












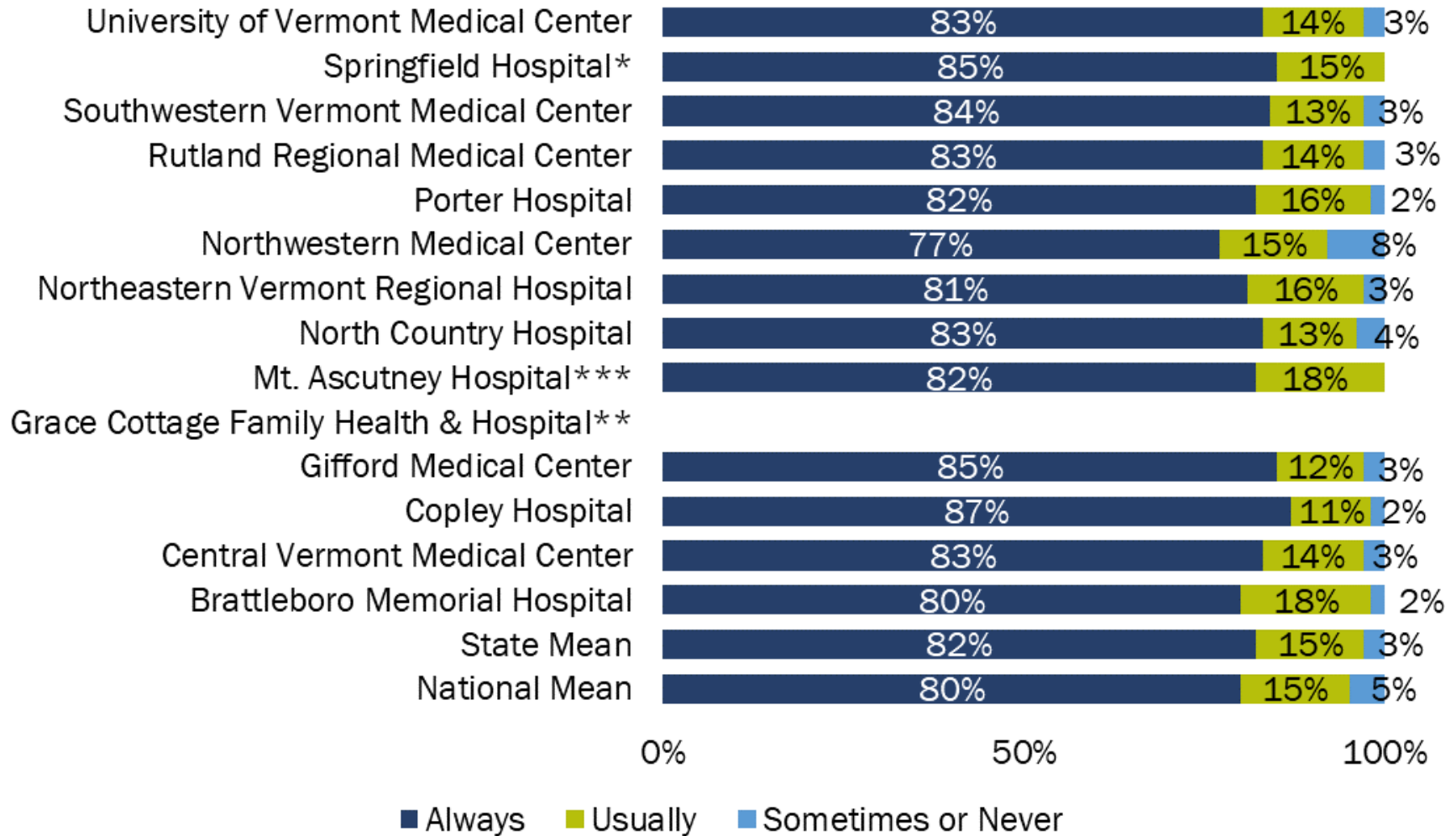
Survey of Patients' Experience

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 ¹⁵
University of Vermont Medical Center	

*The number of cases/patients is too few to report a star rating for Grace Cottage Family Health & Hospital, Mt. Ascutney Hospital, and Springfield Hospital.

How Often did Nurses Communicate Well with Patients?

