

Survey of Patients' Experience

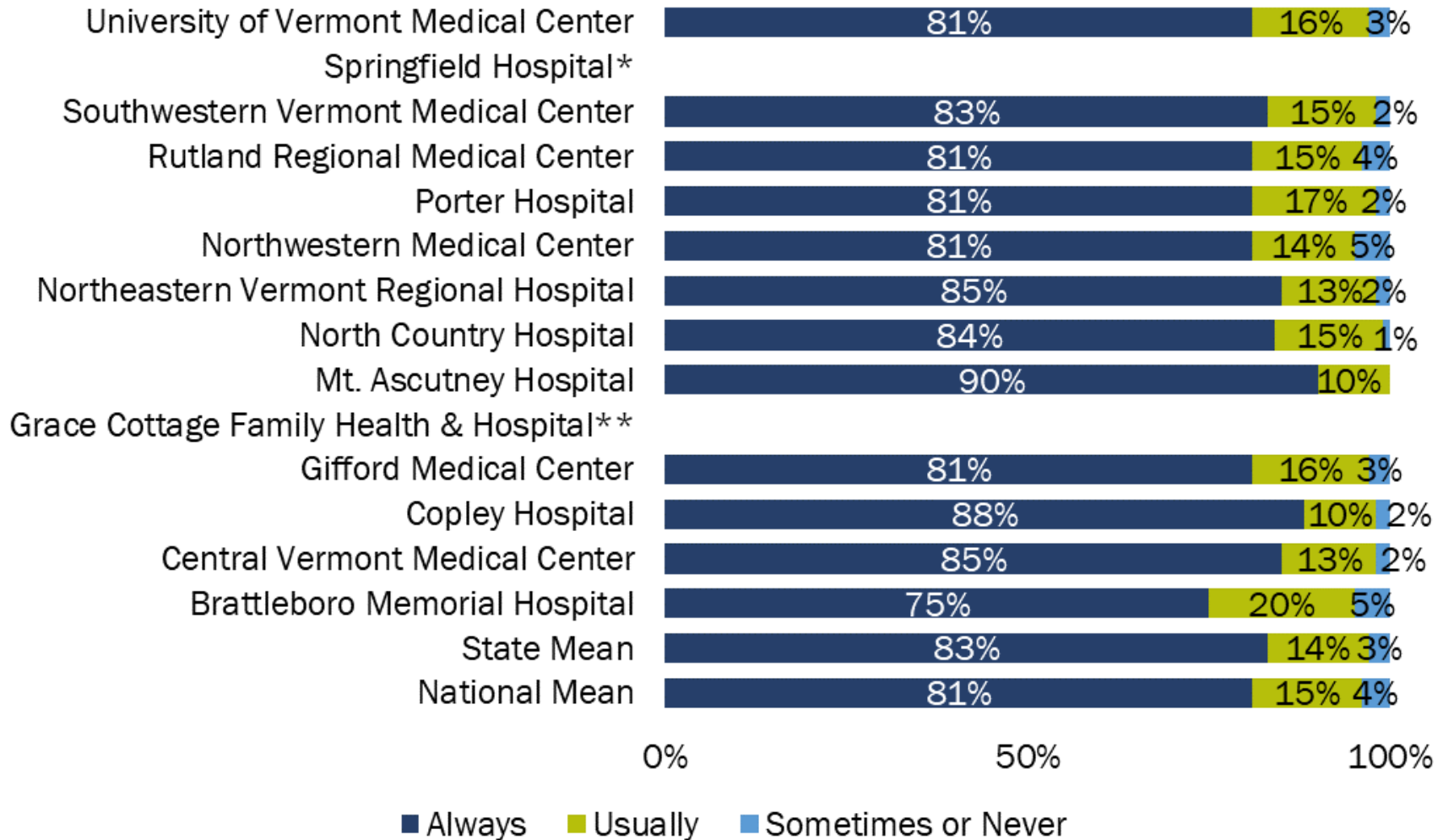
Hospital Consumer Assessment of Healthcare Providers and Systems Survey

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.

