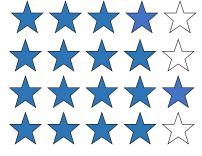
Survey of Patients' Experience

Hospital Consumer Assessment of Healthcare Providers and Systems Survey

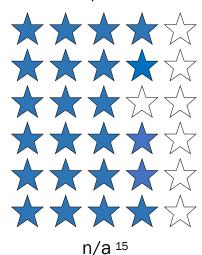
Hospital Name
Brattleboro Memorial Hospital
Central Vermont Medical Center
Copley Hospital
Gifford Medical Center
Grace Cottage Family Health & Hospital*
Mt. Ascutney Hospital*
North Country Hospital
Northeastern Vermont Regional Hospital
Northwestern Medical Center
Porter Hospital
Rutland Regional Medical Center
Southwestern Vermont Medical Center
Springfield Hospital*
University of Vermont Medical Center

Summary Star Rating



n/a 15

n/a 15





*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.



1/22/2022

How Often did Nurses Communicate Well with Patients?

University of Vermont Medical Center	83%	14%	3%
Springfield Hospital*	85%	15%)
Southwestern Vermont Medical Center	84%	13%	3%
Rutland Regional Medical Center	83%	14%	3%
Porter Hospital	82%	16%	2%
Northwestern Medical Center	77%	15%	8%
Northeastern Vermont Regional Hospital	81%	16%	3%
North Country Hospital	83%	13%	4%
Mt. Ascutney Hospital***	82%	18%	
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	85%	12%	3%
Copley Hospital	87%	11%	2%
Central Vermont Medical Center	83%	14%	3%
Brattleboro Memorial Hospital	80%	18%	2%
State Mean	82%	15%	3%
National Mean	80%	15%	5%
C	0% 50%	1	00%
Always Usua	ally Sometimes or Never		

*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.



How Often did Doctors Communicate Well with Patients?

University of Vermont Medical Center	80%	15%	5%
Springfield Hospital*	83%	14% 3	<mark>}%</mark>
Southwestern Vermont Medical Center	83%	14% 3	<mark>8%</mark>
Rutland Regional Medical Center 📗	85%	12%3	<mark>3%</mark>
Porter Hospital	84%	12% 4	.%
Northwestern Medical Center	80%	14% 6	%
Northeastern Vermont Regional Hospital	82%	14% 4	.%
North Country Hospital	77%	19%	4%
Mt. Ascutney Hospital***	92%	8%	6
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	86%	10%	4%
Copley Hospital	88%	10%	2%
Central Vermont Medical Center	82%	14%	4%
Brattleboro Memorial Hospital	81%	16%	3%
State Mean	84%	13%	3%
National Mean	81%	14%	5%
0%	50%	1	00%
Always	y Sometimes or Never		

*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.

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



How Often did Patients Receive Help Quickly from Hospital Staff?

University of Vermont Medical Center	69%	23%	8%
Springfield Hospital*	57%	38%	5%
Southwestern Vermont Medical Center	71%	23%	6%
Rutland Regional Medical Center	70%	23%	7%
Porter Hospital	68%	27%	5%
Northwestern Medical Center	61%	26%	13%
Northeastern Vermont Regional Hospital	68%	23%	9%
North Country Hospital	70%	25%	5%
Mt. Ascutney Hospital***	66%	25%	9%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	80%	15	<mark>% </mark> 5%
Copley Hospital	80%	15	<mark>% 5%</mark>
Central Vermont Medical Center	68%	26%	6%
Brattleboro Memorial Hospital	69%	25%	6%
State Mean	68%	26%	6%
National Mean	67%	23%	10%
0	% 50%		100%

*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.



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

University of Vermont Medical Center	63%	19%	18%
Springfield Hospital*	67%	18%	15%
Southwestern Vermont Medical Center	60%	22%	18%
Rutland Regional Medical Center	66%	18%	16%
Porter Hospital	61%	17%	22%
Northwestern Medical Center	63%	16%	21%
Northeastern Vermont Regional Hospital	65%	15%	20%
North Country Hospital	65%	23%	12%
Mt. Ascutney Hospital***	61%	27%	12%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	71%	16%	13%
Copley Hospital	70%	20%	<mark>6 10%</mark>
Central Vermont Medical Center	71%	14%	15%
Brattleboro Memorial Hospital	58%	19%	23%
State Mean	64%	21%	15%
National Mean	63%	18%	19%
	9% 50%		100%

Always Usually Sometimes or Never

*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.



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

University of Vermont Medical Center	73%	19% 8%
Springfield Hospital*	78%	17% 5%
Southwestern Vermont Medical Center	77%	18% 5%
Rutland Regional Medical Center	77%	16% 7%
Porter Hospital	74%	17% 9%
Northwestern Medical Center	72%	19% 9%
Northeastern Vermont Regional Hospital	75%	17% 8%
North Country Hospital	82%	14% <mark>4%</mark>
Mt. Ascutney Hospital***	95%	<mark>5%</mark>
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	83%	13% 4%
Copley Hospital	81%	12% 7%
Central Vermont Medical Center	82%	16% 2%
Brattleboro Memorial Hospital	80%	15% <mark>5%</mark>
State Mean	80%	14% <mark>6%</mark>
National Mean	73%	18% 9%
0%	6 50%	100%
Always	ly Sometimes or Never	

*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.