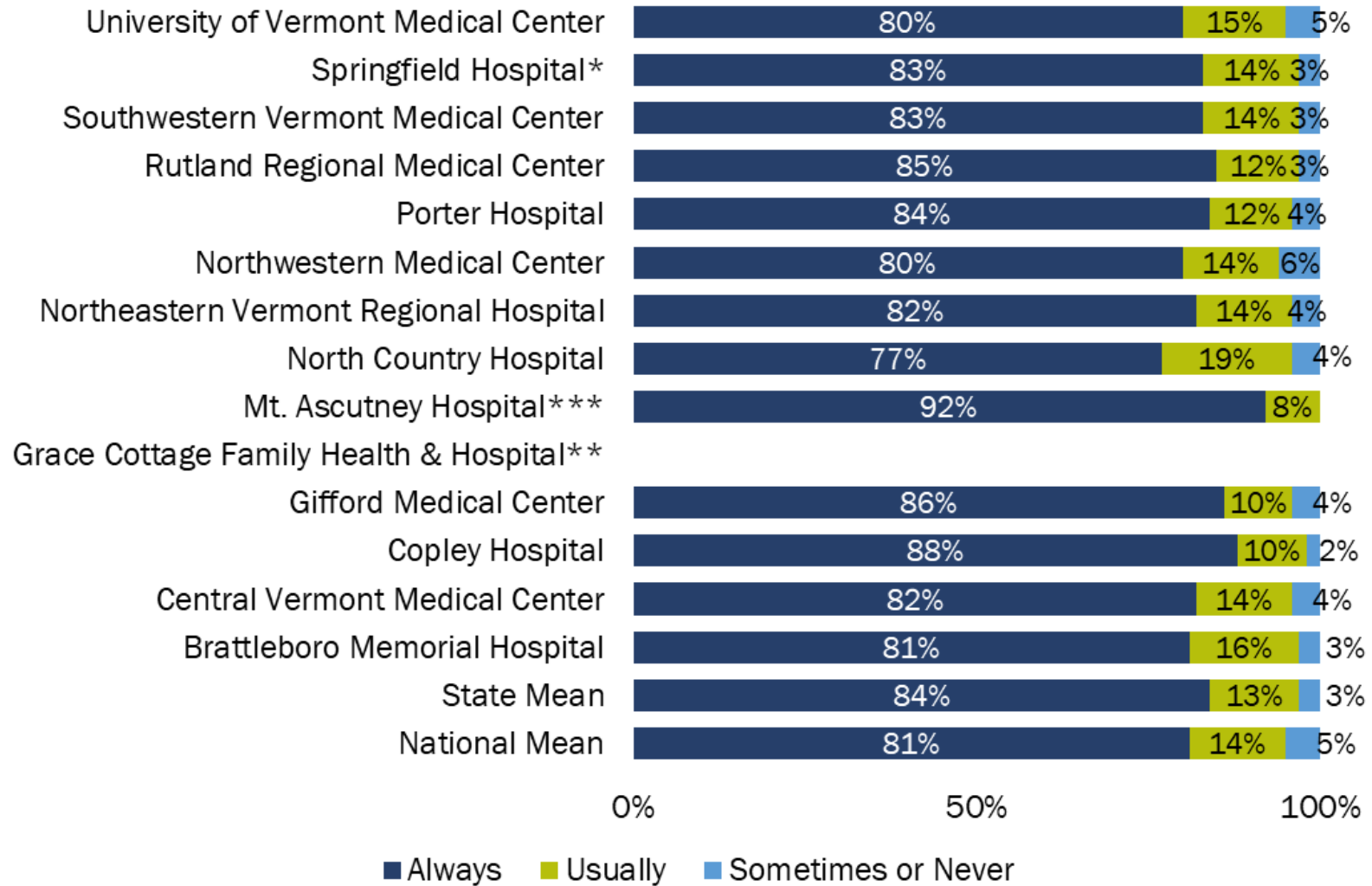


*Fewer than 100 patients completed the HCAHPS survey at Springfield Hospital. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

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

*** Very few patients were eligible for the HCAHPS survey at Mt. Ascutney Hospital. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

How Often did Doctors Communicate Well with Patients?