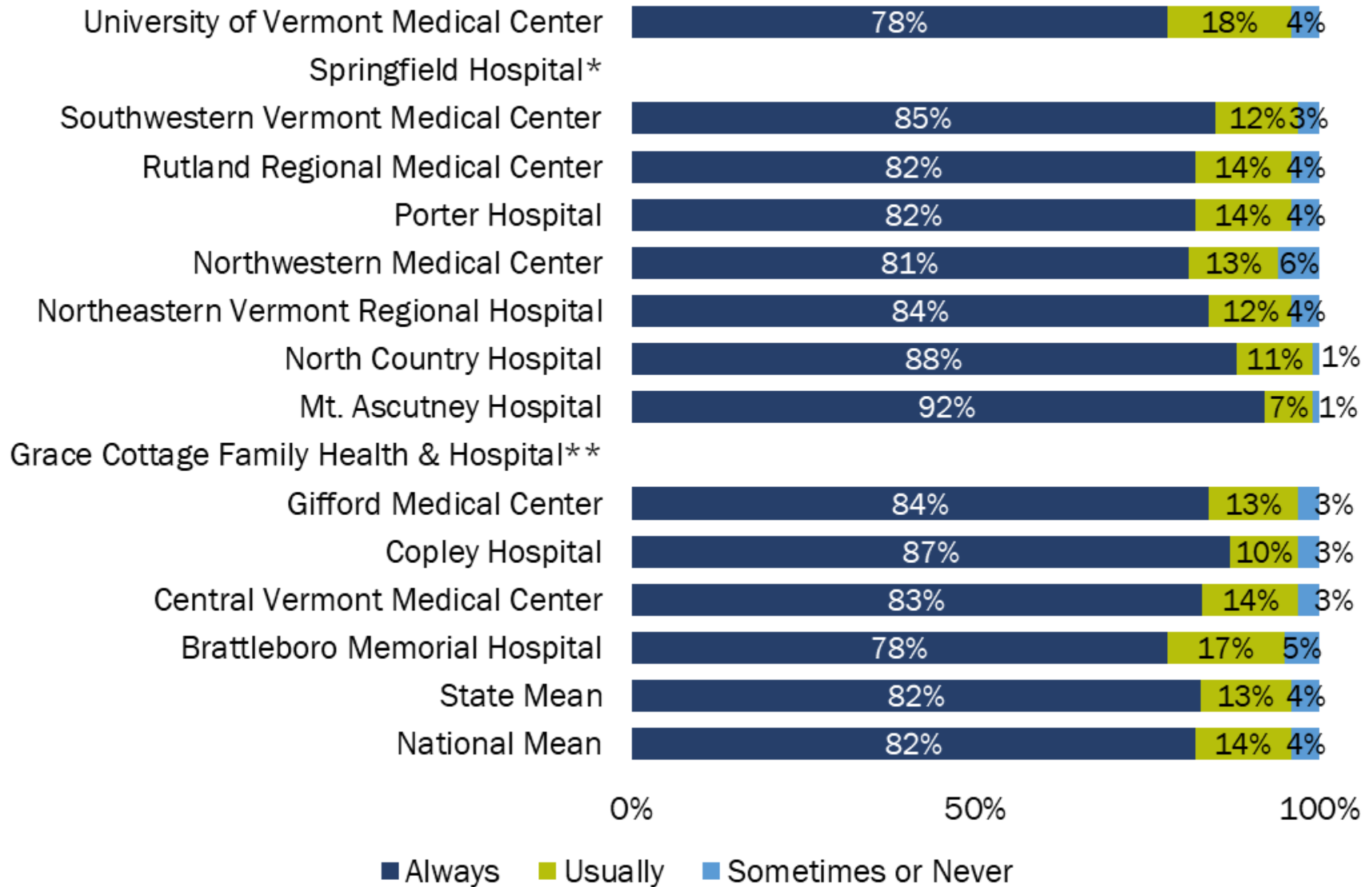
How Often did Nurses Communicate Well with Patients?



