Patient's Perspective of Care Survey Measures

2026 Hospital Report Card

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

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

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.

CMS collects the following components to construct the ratings

- 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.)
- A single star rating for the HCAHPS individual items.
- 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

Hospital Consumer Assessment of Health Care Providers and Systems Survey

July 2026

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

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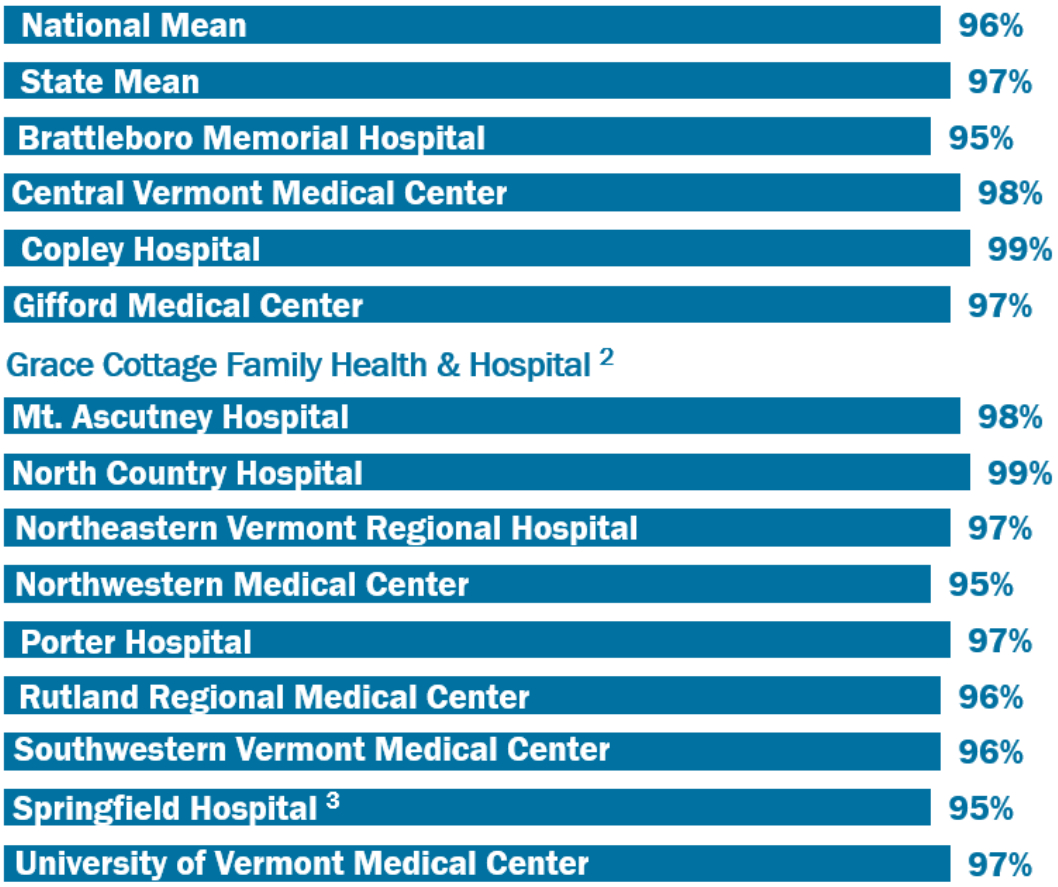
1. For Grace Cottage and Springfield, the number of cases/patients is too few to report a star rating.

Nurses communicate well with patients more than 95% of the time.



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

3.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.