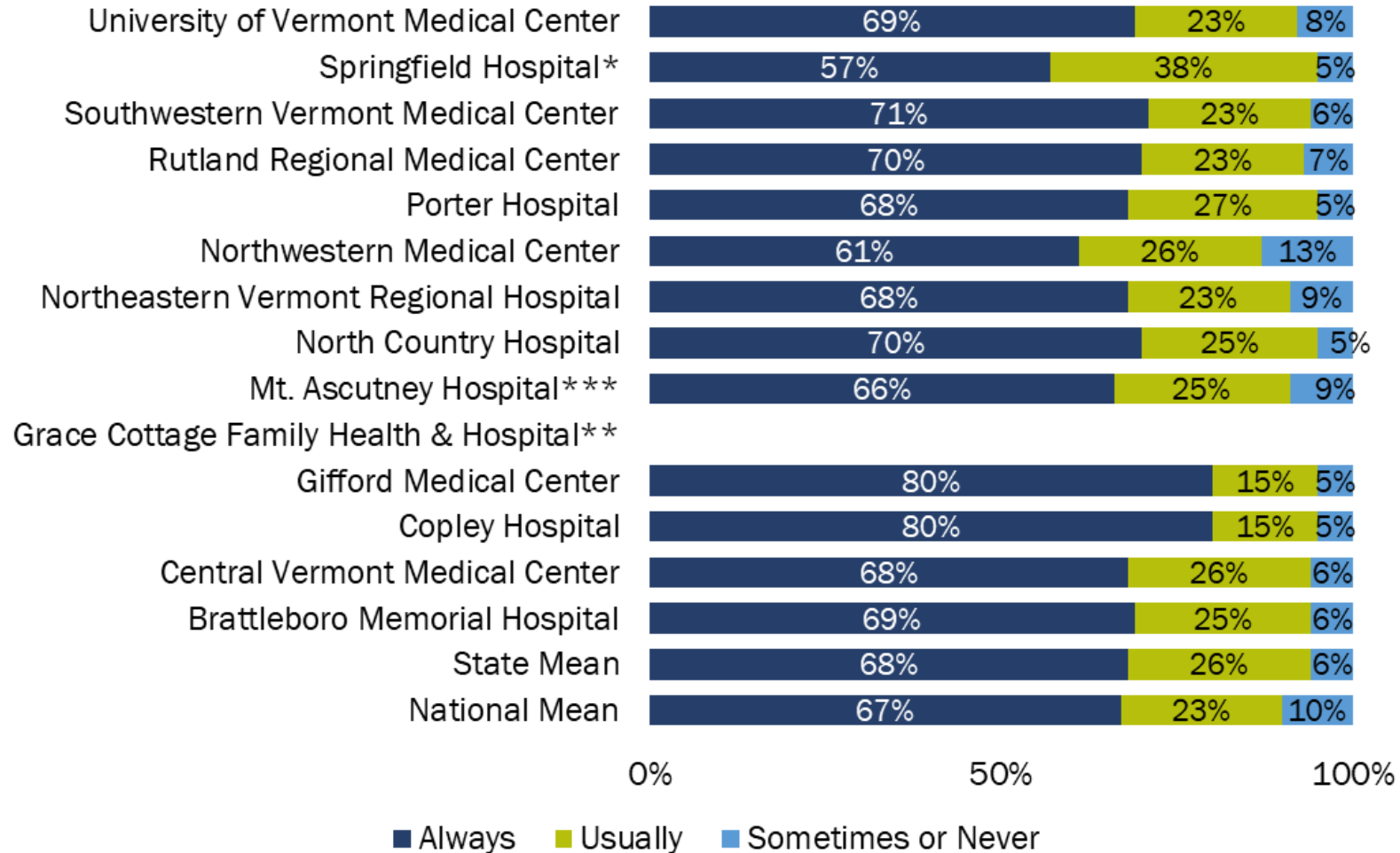


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How Often did Patients Receive Help Quickly from Hospital Staff?