* 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.

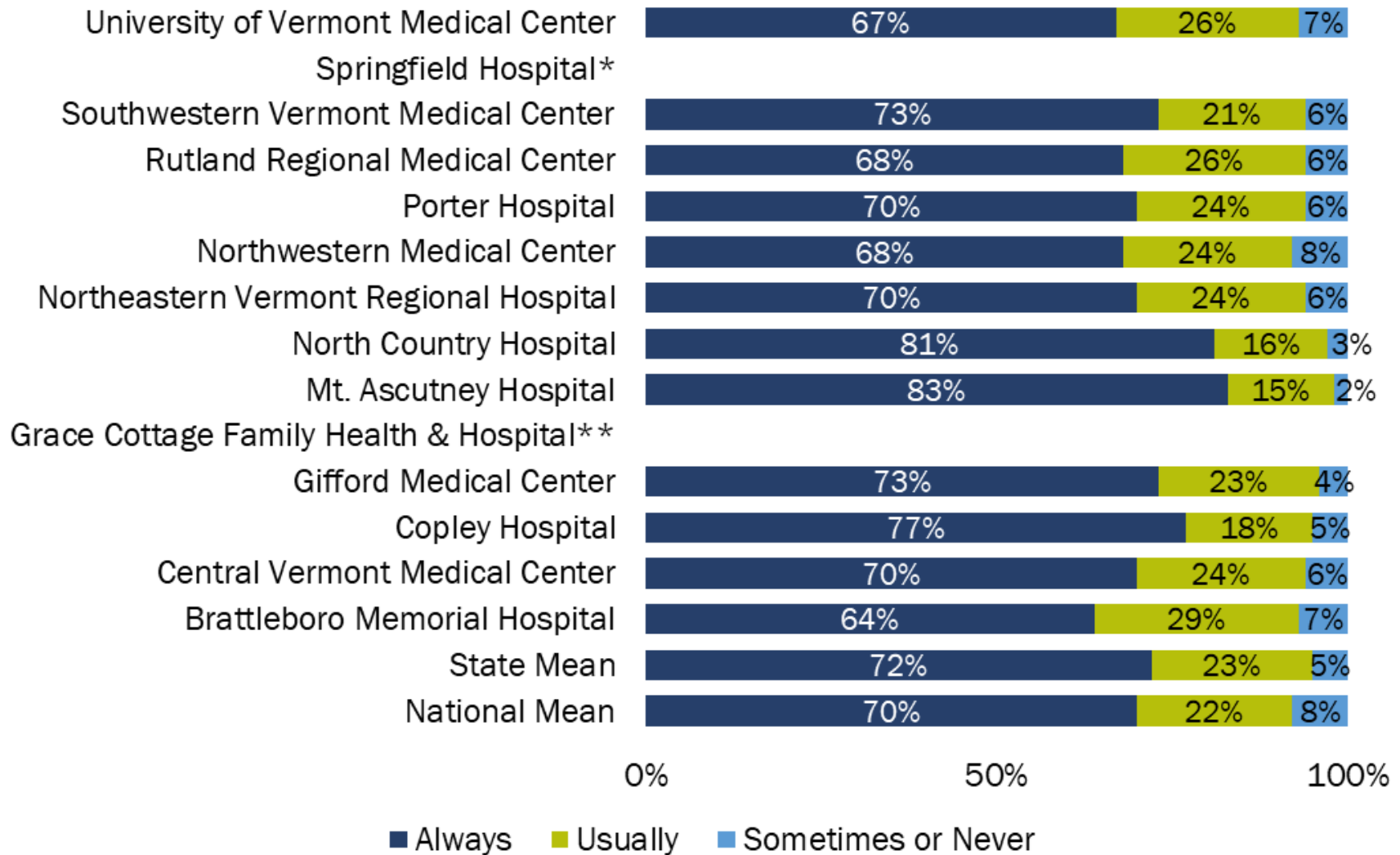
How Often did Doctors Communicate Well with Patients?



