

About Patient's Perspective of Care Survey Measure

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Overview:

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS (pronounced "H-caps"), also known as the CAHPS Hospital Survey, is a survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience. While many hospitals have collected information on patient satisfaction for their own internal use, until HCAHPS there was no national standard for collecting and publicly reporting information about patient experience of care that allowed valid comparisons to be made across hospitals locally, regionally and nationally.

About star ratings:

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. Then the 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. Next, 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. For detailed information, visit the website: <http://www.hcahpsonline.org/en/hcahps-star-ratings/>

To construct the HCAHPS summary star ratings, CMS collects the following components: 1. The star ratings from each of the 6 HCAHPS composite measures. 2. A single star rating for the HCAHPS individual items. 3. A single star rating for the HCAHPS global items. The 8 star ratings (6 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](#)

Survey of Patients' Experience

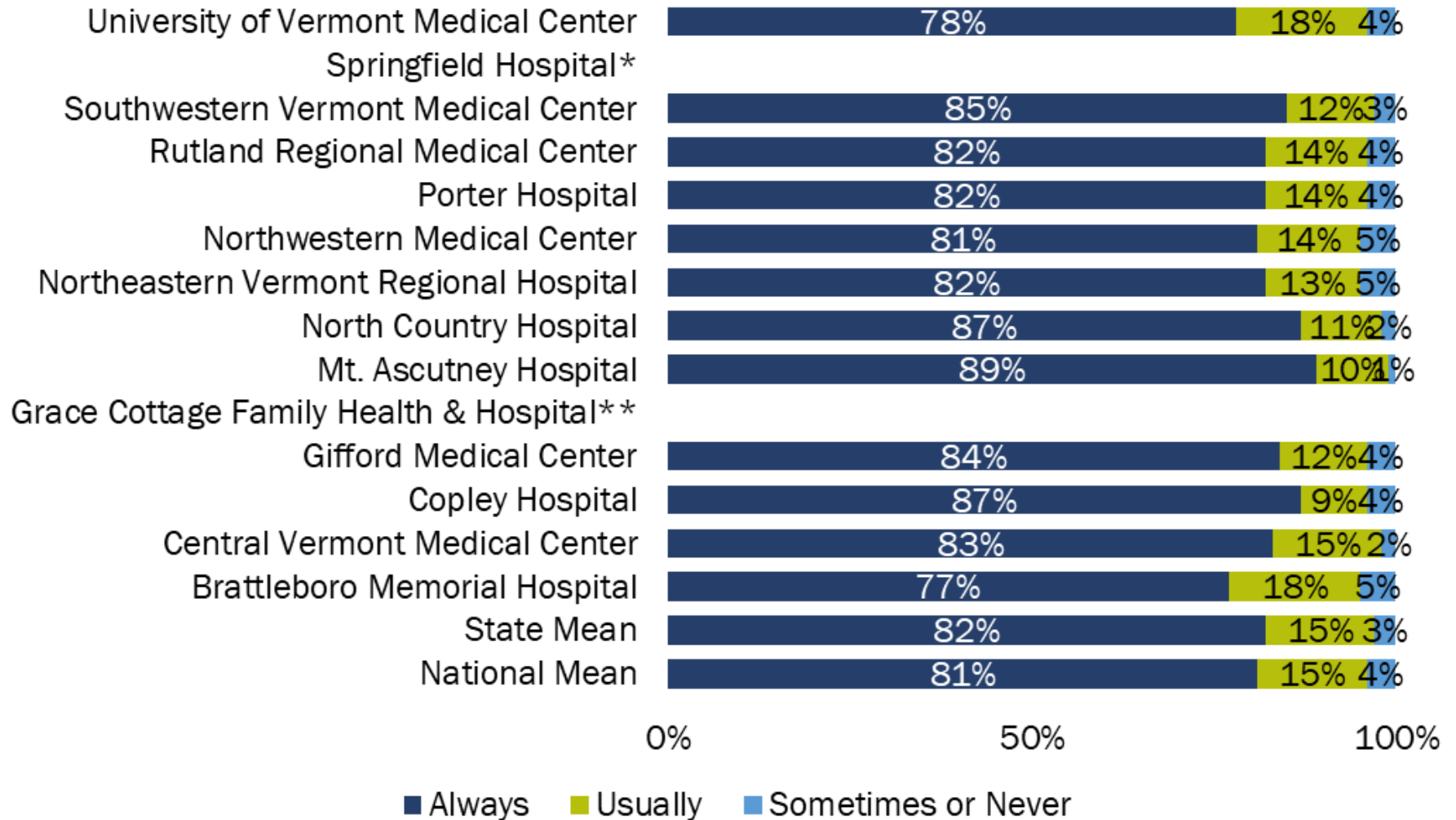
Hospital Consumer Assessment of Healthcare Providers and Systems Survey

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*	n/a ¹⁵
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 and Mt. Ascutney Hospital.