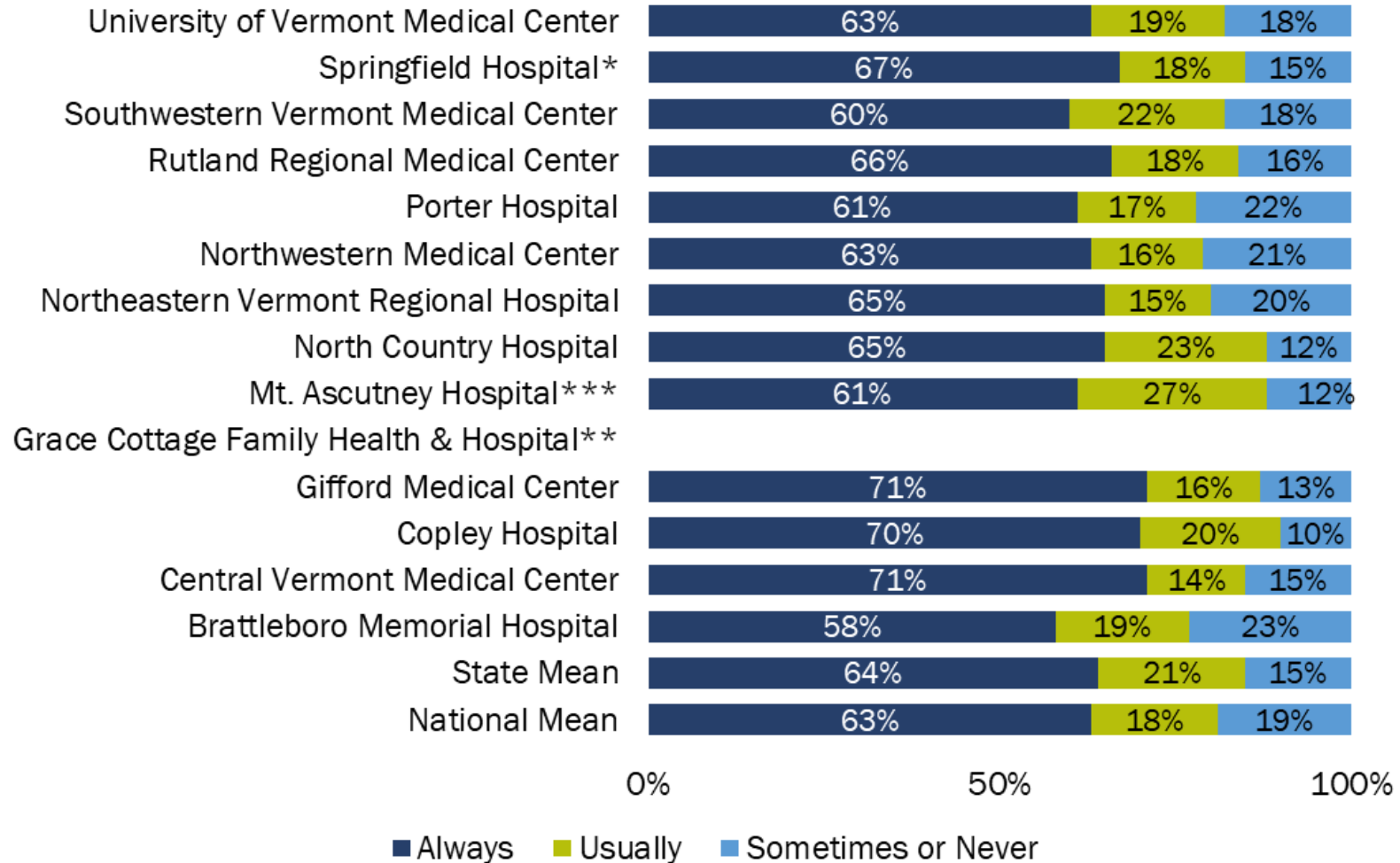


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How Often did Staff Explain about Medicines before Giving them to Patients?

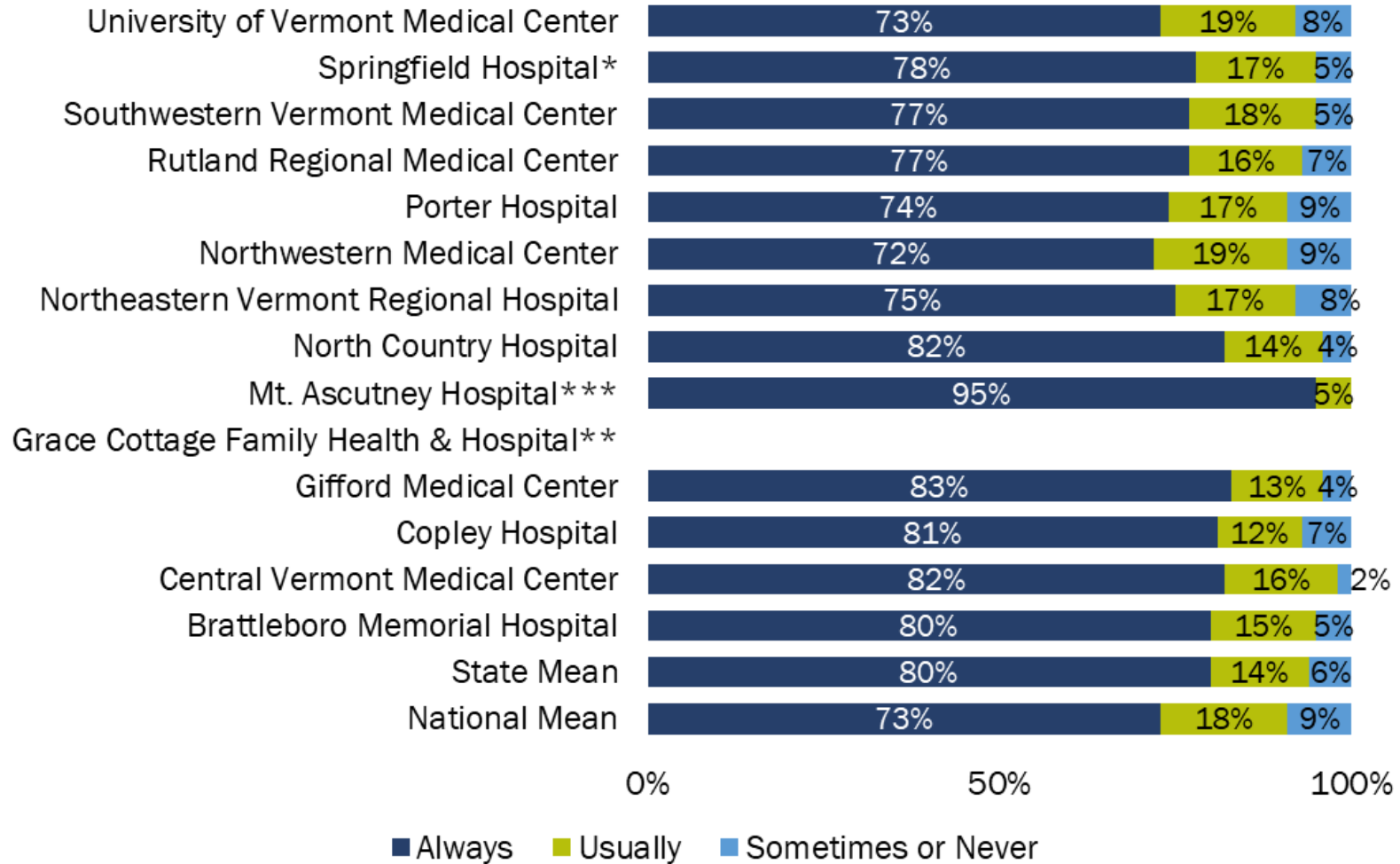


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How Often were the Patients' Rooms and Bathrooms Kept Clean?

