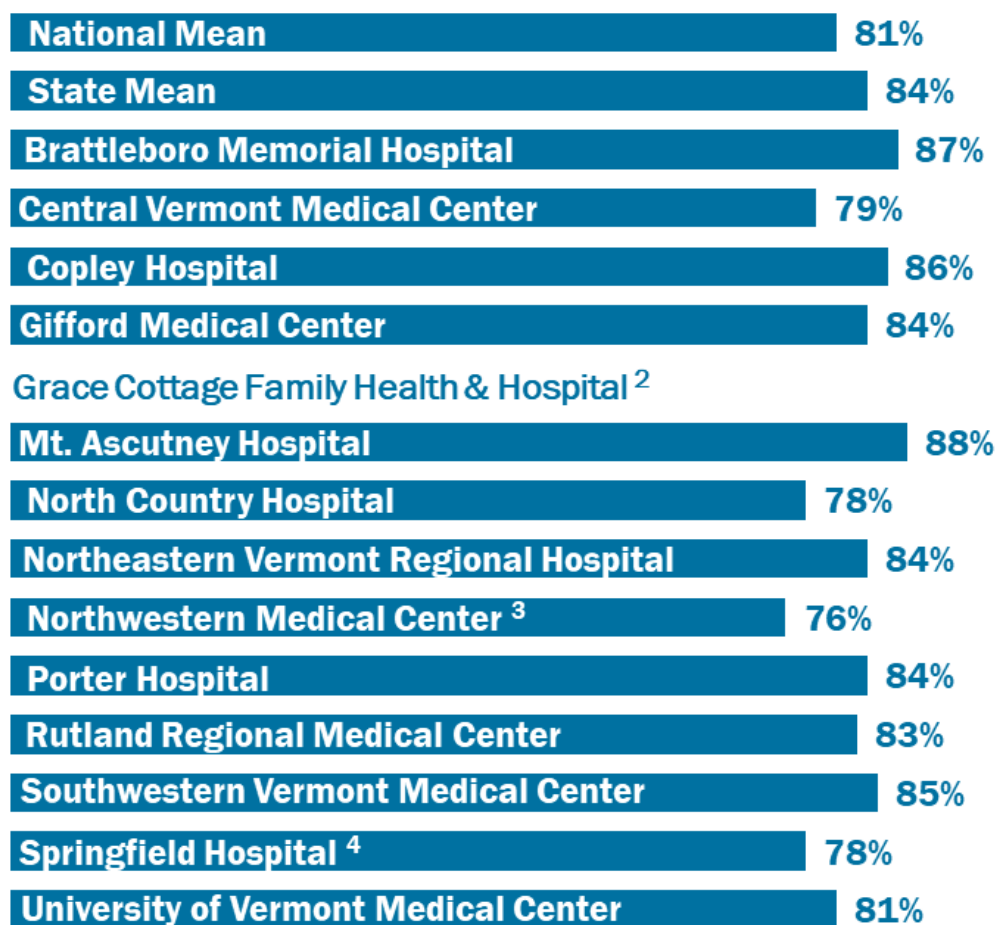


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**Staff explain medicines to patients before giving them more than 76% of the time.**