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

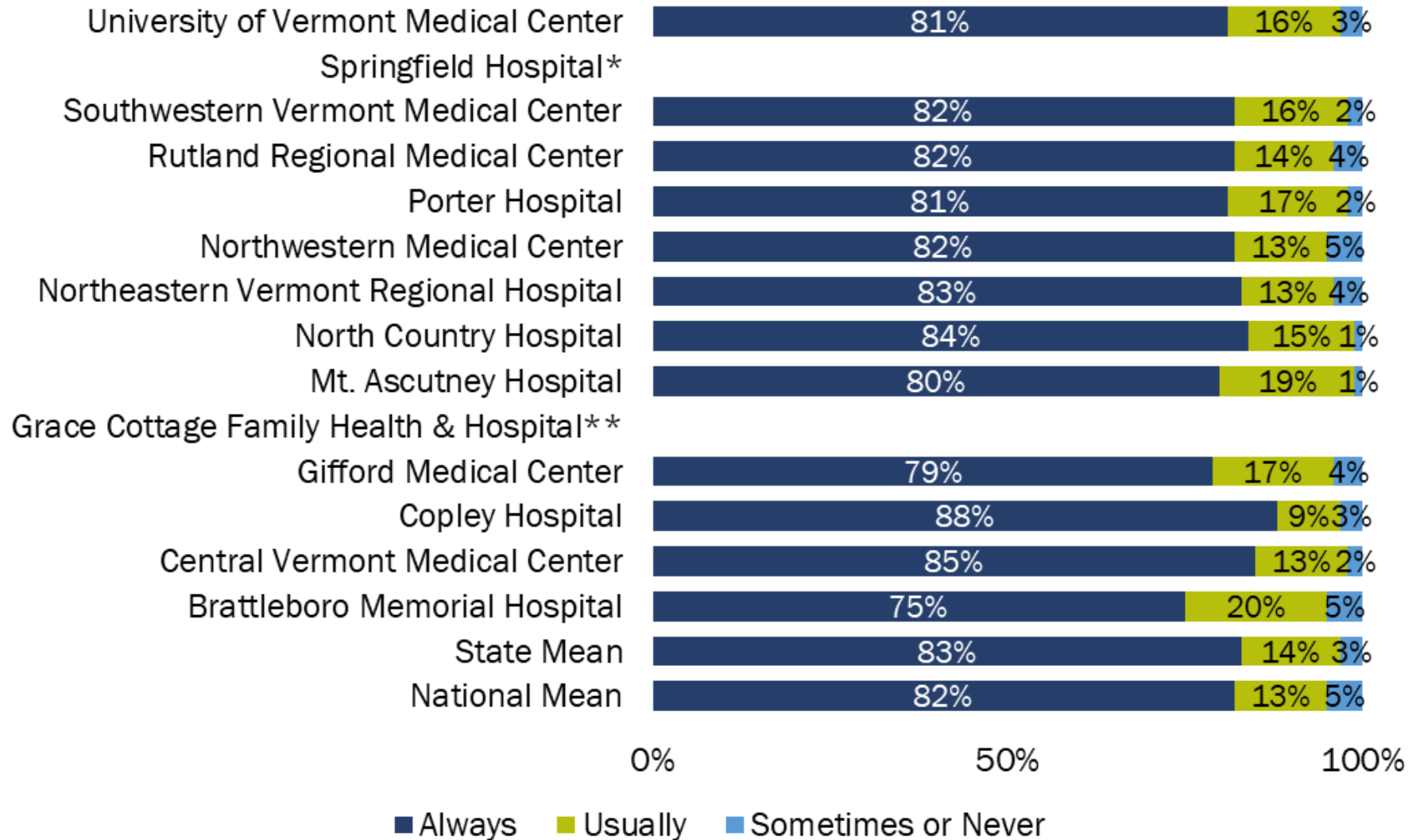
How Often did Nurses Communicate Well with Patients?



* 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.

