

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. [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](#)















HealthVermont.gov
802-863-7200



Hospital Consumer Assessment of Health Care Providers and Systems Survey

December 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	

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

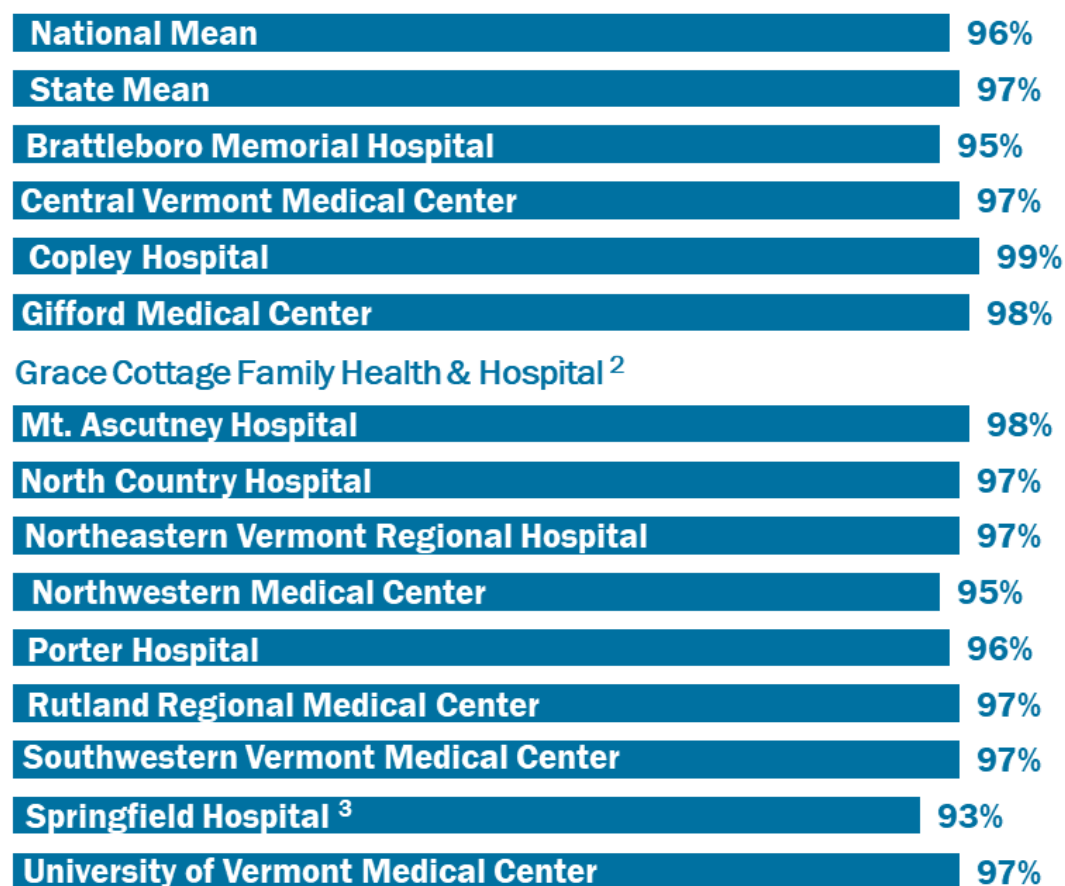
1. For Grace Cottage and Springfield, the number of cases/patients is too few to report a star rating.