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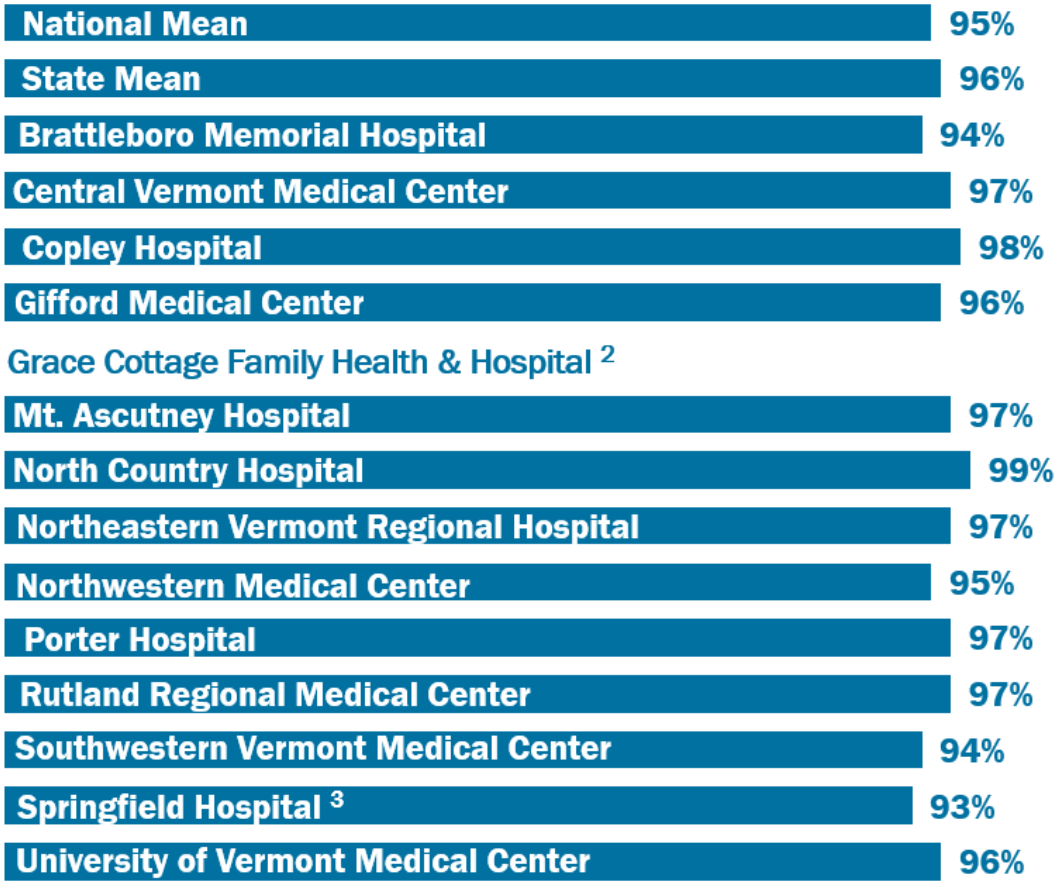
Doctors communicate well with patients more than 93% of the time.



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

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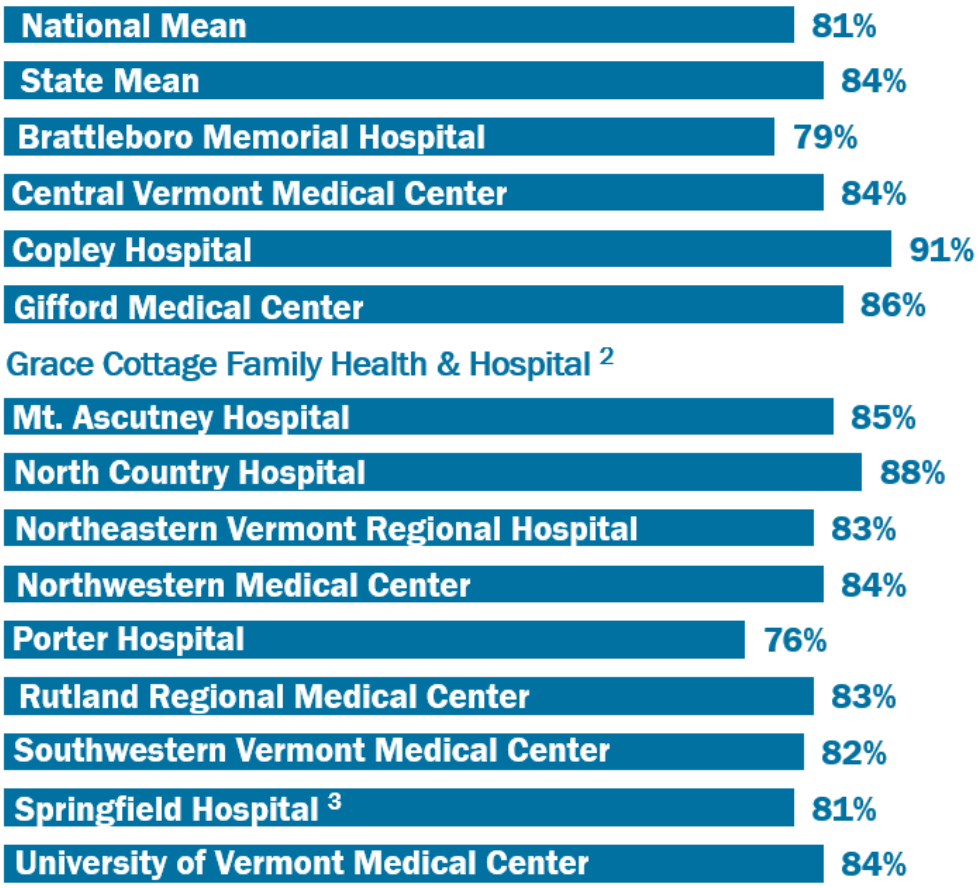
Staff explain medicines to patients before giving them more than 76% of the time.



