Patient's Perspective of Care Survey Measures 2025 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. <u>More information on the star</u> <u>ratings is available online.</u>

CMS collects the following components to construct the ratings

- The star ratings from each of the <u>six HCAHPS composite measures</u> (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 April 2025

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 94% of the time.

National Mean	96%
State Mean	97%
Brattleboro Memorial Hospital	97%
Central Vermont Medical Center	97%
Copley Hospital	99%
Gifford Medical Center	97%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	98%
North Country Hospital	96%
Northeastern Vermont Regional Hospital	97%
Northwestern Medical Center ³	95%
Porter Hospital	96%
Rutland Regional Medical Center	97%
Southwestern Vermont Medical Center	98%
Springfield Hospital ⁴	94%
University of Vermont Medical Center	97%

- 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.

National Mean	95%
State Mean	96%
Brattleboro Memorial Hospital	95%
Central Vermont Medical Center	96%
Copley Hospital	98%
Gifford Medical Center	96%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	97%
North Country Hospital	98%
Northeastern Vermont Regional Hospital	97%
Northwestern Medical Center ³	93%
Porter Hospital	96%
Rutland Regional Medical Center	96%
Southwestern Vermont Medical Center	98%
Springfield Hospital ⁴	94%
University of Vermont Medical Center	96%

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Patients receive help from hospital staff quickly, more than 89% of the time.

National Mean	91%
State Mean	93%
Brattleboro Memorial Hospital	92%
Central Vermont Medical Center	89%
Copley Hospital	96%
Gifford Medical Center	89%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	97%
North Country Hospital	94%
North Country Hospital Northeastern Vermont Regional Hospital	94%
·	
Northeastern Vermont Regional Hospital	93%
Northeastern Vermont Regional Hospital Northwestern Medical Center ³	93%
Northeastern Vermont Regional Hospital Northwestern Medical Center ³ Porter Hospital	93% 89% 92%
Northeastern Vermont Regional Hospital Northwestern Medical Center ³ Porter Hospital Rutland Regional Medical Center	93% 89% 92% 90%

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Staff explain medicines to patients before giving them more than 77% of the time.

National Mean	81%
State Mean	83%
Brattleboro Memorial Hospital	86%
Central Vermont Medical Center	80%
Copley Hospital	88%
Gifford Medical Center	82%
Grace Cottage Family Health & Hospital ²	
Mt. Ascutney Hospital	86%
North Country Hospital	80%
Northeastern Vermont Regional Hospital	85%
Northwestern Medical Center ³	77 %
Porter Hospital	82%
Rutland Regional Medical Center	82%
Southwestern Vermont Medical Center	85%
Springfield Hospital ⁴	78%
University of Vermont Medical Center	82%

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Patient rooms and bathrooms were kept clean more than 81% of the time.

National Mean	91%
State Mean	93%
Brattleboro Memorial Hospital	93%
Central Vermont Medical Center	94%
Copley Hospital	94%
Gifford Medical Center	96%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	98%
North Country Hospital	95%
Northeastern Vermont Regional Hospital	96%
Northwestern Medical Center ³ 81	.%
Porter Hospital	89%
Rutland Regional Medical Center	93%
Southwestern Vermont Medical Center	92%
Springfield Hospital ⁴	95%
University of Vermont Medical Center	90%

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

National Mean	91%
State Mean	90%
Brattleboro Memorial Hospital	89%
Central Vermont Medical Center	33 %
Copley Hospital	96%
Gifford Medical Center	92%
Grace Cottage Family Health & Hospital ²	
Mt. Ascutney Hospital	94%
North Country Hospital	89%
Northeastern Vermont Regional Hospital	93%
Northwestern Medical Center ³	88%
Porter Hospital 8	32 %
Rutland Regional Medical Center	87%
Southwestern Vermont Medical Center	87%
Springfield Hospital ⁴	93%
University of Vermont Medical Center	87%

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

National Mean	86%
State Mean	90%
Brattleboro Memorial Hospital	89%
Central Vermont Medical Center	86%
Copley Hospital	93%
Gifford Medical Center	92%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	91%
North Country Hospital	89%
Northeastern Vermont Regional Hospital	89%
Northwestern Medical Center ³	89%
Porter Hospital	86%
Rutland Regional Medical Center	90%
Southwestern Vermont Medical Center	92%
Springfield Hospital ⁴	85%
University of Vermont Medical Center	88%

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Patients understood the type of care they would need after leaving the hospital more than 92% of the time.

National Mean	94%
State Mean	95%
Brattleboro Memorial Hospital	94%
Central Vermont Medical Center	94%
Copley Hospital	95%
Gifford Medical Center	92%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	95%
North Country Hospital	95%
Northeastern Vermont Regional Hospital	96%
Northwestern Medical Center ³	93%
Porter Hospital	96%
Rutland Regional Medical Center	94%
Southwestern Vermont Medical Center	97%
Springfield Hospital ⁴	96%
University of Vermont Medical Center	96%

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More than 90% of patients rate hospitals 7 or higher.

National Mean	92%
State Mean	94%
Brattleboro Memorial Hospital	93%
Central Vermont Medical Center	92%
Copley Hospital	96%
Gifford Medical Center	97%
Grace Cottage Family Health & Hospital ²	
Mt. Ascutney Hospital	96%
North Country Hospital	93%
Northeastern Vermont Regional Hospital	95%
Northwestern Medical Center ³	90%
Porter Hospital	91%
Rutland Regional Medical Center	92%
Southwestern Vermont Medical Center	93%
Springfield Hospital ⁴	93%
University of Vermont Medical Center	93%

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^{*0} means "worst hospital possible", and 10 means best hospital possible."

More than 93% of patients would recommend the hospital to friends and family.

National Mean	94%
State Mean	96%
Brattleboro Memorial Hospital	93%
Central Vermont Medical Center	96%
Copley Hospital	98%
Gifford Medical Center	98%
Grace Cottage Family Health & Hospital 2	
Mt. Ascutney Hospital	98%
North Country Hospital	95%
Northeastern Vermont Regional Hospital	96%
Northwestern Medical Center ³	94%
Porter Hospital	93%
Rutland Regional Medical Center	95%
Conditions to the Version of Marking I Condition	0.00/
Southwestern Vermont Medical Center	98%
Springfield Hospital ⁴	93%

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Survey Reporting Period: 7/1/2023 - 6/30/2024

Hospital Name	Number of Surveys	Survey Response Rate %
Brattleboro Memorial Hospital	316	23%
Central Vermont Medical Center	609	23%
Copley Hospital	220	26%
Gifford Medical Center	124	25%
Grace Cottage Family Health & Hospital	n/a ²	n/a ²
Mt. Ascutney Hospital	148	33%
North Country Hospital	198	22%
Northeastern Vermont Regional Hospital	260	22%
Northwestern Medical Center	398 ³	23% ³
Porter Hospital	249	21%
Rutland Regional Medical Center	695	25%
Southwestern Vermont Medical Center	367	25%
Springfield Hospital	90 4	18% 4
University of Vermont Medical Center	3646	25%

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