HealthVermont.gov
802-863-7200



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



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

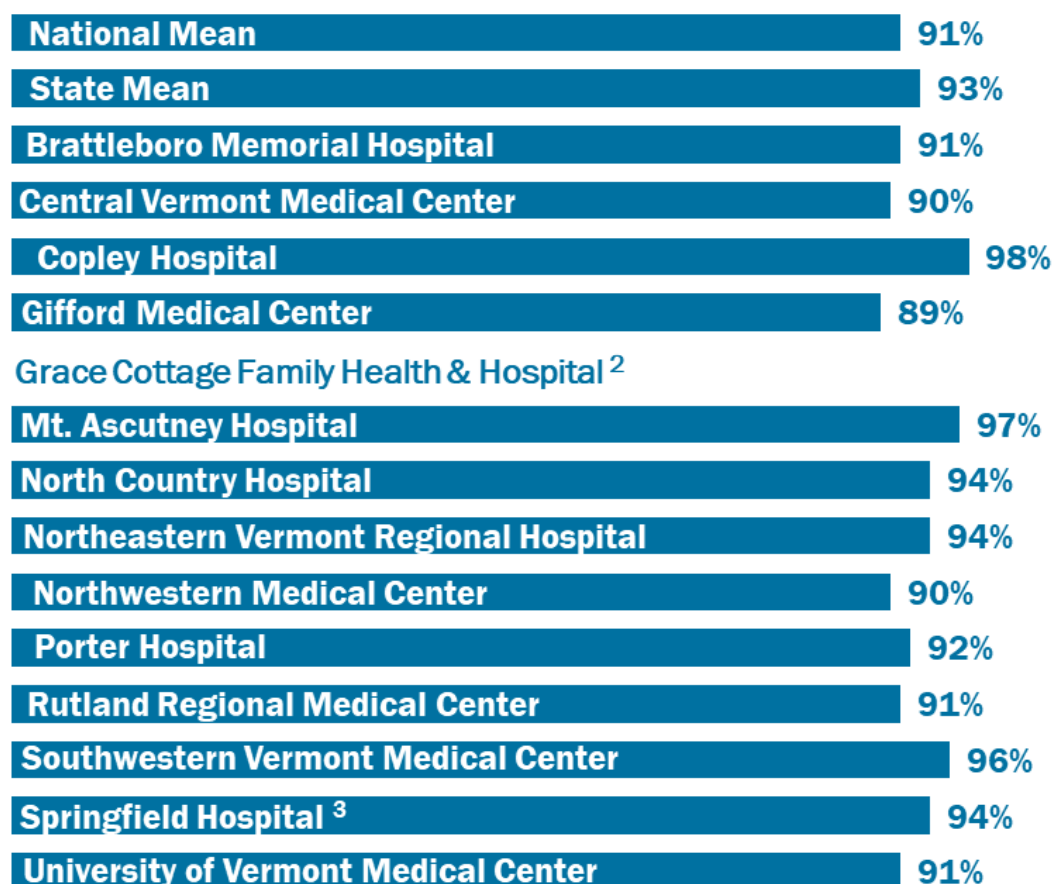
Doctors communicate well with patients more than 94% of the time.

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

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

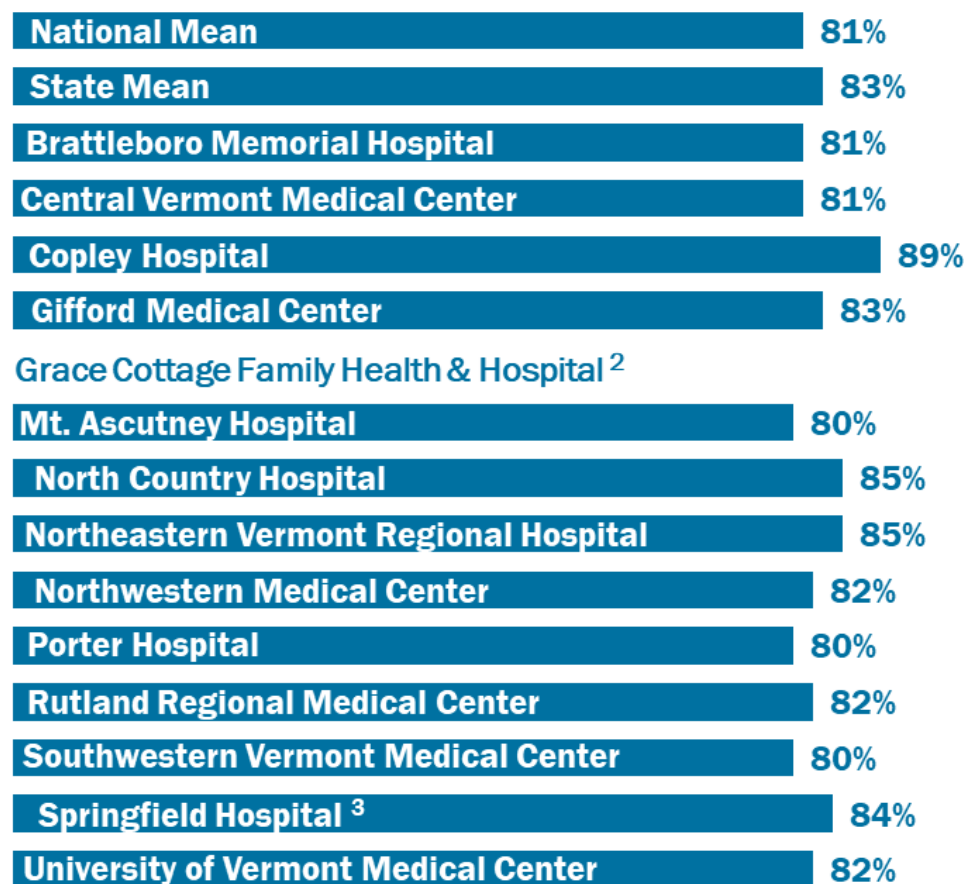
Patients receive help from hospital staff quickly, more than 89% of the time.