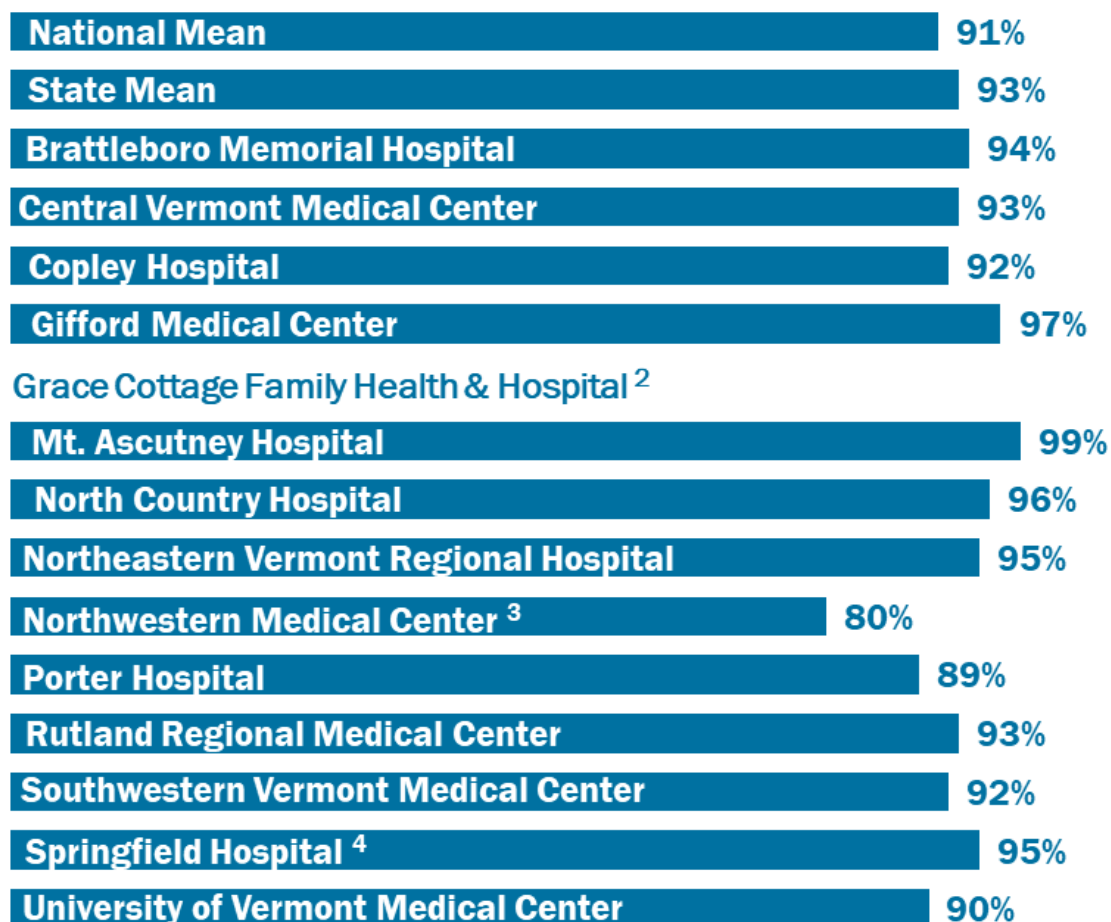


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**Patient rooms and bathrooms were kept clean more than 80% of the time.**