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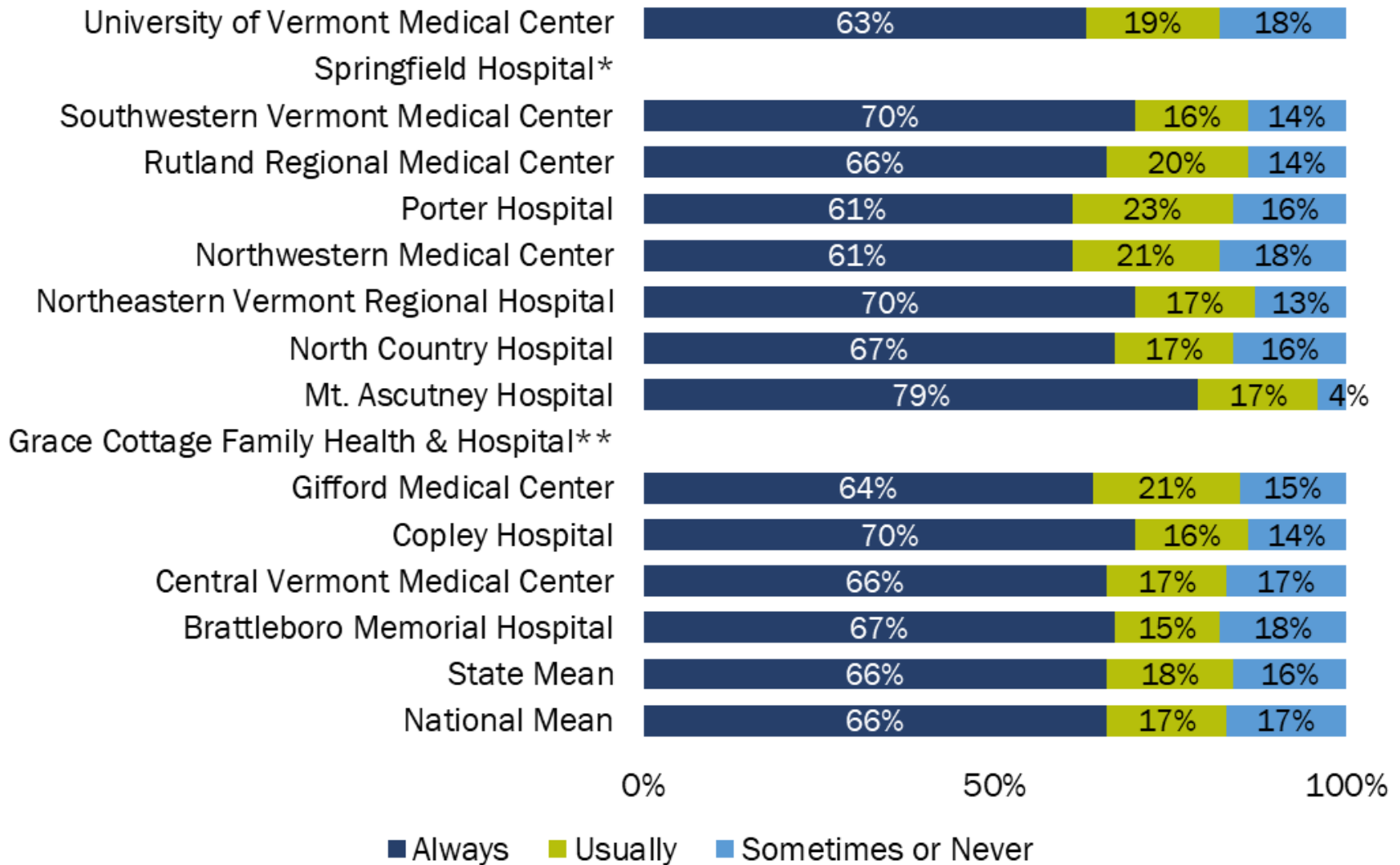
How Often did Patients Receive Help Quickly from Hospital Staff?