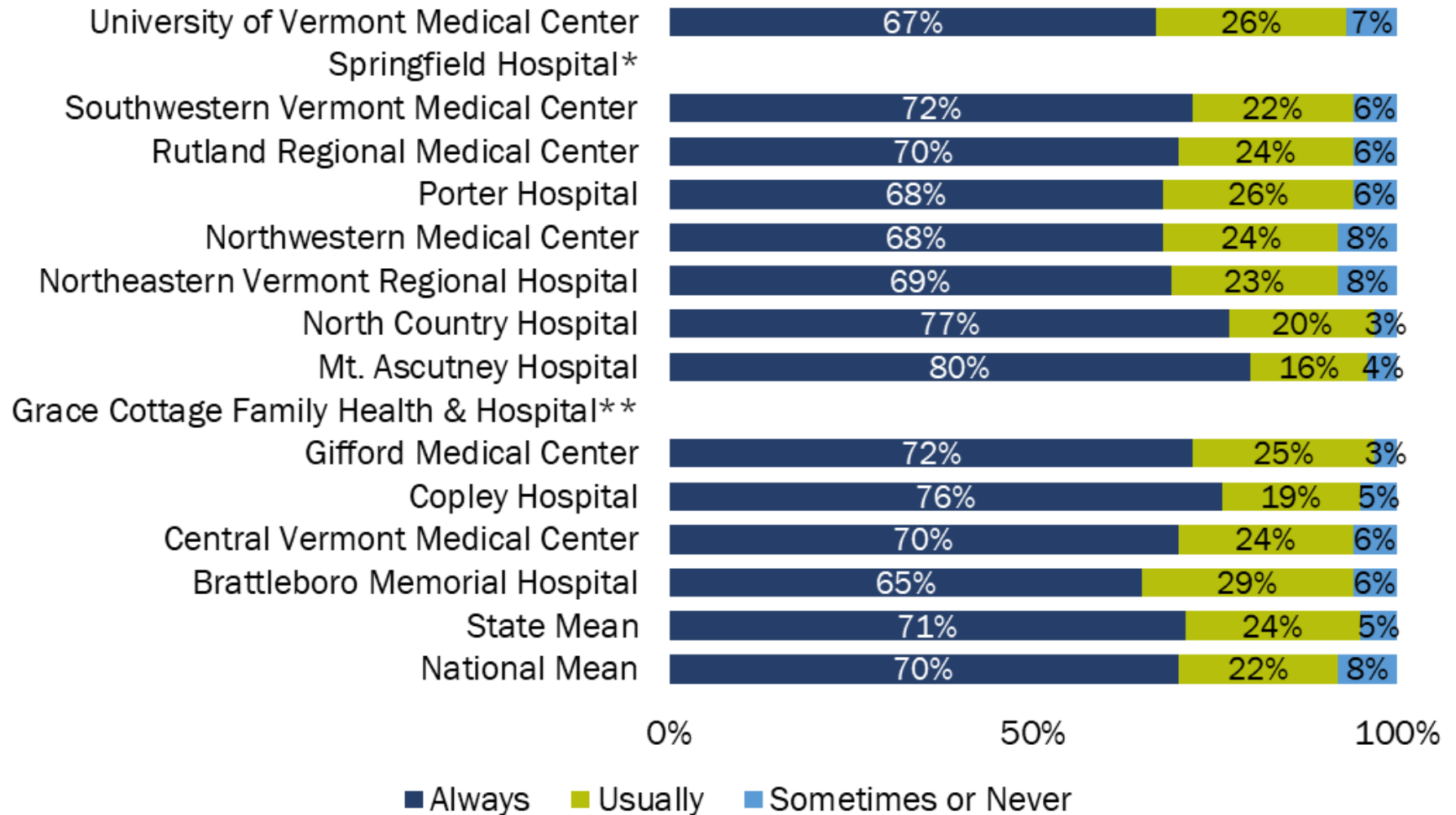
How Often did Doctors Communicate Well with Patients?



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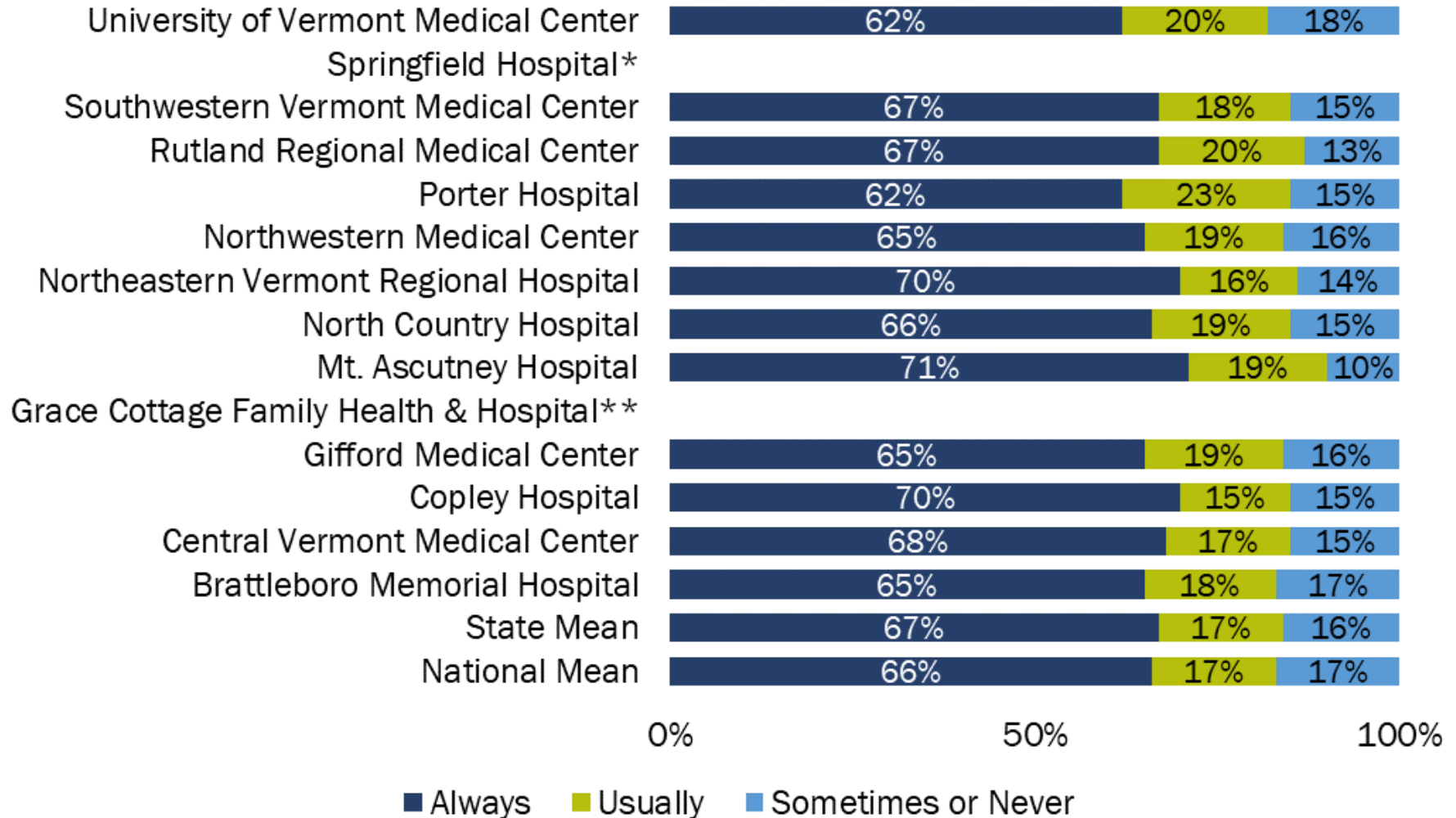
How Often did Patients Receive Help Quickly from Hospital Staff?