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

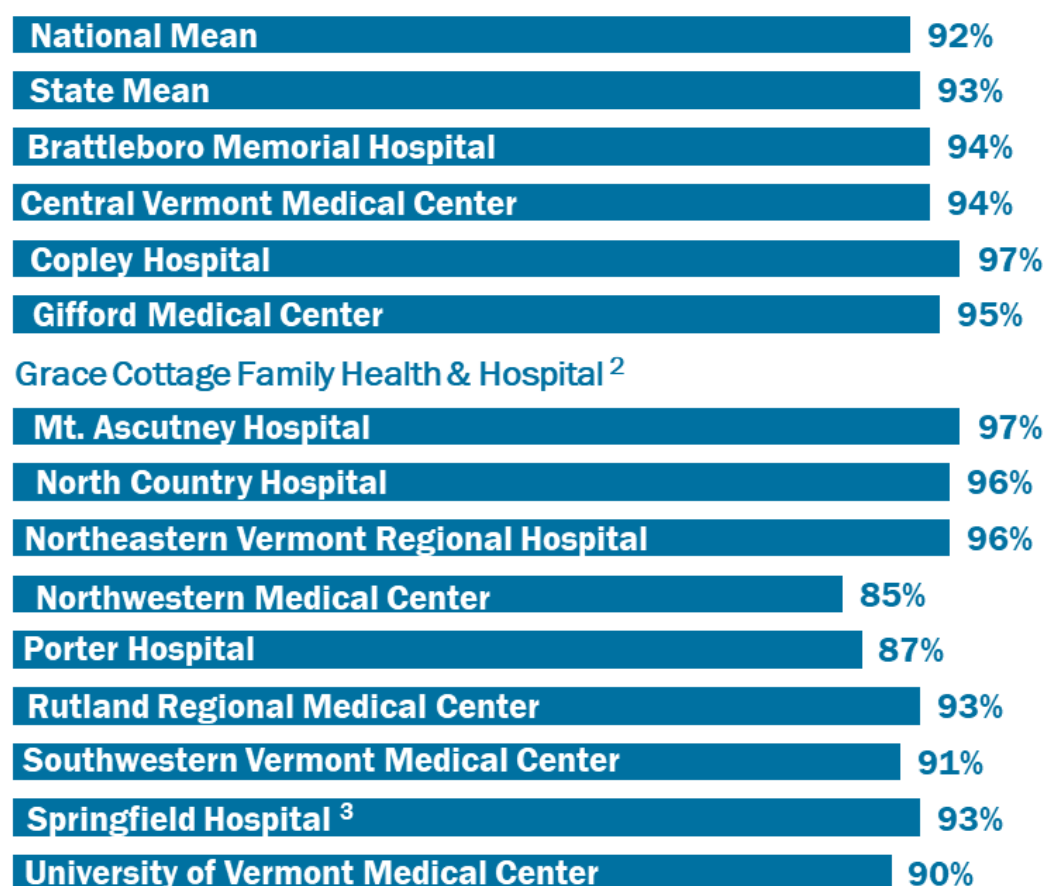
Staff explain medicines to patients before giving them more than 80% of the time.