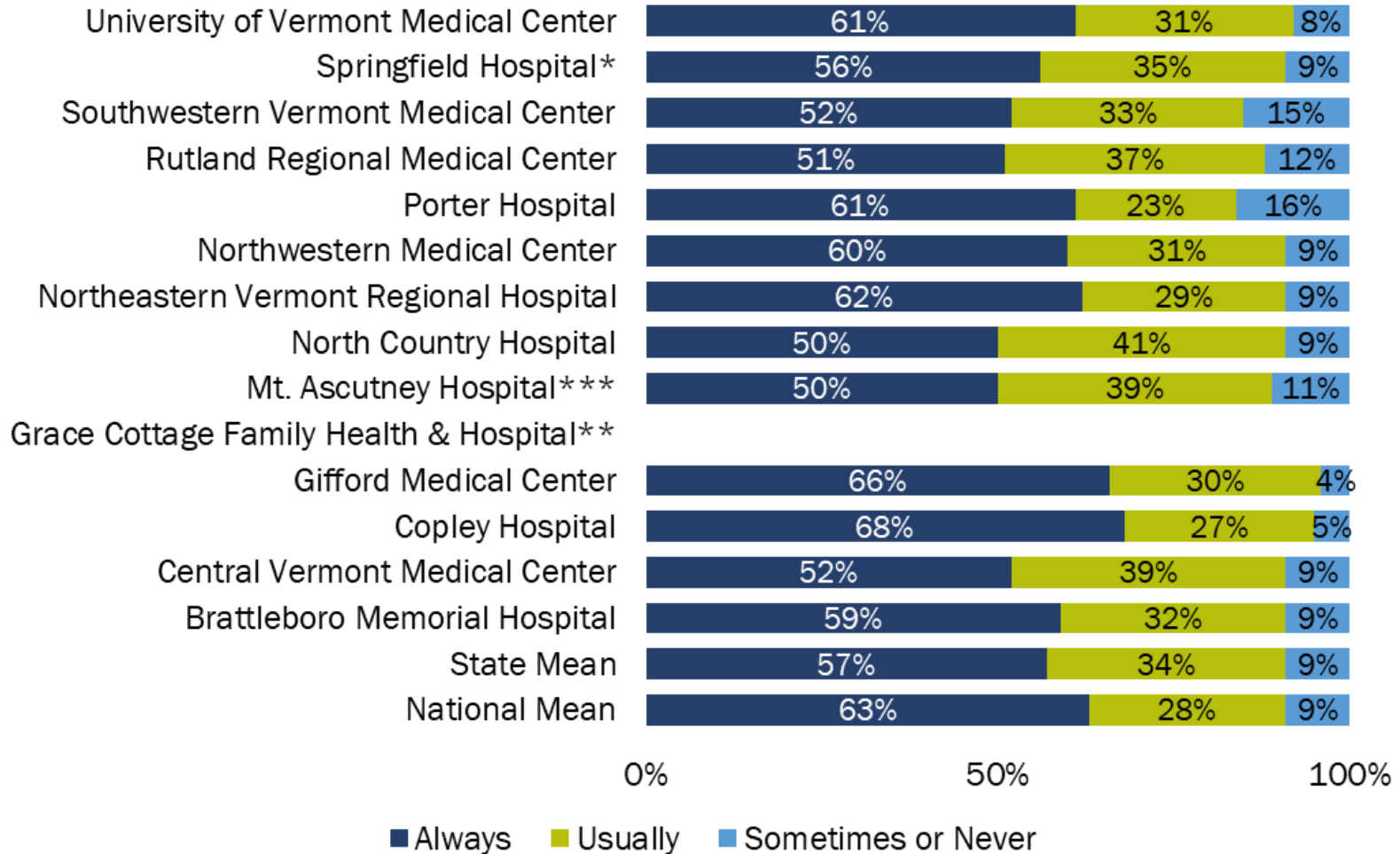


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How Often was the Area Around Patients' Rooms Kept Quiet at Night?