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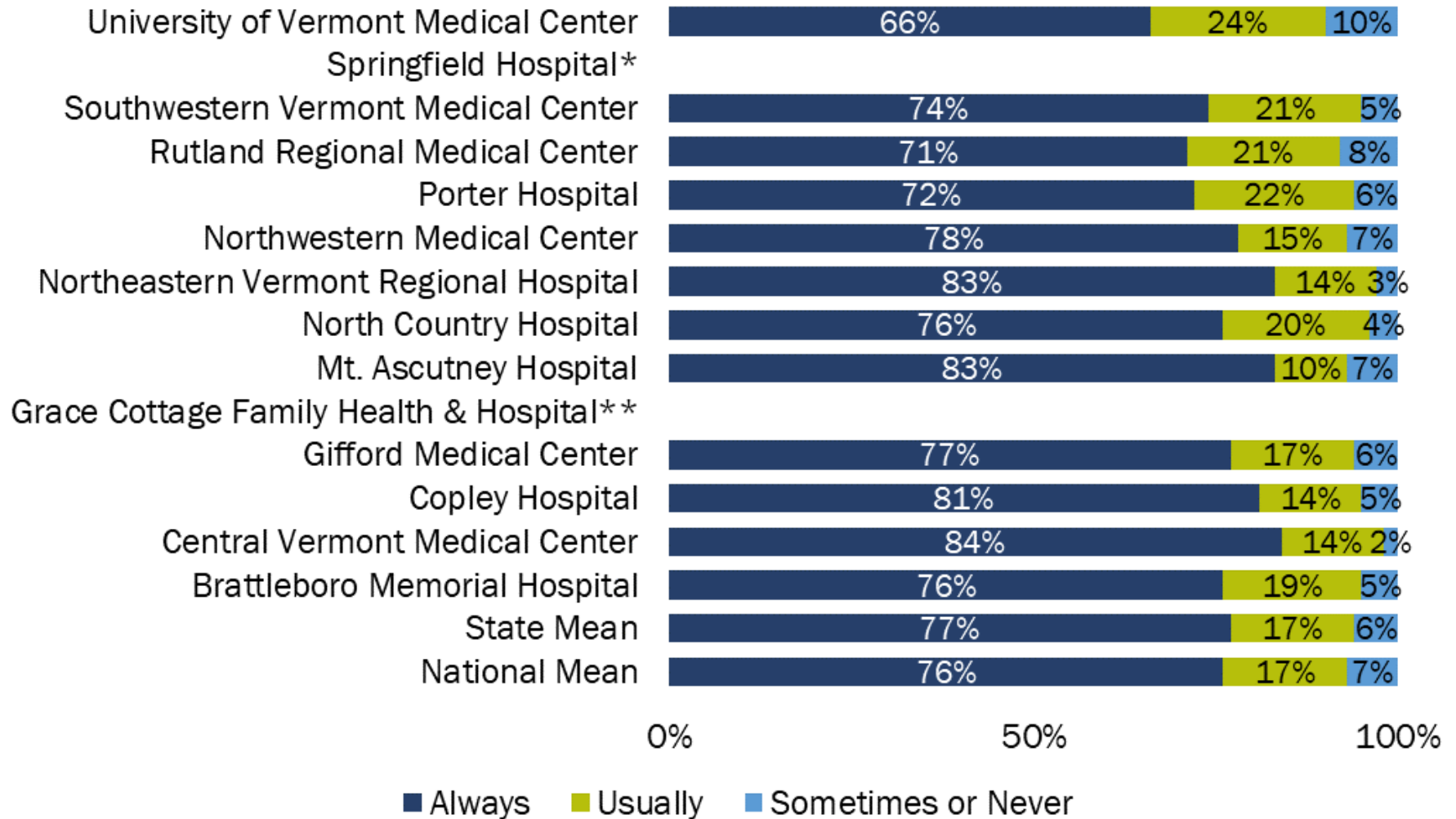
How Often did Staff Explain about Medicines before Giving them to Patients?