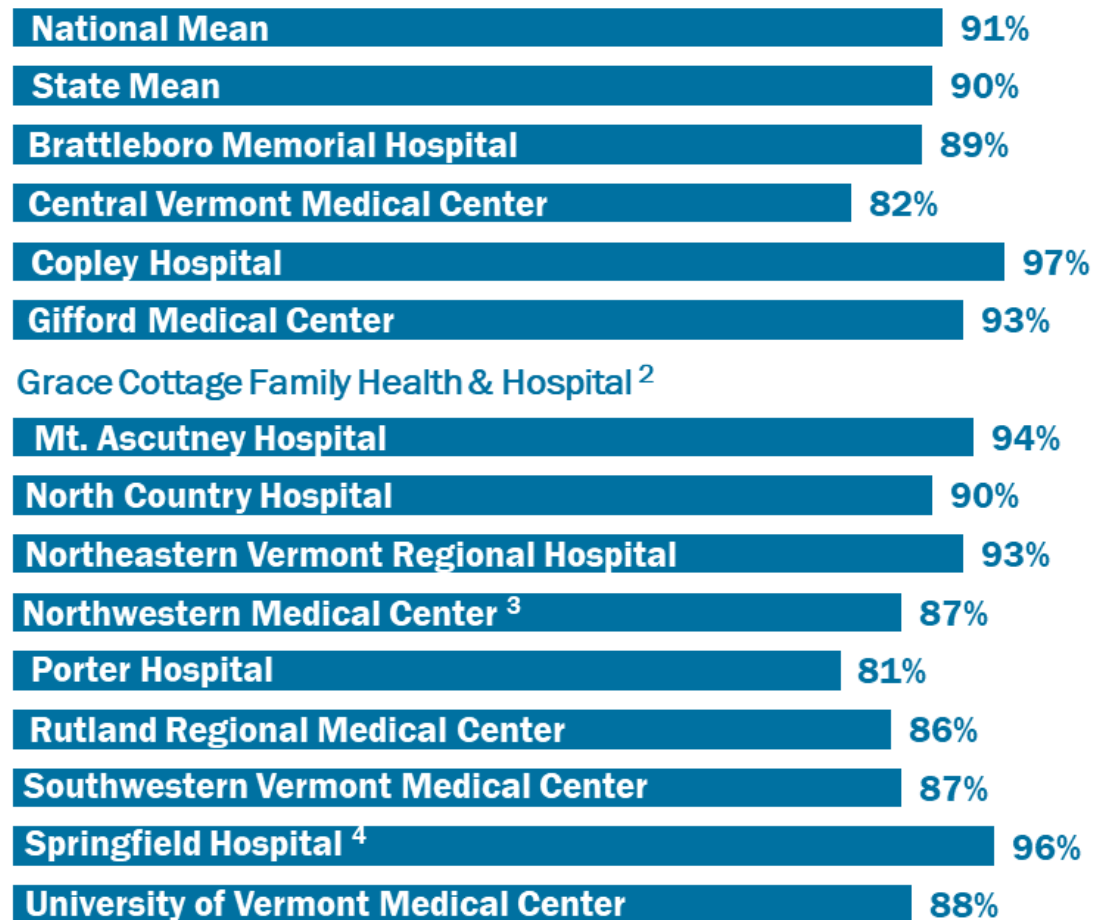
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**Area around patients' rooms were kept quiet at night more than 81% of the time.**