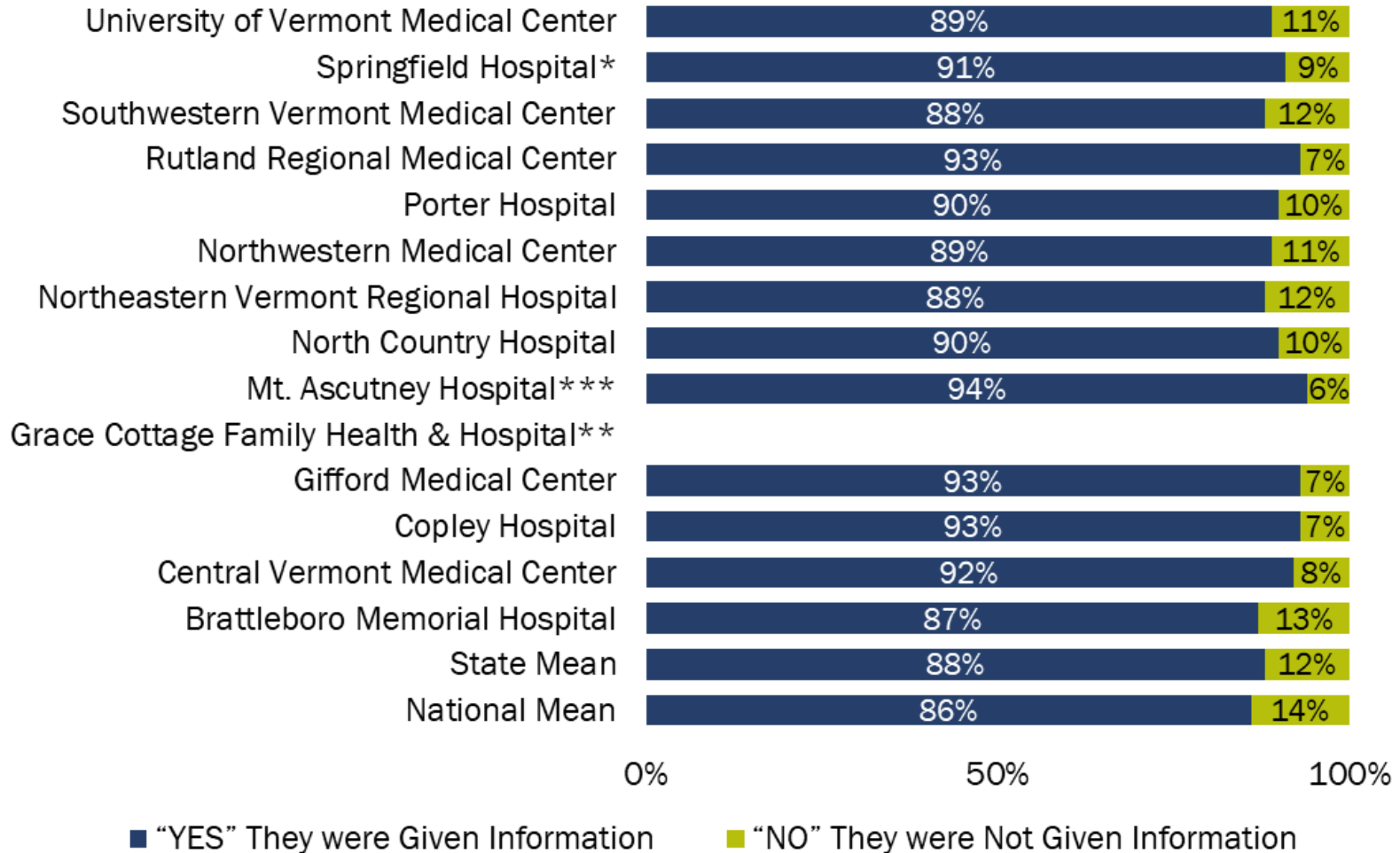


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Were Patients Given Information about What to Do during their Recovery Time?