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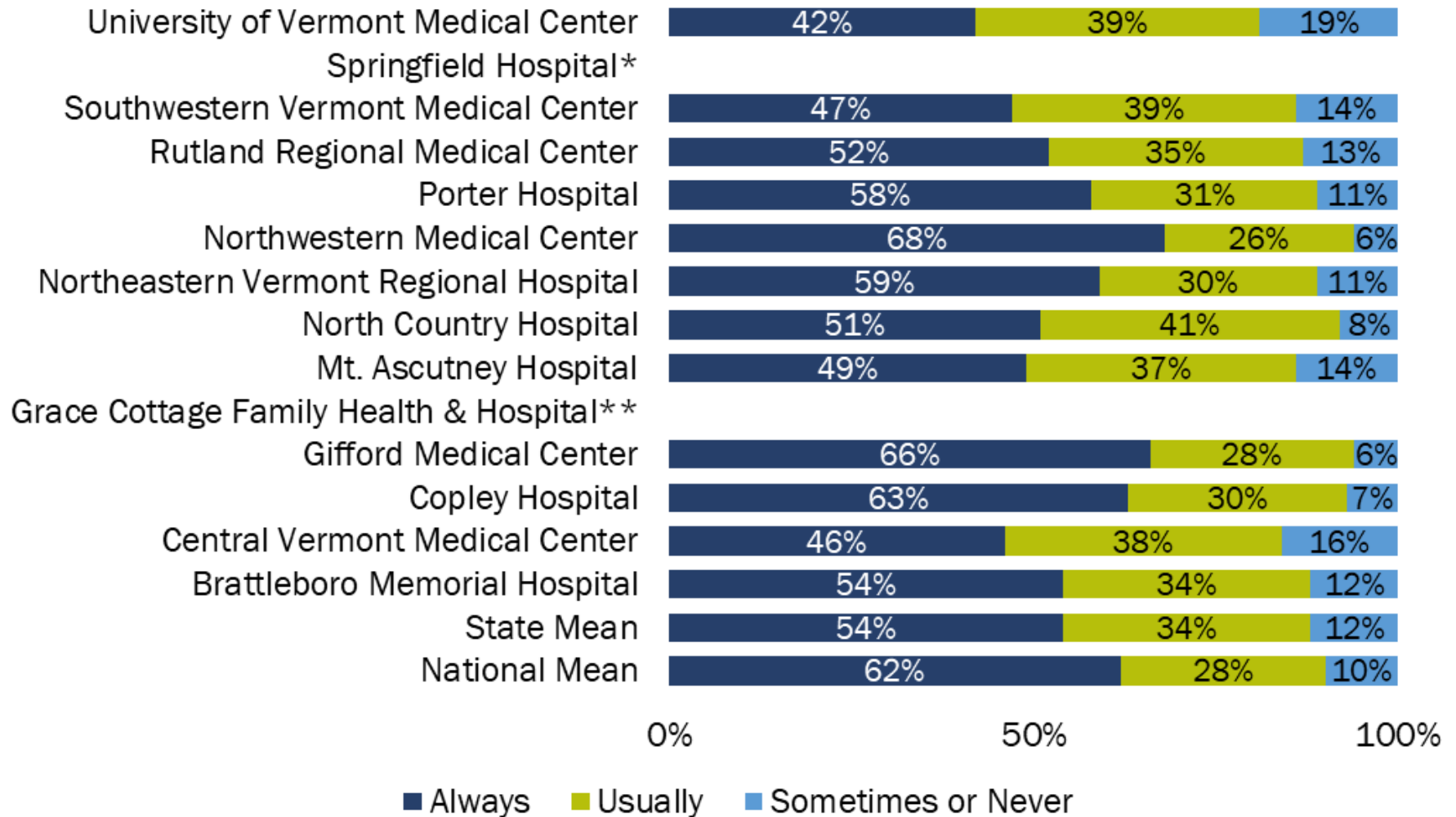
How Often were the Patients' Rooms and Bathrooms Kept Clean?