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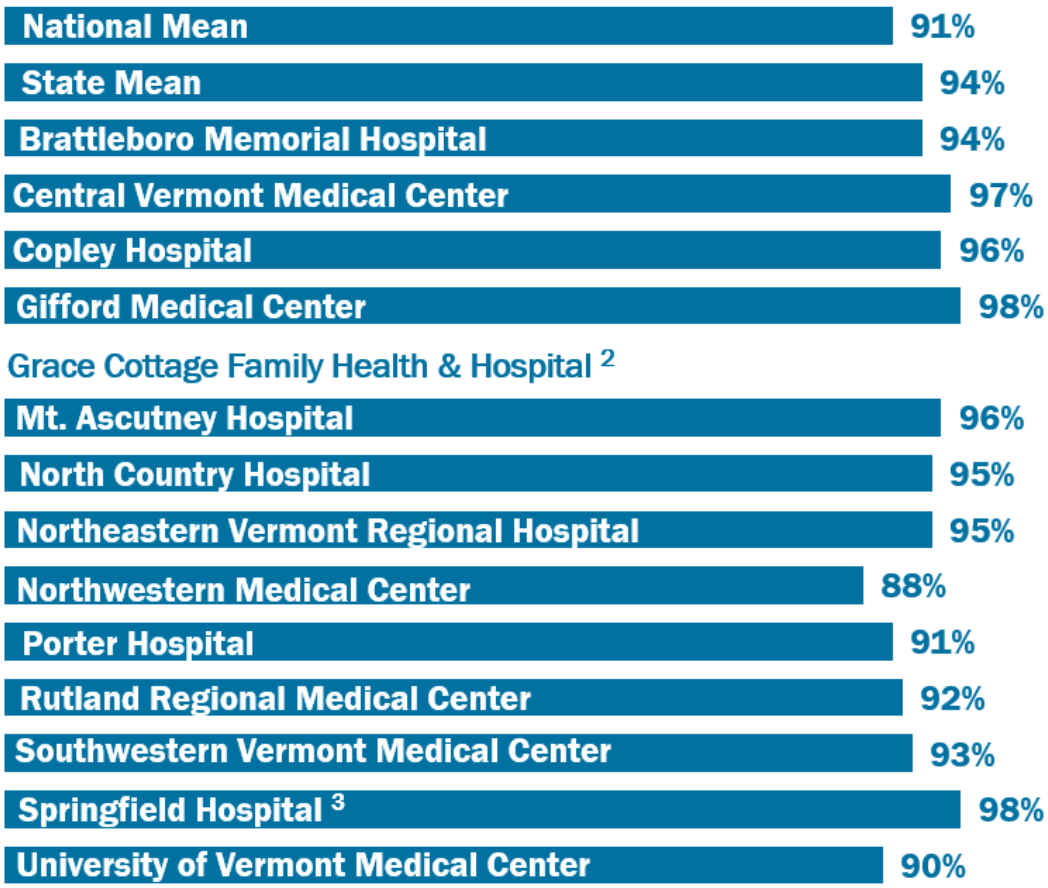
Patient rooms and bathrooms were kept clean more than 88% of the time.