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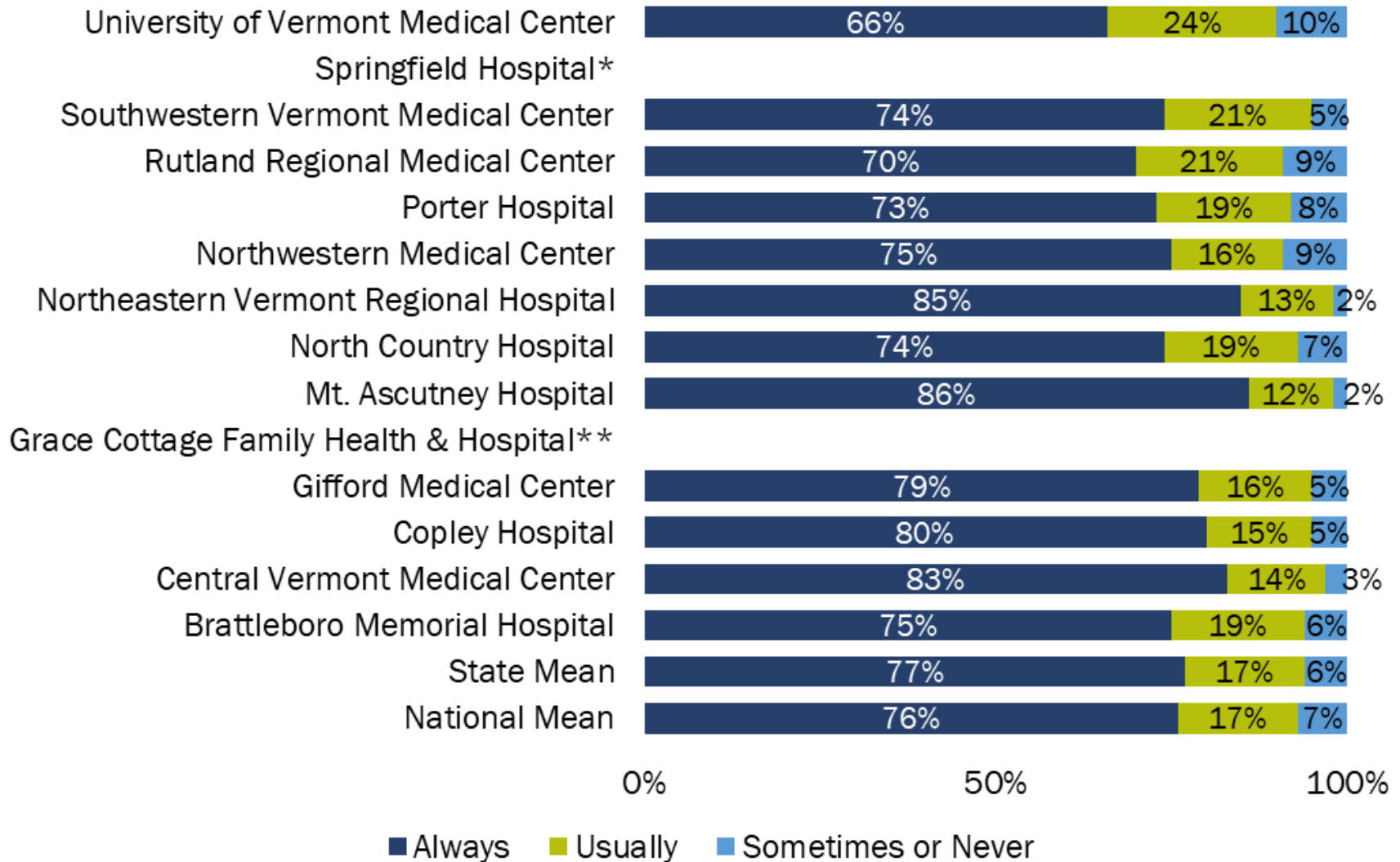
How Often did Staff Explain about Medicines before Giving them to Patients?