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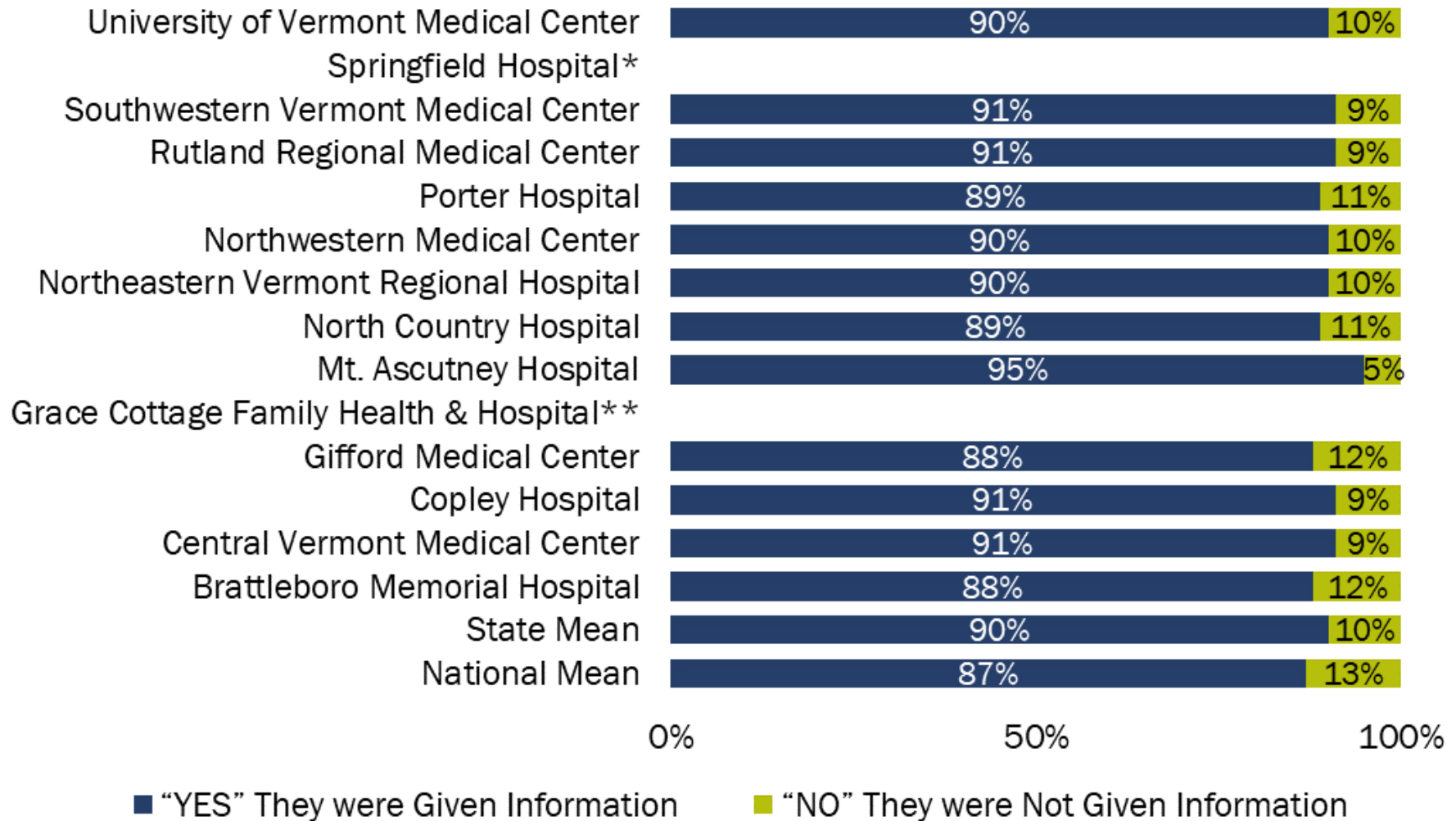
How Often was the Area Around Patients' Rooms Kept Quiet at Night?



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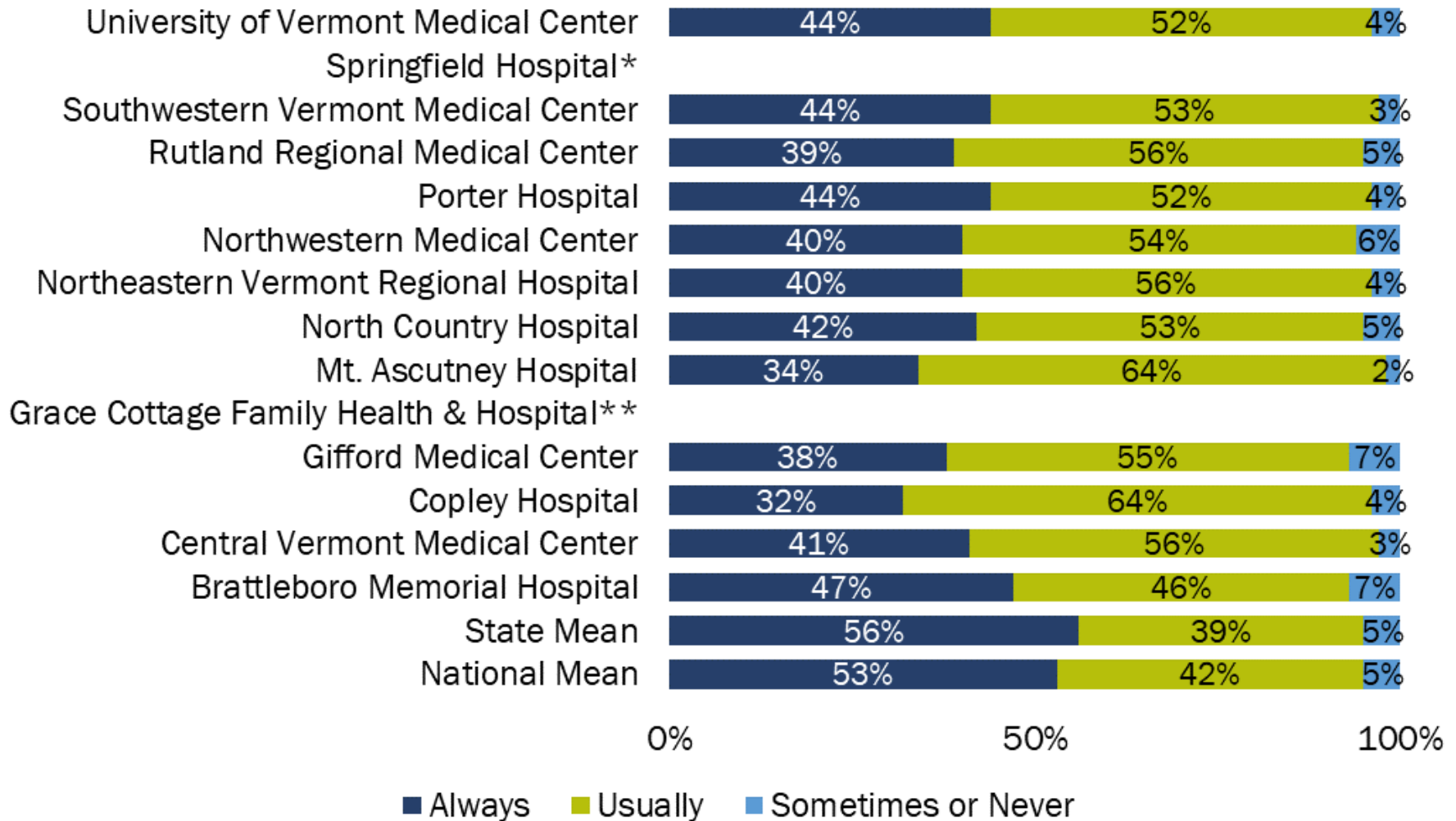
Were Patients Given Information about What to Do during their Recovery Time?