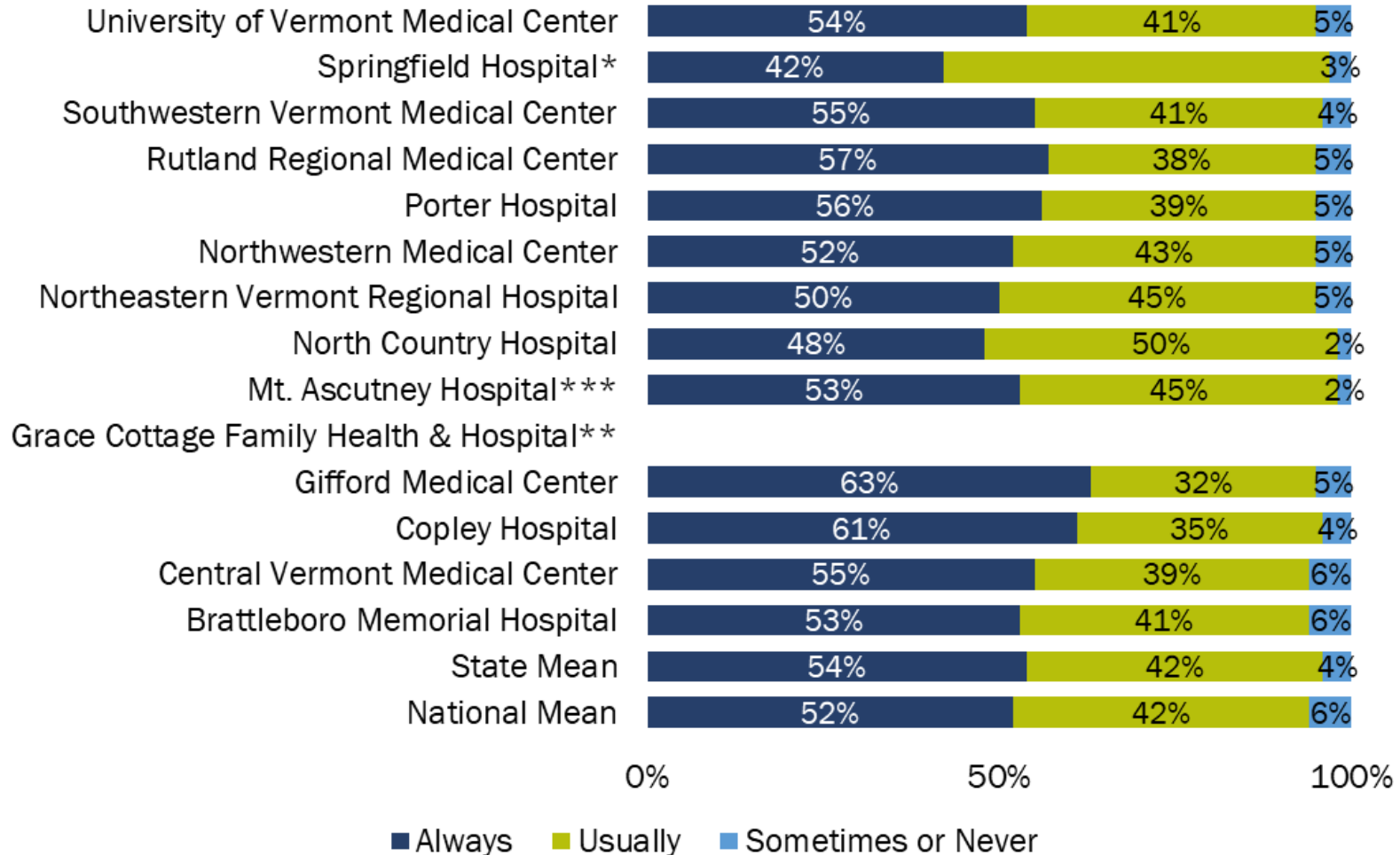


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How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?

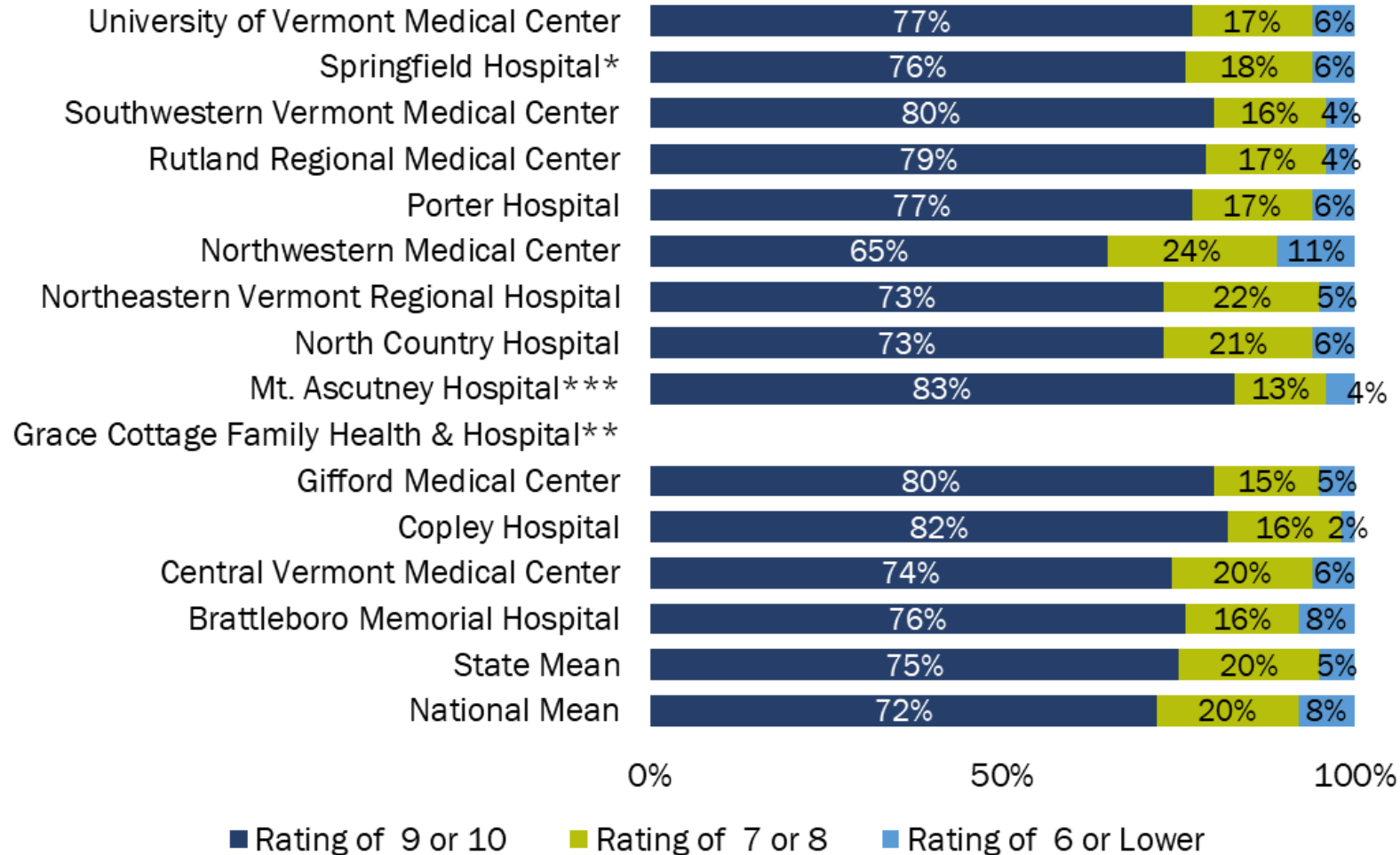


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How Well Do Patients Rate the Hospital? (Scale of 0 to 10)****