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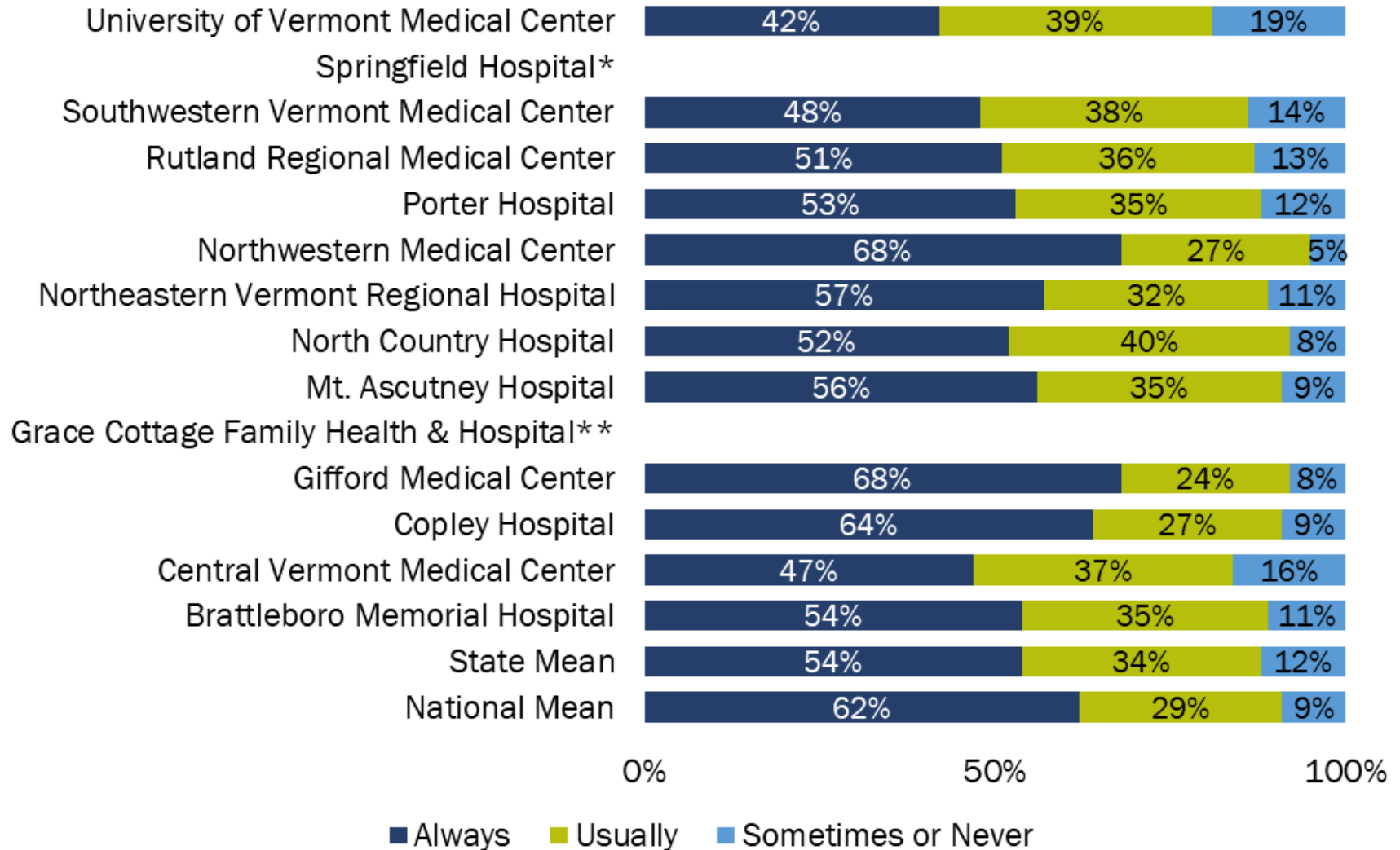
How Often were the Patients' Rooms and Bathrooms Kept Clean?