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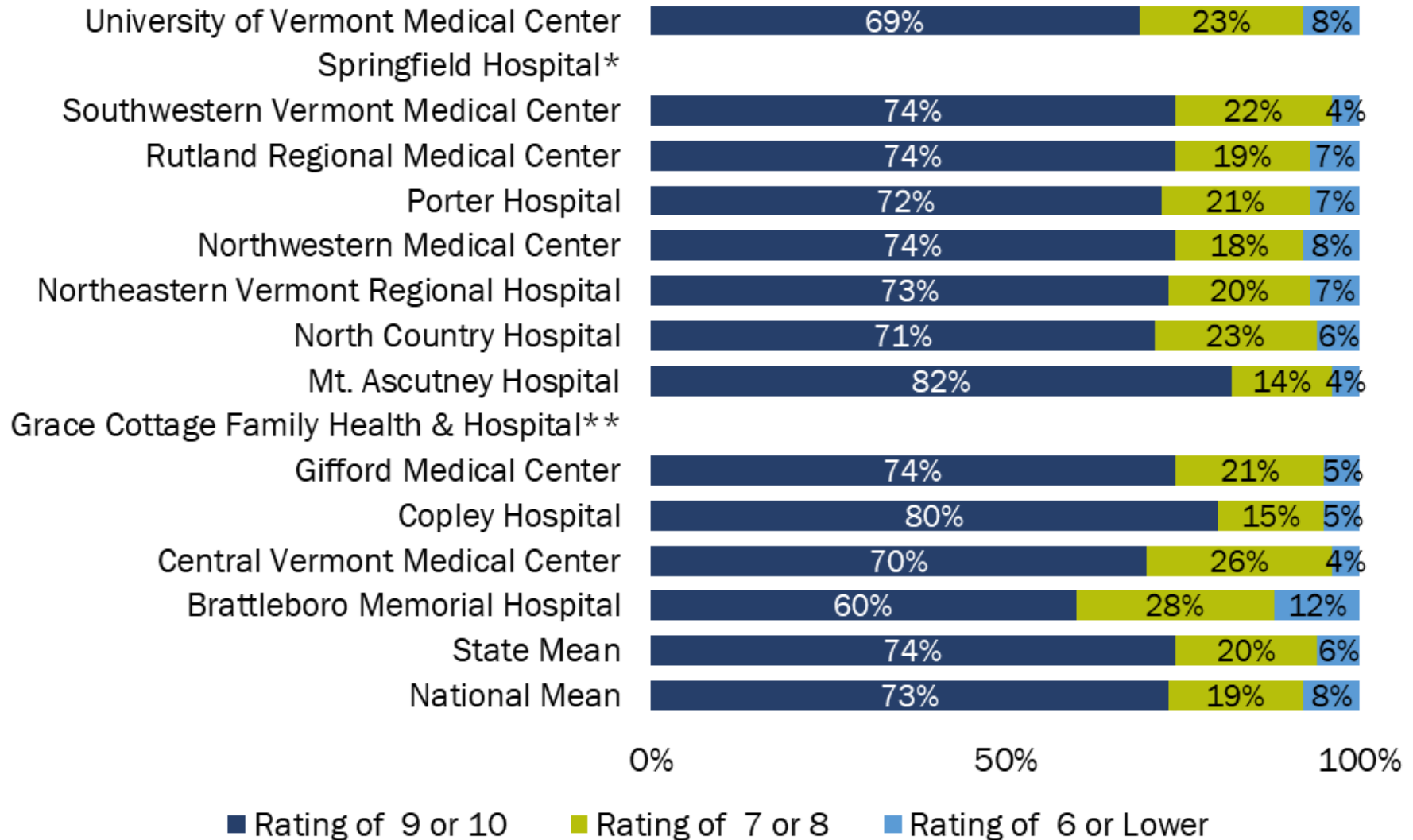
How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