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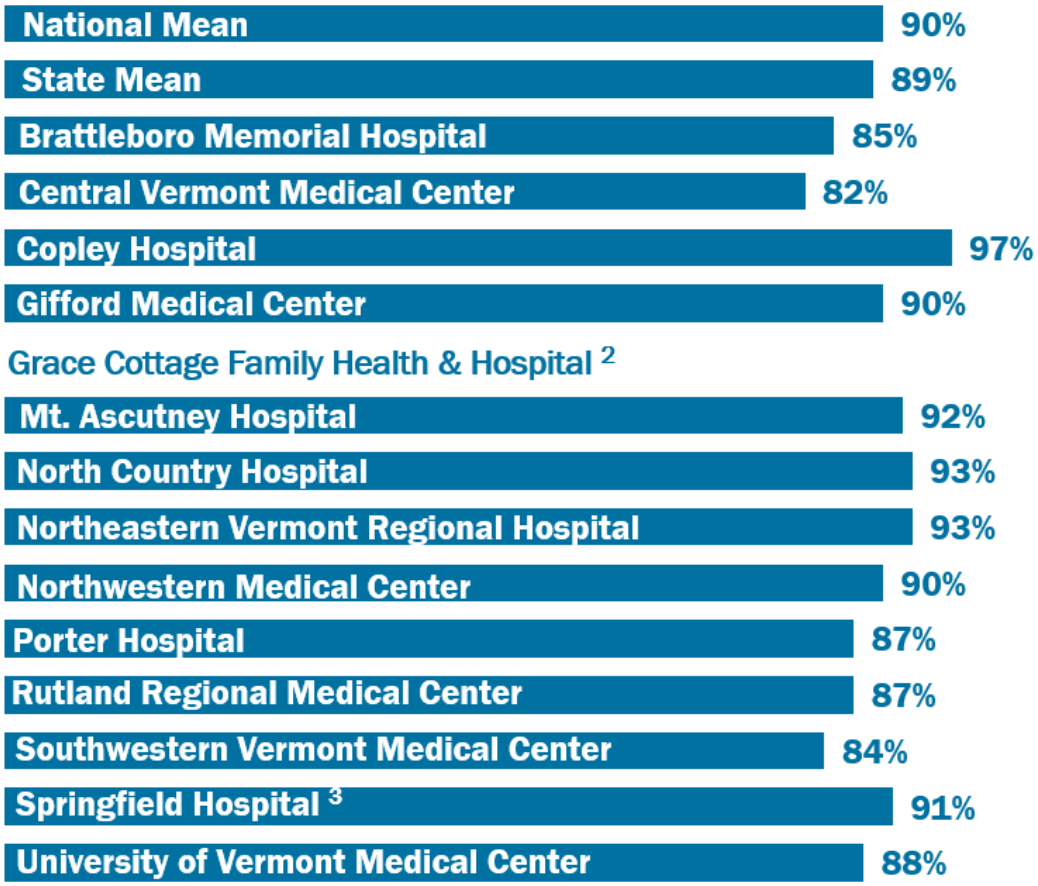
Area around patients' rooms were kept quiet at night more than 82% of the time.



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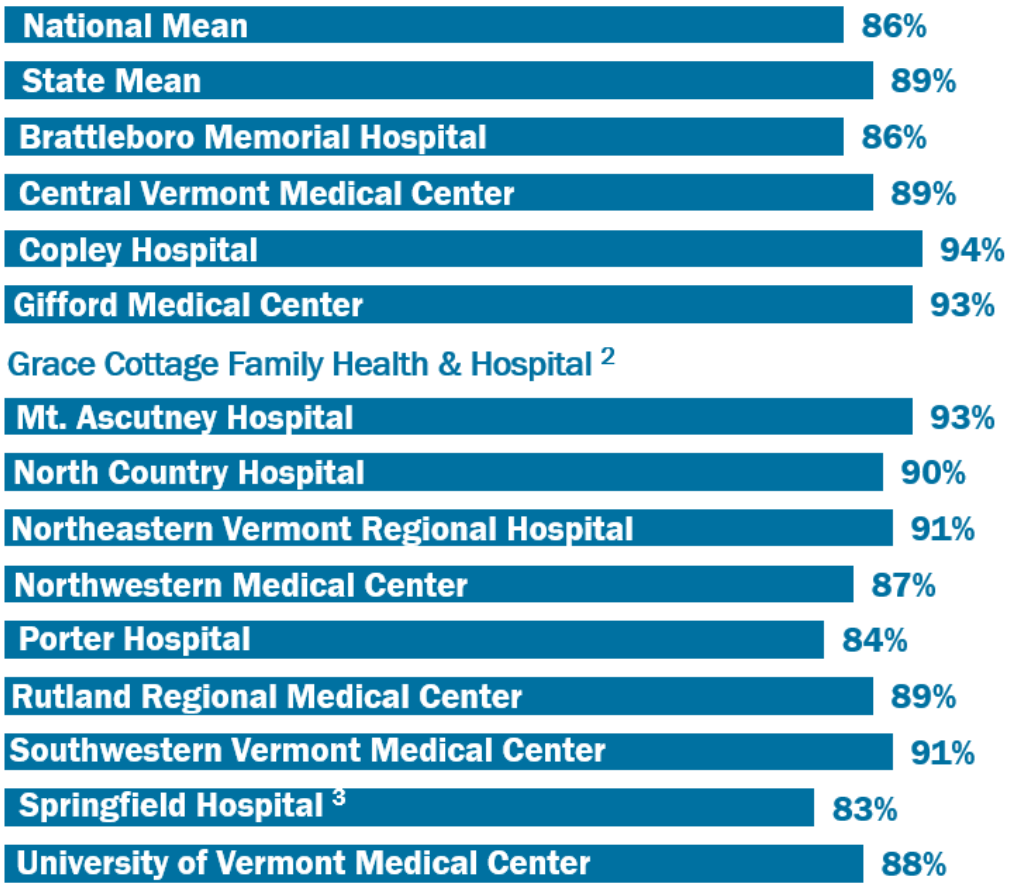
Patients were given information about what to do during their recovery time more than 83% of the time.