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

University of Vermont Medical Center	61%	31%	8%
Springfield Hospital*	56%	35%	9%
Southwestern Vermont Medical Center	52%	33%	15%
Rutland Regional Medical Center	51%	37%	12%
Porter Hospital	61%	23%	16%
Northwestern Medical Center	60%	31%	9%
Northeastern Vermont Regional Hospital	62%	29%	9%
North Country Hospital	50%	41%	9%
Mt. Ascutney Hospital***	50%	39%	11%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	66%	30%	4%
Copley Hospital	68%	27%	5%
Central Vermont Medical Center	52%	39%	9%
Brattleboro Memorial Hospital	59%	32%	9%
State Mean	57%	34%	9%
National Mean	63%	28%	9%
09	% 50%		100%
Always	Ily Sometimes or Never		

*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.



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

University of Vermont Medical Center	89%	11%
Springfield Hospital*	91%	9%
Southwestern Vermont Medical Center	88%	12%
Rutland Regional Medical Center	93%	7%
Porter Hospital	90%	10%
Northwestern Medical Center	89%	11%
Northeastern Vermont Regional Hospital	88%	12%
North Country Hospital	90%	10%
Mt. Ascutney Hospital***	94%	<mark>6%</mark>
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	93%	7%
Copley Hospital	93%	7%
Central Vermont Medical Center	92%	8%
Brattleboro Memorial Hospital	87%	13%
State Mean	88%	12%
National Mean	86%	14%
C	0% 50%	100%
"VES" Thoy were Given Information	n – "NO" Thoy word Not Given Inform	antion

"YES" They were Given Information

"NO" They were Not Given Information

*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.



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

University of Vermont Medical Center	54%	41%	5%
Springfield Hospital*	42%		<mark>3%</mark>
Southwestern Vermont Medical Center	55%	41%	4%
Rutland Regional Medical Center	57%	38%	5%
Porter Hospital	56%	39%	5%
Northwestern Medical Center	52%	43%	5%
Northeastern Vermont Regional Hospital	50%	45%	5%
North Country Hospital	48%	50%	<mark>2</mark> %
Mt. Ascutney Hospital***	53%	45%	<mark>2</mark> %
Grace Cottage Family Health & Hospital**			
Grace Cottage Family Health & Hospital** Gifford Medical Center	63%	32%	5%
	63% 61%	32% 35%	5% 4%
Gifford Medical Center			
Gifford Medical Center Copley Hospital	61%	35%	<mark>4%</mark>
Gifford Medical Center Copley Hospital Central Vermont Medical Center	61% 55%	35% 39%	4% 6%
Gifford Medical Center Copley Hospital Central Vermont Medical Center Brattleboro Memorial Hospital	61% 55% 53%	35% 39% 41%	4% 6% 6%
Gifford Medical Center Copley Hospital Central Vermont Medical Center Brattleboro Memorial Hospital State Mean	61% 55% 53% 54% 52%	35% 39% 41% 42%	4% 6% 6% 4%

*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.



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

University of Vermont Medical Center	77%	17% 6%
Springfield Hospital*	76%	<mark>18%</mark> 6%
Southwestern Vermont Medical Center	80%	16% <mark>4%</mark>
Rutland Regional Medical Center	79%	17% <mark>4%</mark>
Porter Hospital	77%	17% <mark>6%</mark>
Northwestern Medical Center	65%	24% 11%
Northeastern Vermont Regional Hospital	73%	22% 5%
North Country Hospital	73%	<mark>21% 6%</mark>
Mt. Ascutney Hospital***	83%	<mark>13%</mark> 4%
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	80%	<mark>15% 5%</mark>
Copley Hospital	82%	16% 2 <mark>%</mark>
Central Vermont Medical Center	74%	20% <mark>6%</mark>
Brattleboro Memorial Hospital	76%	16% 8%
State Mean	75%	20% 5%
National Mean	72%	20% 8%
C	0% 50%	100%
Rating of 9 or 10	ting of 7 or 8 🛛 🗖 Rating of 6 d	or Lower

*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.

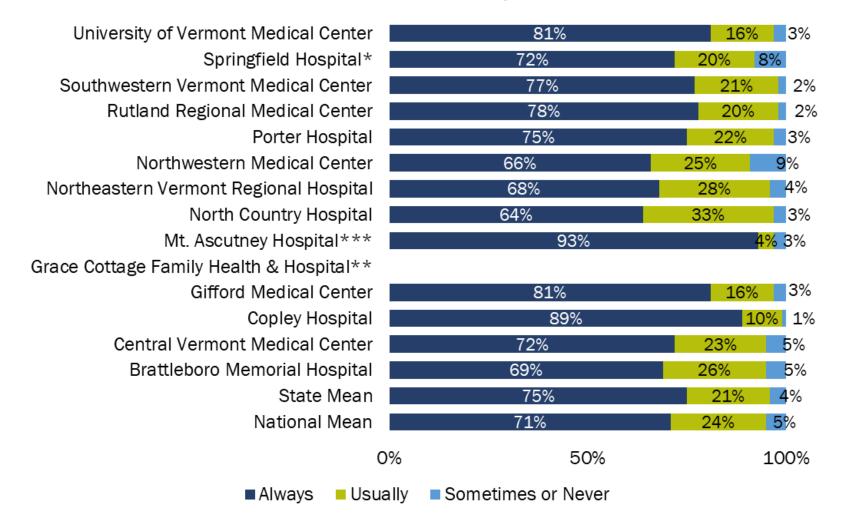
** Grace Cottage Family Health & Hospital's number of cases/patients are too small to report.

*** 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.

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



Would Patients Recommend the Hospital to Friends and Family?



*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.



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

HospitalName	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