* 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)***



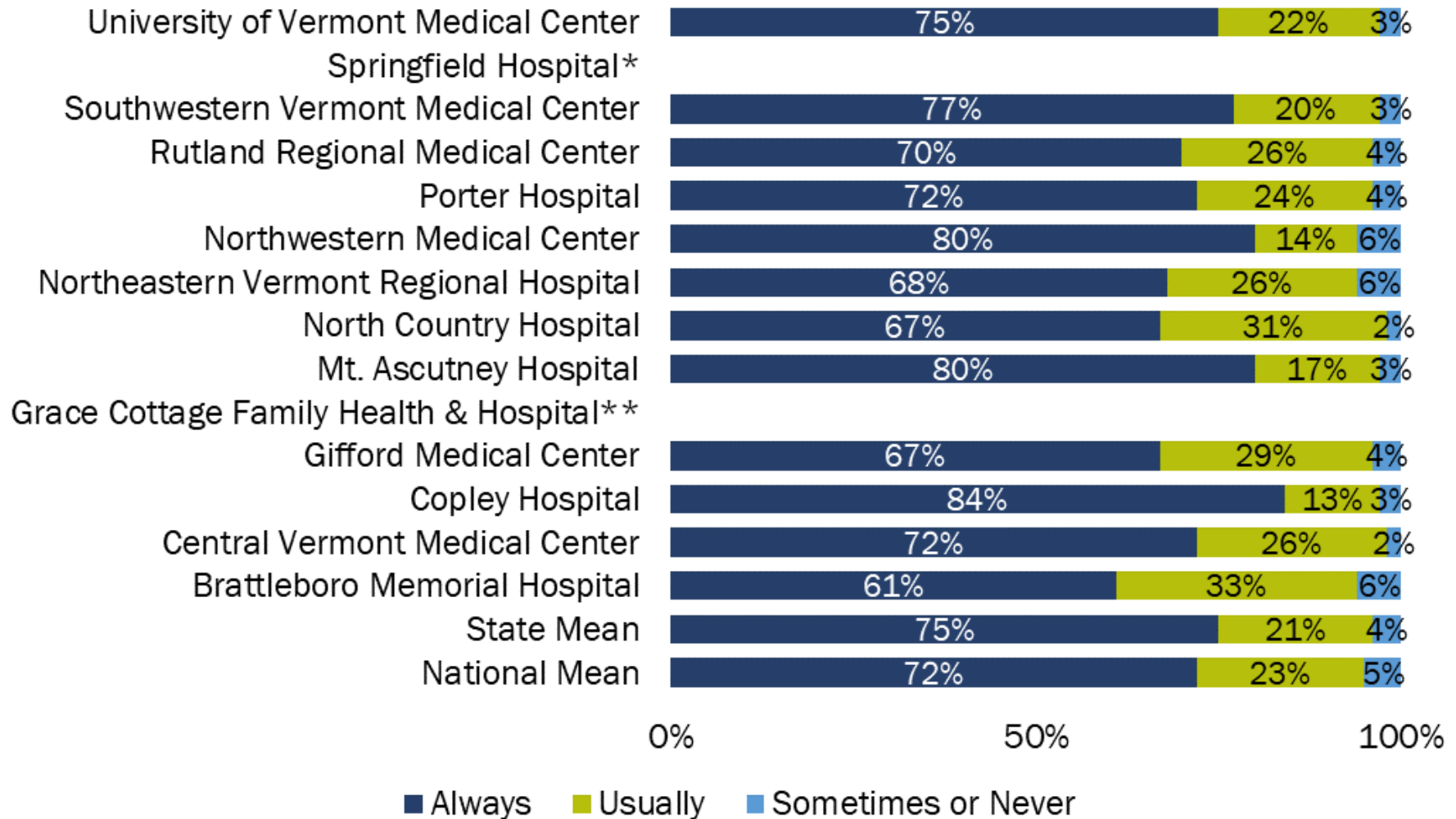
* Springfield Hospital's results are not available for this reporting period.

** 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".

2/5/2020

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.

Reporting Period for this report: 4/1/2018-3/31/2019

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	344	25%
Central Vermont Medical Center	655	28%
Copley Hospital	625	43%
Gifford Medical Center	284	32%
Grace Cottage Family Health & Hospital	n/a ¹	n/a ¹
Mt. Ascutney Hospital	89	30%
North Country Hospital	230	24%
Northeastern Vermont Regional Hospital	301	29%
Northwestern Medical Center	334	26%
Porter Hospital	325	29%
Rutland Regional Medical Center	972	31%
Southwestern Vermont Medical Center	357	28%
Springfield Hospital	n/a ⁵	n/a ⁵
University of Vermont Medical Center	3862	27%