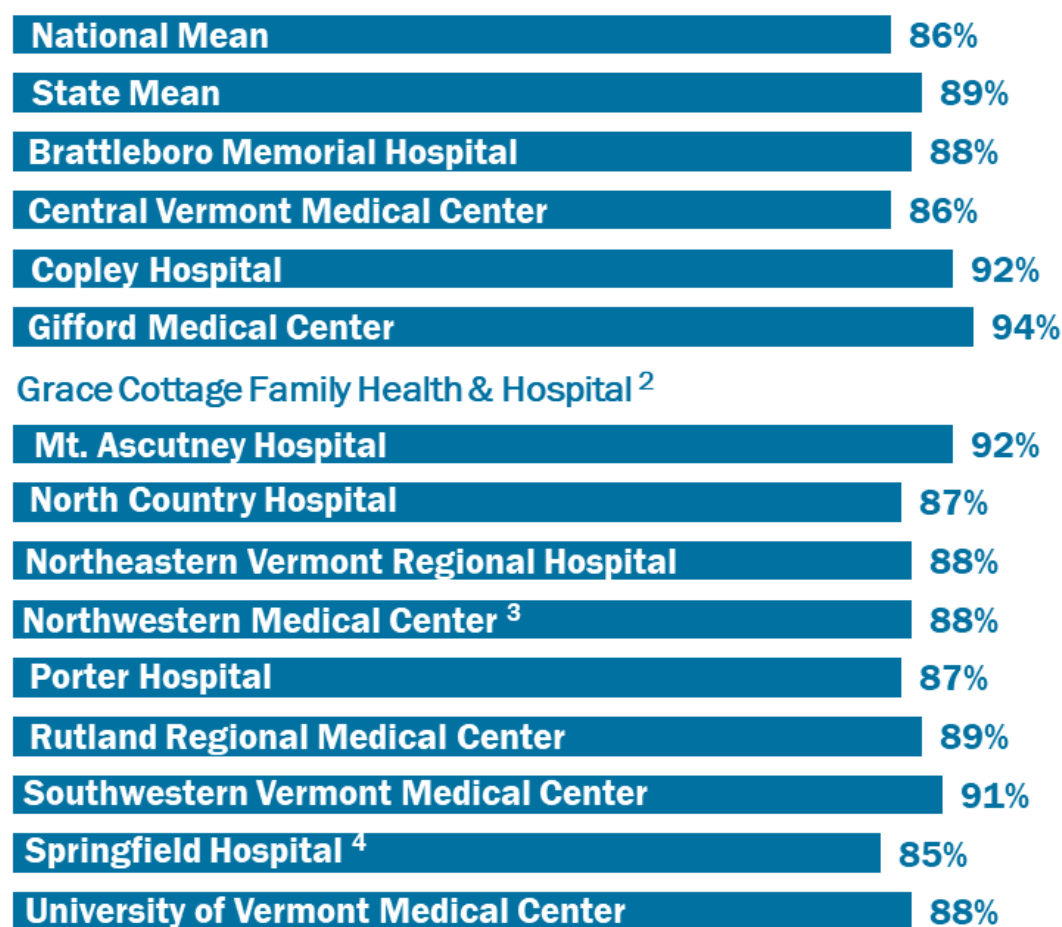


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**Patients were given information about what to do during their recovery time more than 85% of the time.**

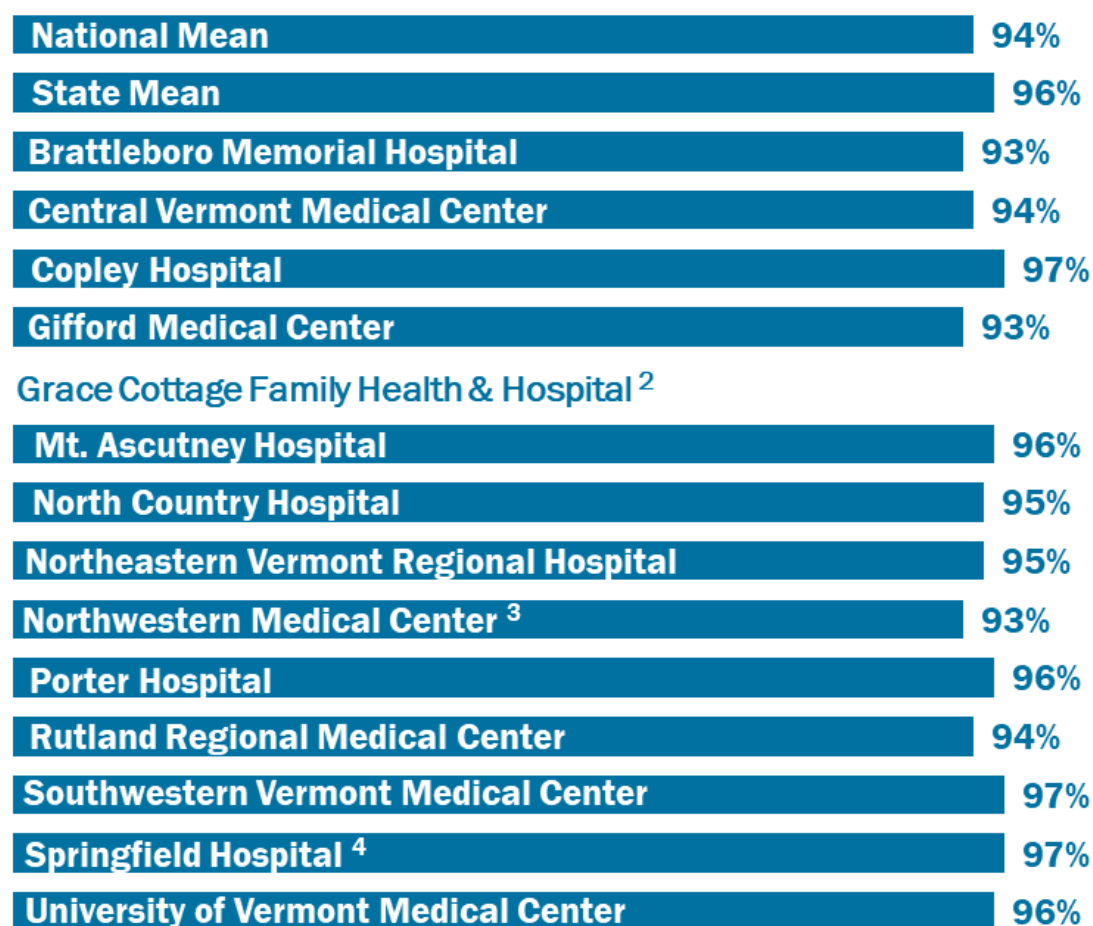


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**Patients understood the type of care they would need after leaving the hospital more than 93% of the time.**