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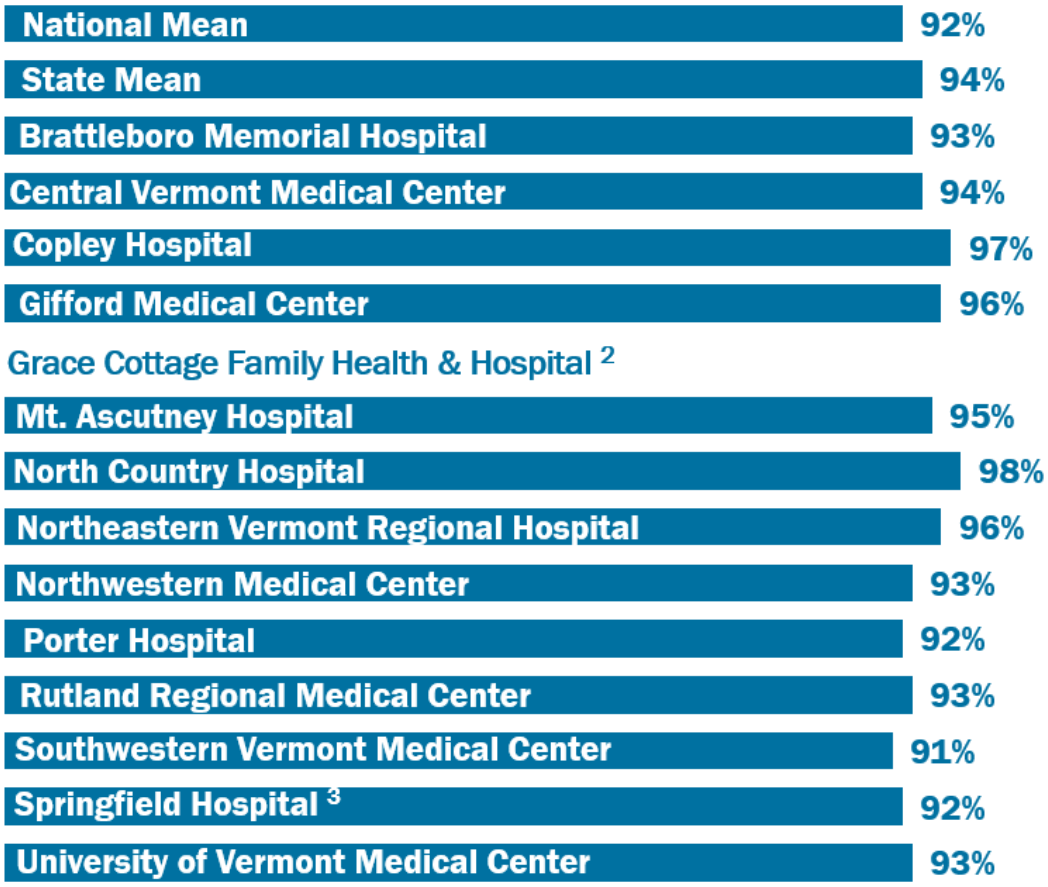
More than 91% of patients rate hospitals 7 or higher.