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

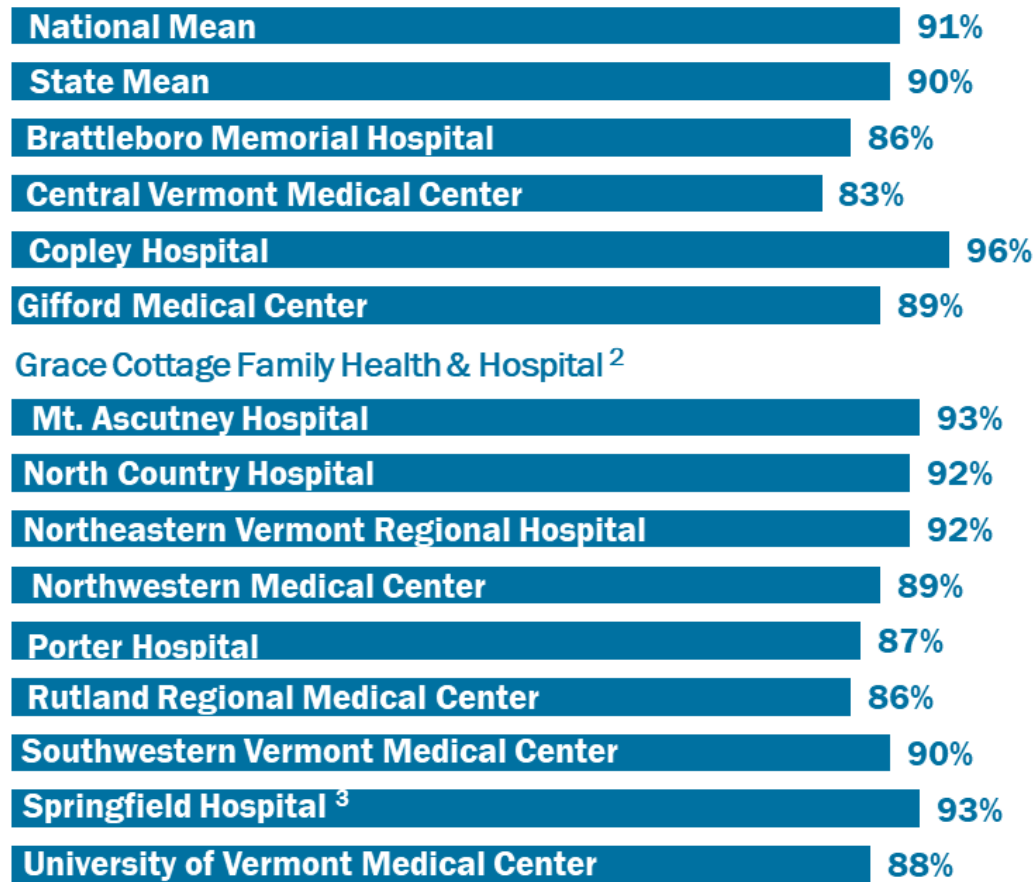
Patient rooms and bathrooms were kept clean more than 85% of the time.



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

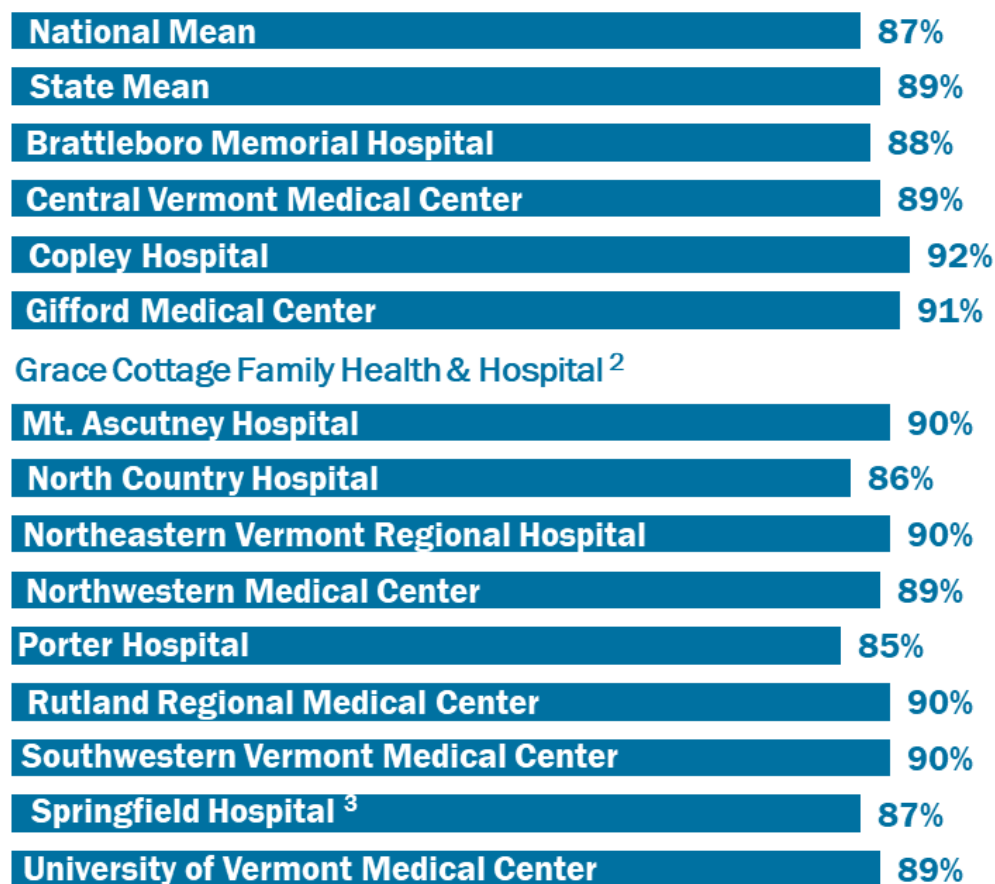
Area around patients' rooms were kept quiet at night more than 83% of the time.