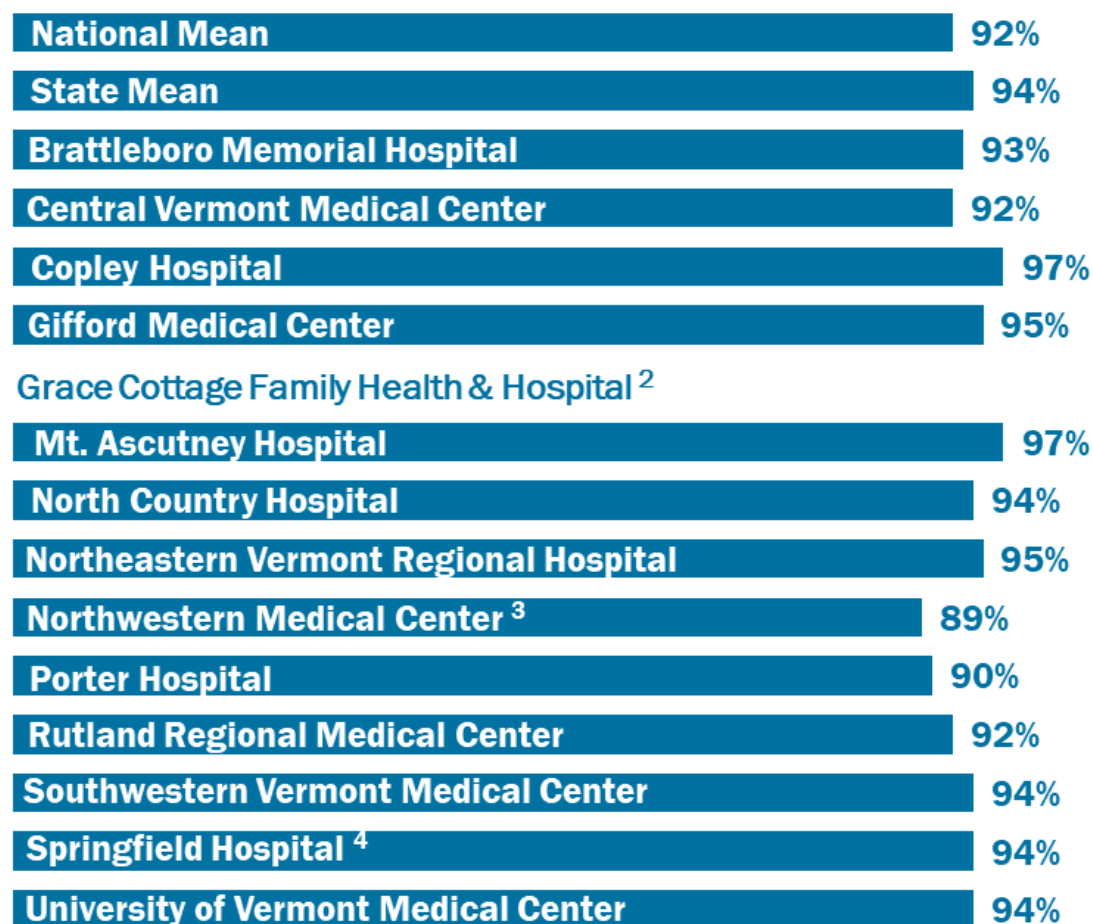


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**More than 89% of patients rate hospitals 7 or higher.**