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

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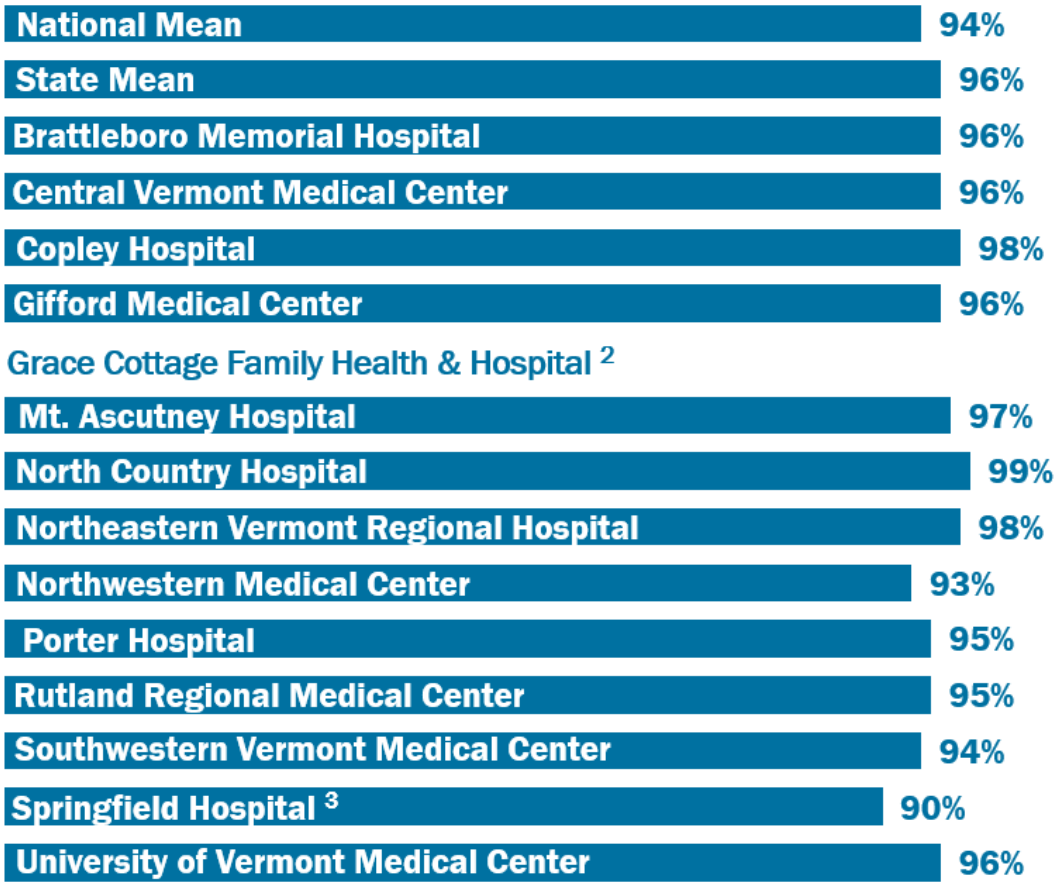
More than 90% of patients would recommend the hospital to friends and family.



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Survey Reporting Period: 10/1/2024 – 9/30/2025

Hospital Name	Number of Surveys	Survey Response Rate %
Brattleboro Memorial Hospital	236	20%
Central Vermont Medical Center	458	22%
Copley Hospital	191	23%
Gifford Medical Center	166	27%
Grace Cottage Family Health & Hospital	n/a [2]	n/a [2]
Mt. Ascutney Hospital	140	27%
North Country Hospital	190	22%
Northeastern Vermont Regional Hospital	265	21%
Northwestern Medical Center	424	23%
Porter Hospital	306	23%
Rutland Regional Medical Center	633	25%
Southwestern Vermont Medical Center	348	23%
Springfield Hospital	81 [3]	15% [3]
University of Vermont Medical Center	2347	25%

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CMS Reporting Changes

- CMS retired data collection for HCAHPS composites 3 (Responsiveness of Hospital Staff) and 7 (Care Transition) beginning with the January 2026 release, these measures have also been removed from reporting.