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

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



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

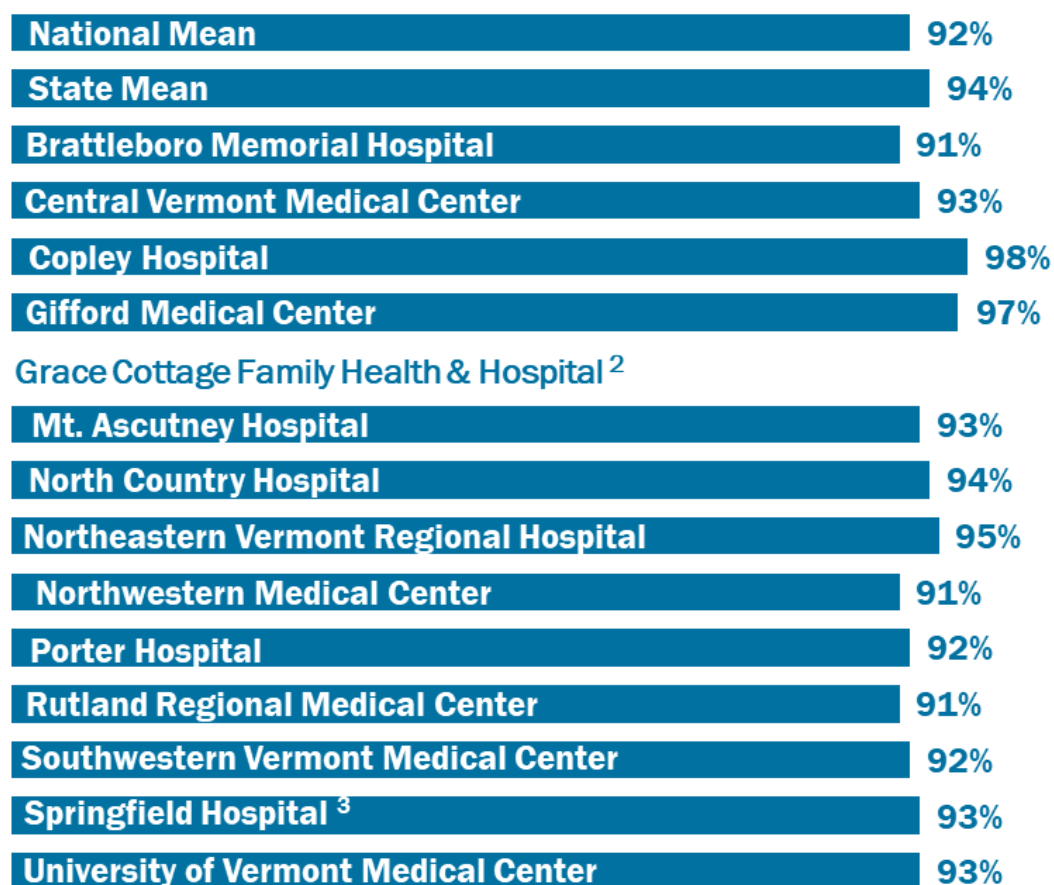
Patients understood the type of care they would need after leaving the hospital more than 93% of the time.