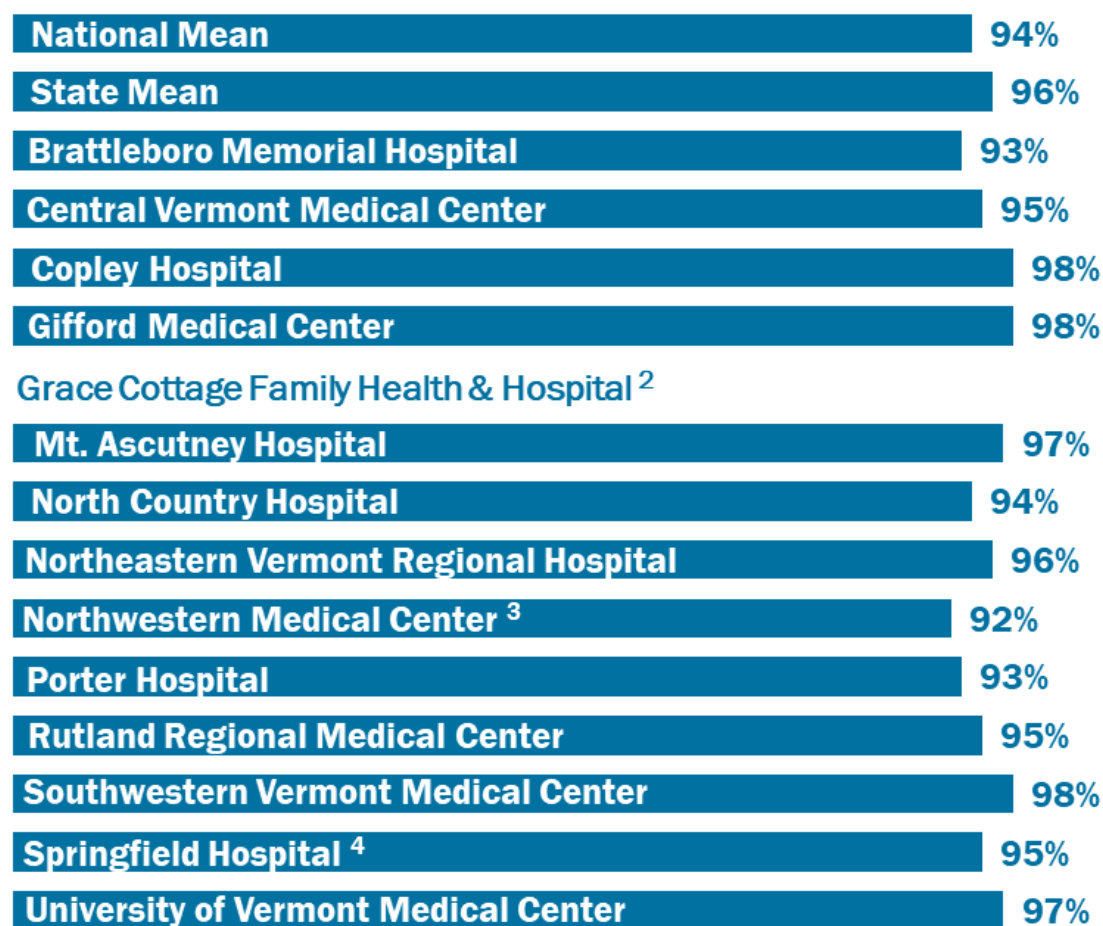
\*0 means “worst hospital possible”, and 10 means best hospital possible.”

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**More than 92% of patients would recommend the hospital to friends and family.**



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## Survey Reporting Period: 4/1/2023 – 3/31/2024

Hospital Name	Number of Surveys	Survey Response Rate %
Brattleboro Memorial Hospital	324	23%
Central Vermont Medical Center	622	23%
Copley Hospital	222	27%
Gifford Medical Center	142	28%
Grace Cottage Family Health & Hospital	n/a <sup>2</sup>	n/a <sup>2</sup>
Mt. Ascutney Hospital	167	36%
North Country Hospital	200	23%
Northeastern Vermont Regional Hospital	247	22%
Northwestern Medical Center	429 <sup>3</sup>	25% <sup>3</sup>
Porter Hospital	269	23%
Rutland Regional Medical Center	706	26%
Southwestern Vermont Medical Center	363	24%
Springfield Hospital	93 <sup>4</sup>	19% <sup>4</sup>
University of Vermont Medical Center	3726	25%

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