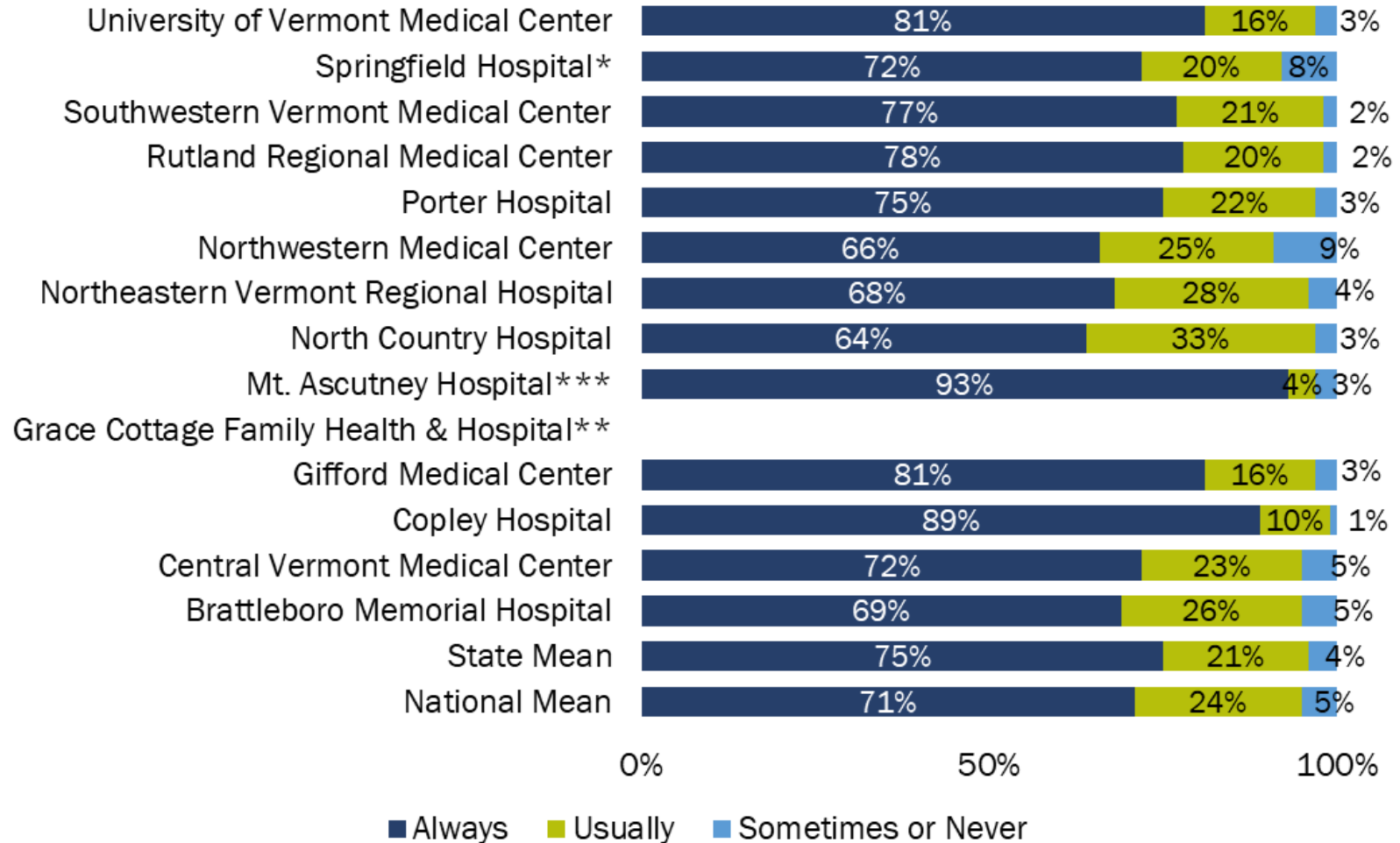
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**** 0 means "worst hospital possible", and 10 means "best hospital possible".

Would Patients Recommend the Hospital to Friends and Family?



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2021 HOSPITAL REPORT CARD

Reporting Period for this report: 7/1/2020 – 12/31/2020

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	159	25
Central Vermont Medical Center	277	24
Copley Hospital	287	41
Gifford Medical Center	160	33
Grace Cottage Family Health & Hospital	n/a ¹	n/a ¹
Mt. Ascutney Hospital	27 ¹⁰	24 ¹⁰
North Country Hospital	112	26
Northeastern Vermont Regional Hospital	151	28
Northwestern Medical Center	177	21
Porter Hospital	167	28
Rutland Regional Medical Center	349	27
Southwestern Vermont Medical Center	228	29
Springfield Hospital	76 ⁶	25 ⁶
University of Vermont Medical Center	1694	26