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

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

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

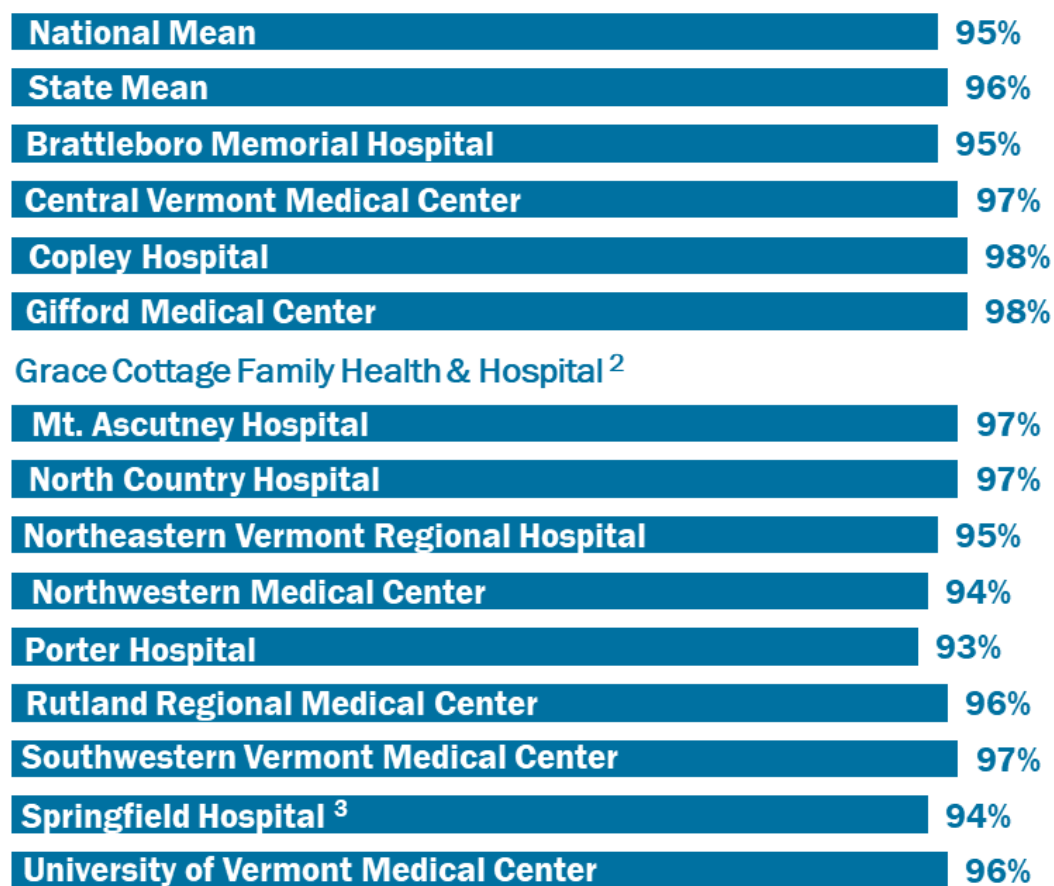


*0 means “worst hospital possible”, and 10 means best hospital possible.”

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

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



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

Survey Reporting Period: 1/1/2024 – 12/31/2024

Hospital Name	Number of Surveys	Survey Response Rate %
Brattleboro Memorial Hospital	280	21%
Central Vermont Medical Center	560	22%
Copley Hospital	197	22%
Gifford Medical Center	140	27%
Grace Cottage Family Health & Hospital	n/a ²	n/a ²
Mt. Ascutney Hospital	128	28%
North Country Hospital	168	20%
Northeastern Vermont Regional Hospital	251	21%
Northwestern Medical Center	386	23%
Porter Hospital	264	21%
Rutland Regional Medical Center	622	25%
Southwestern Vermont Medical Center	348	23%
Springfield Hospital	71 ³	15% ³
University of Vermont Medical Center	3615	25%

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