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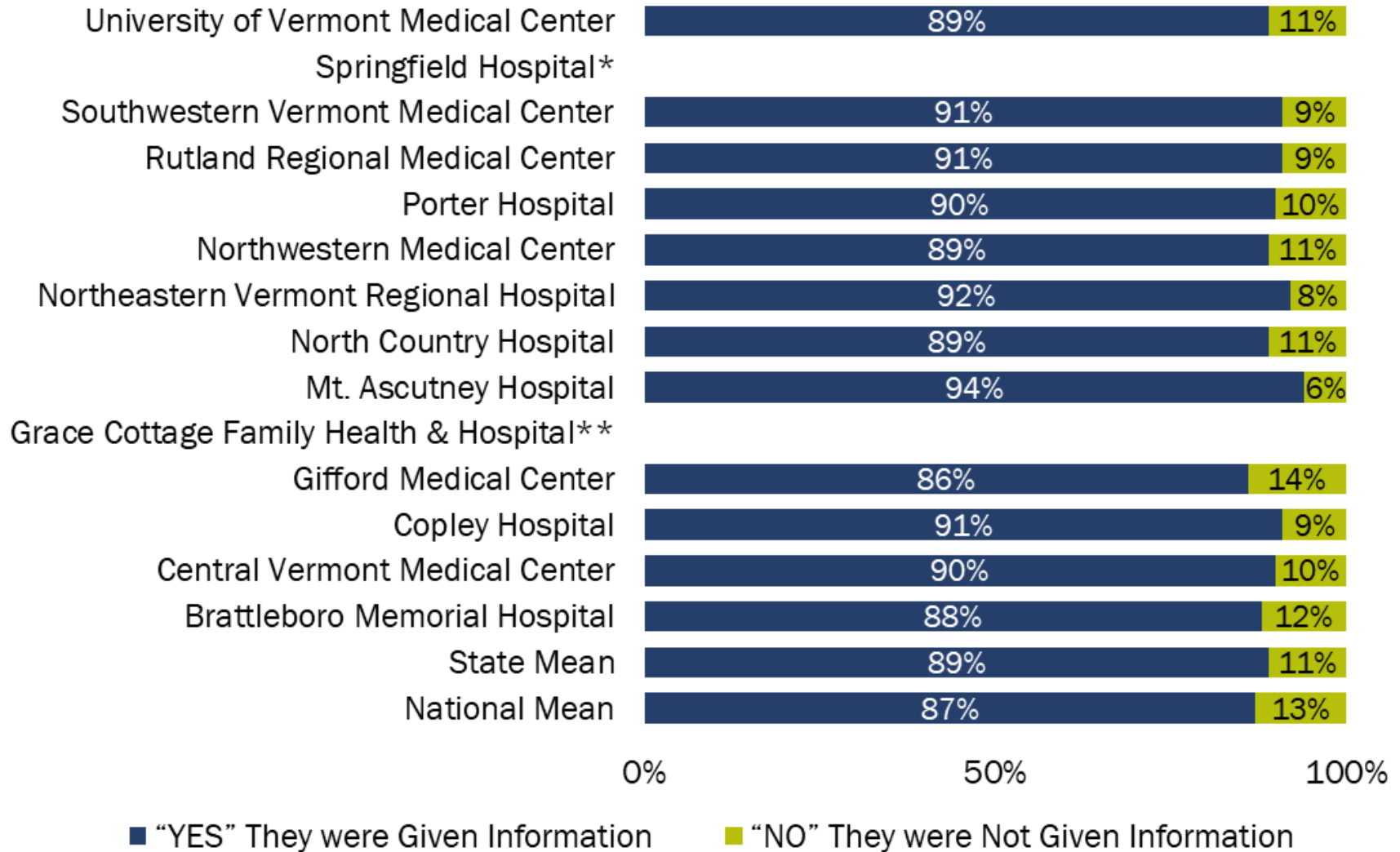
How Often was the Area Around Patients' Rooms Kept Quiet at Night?



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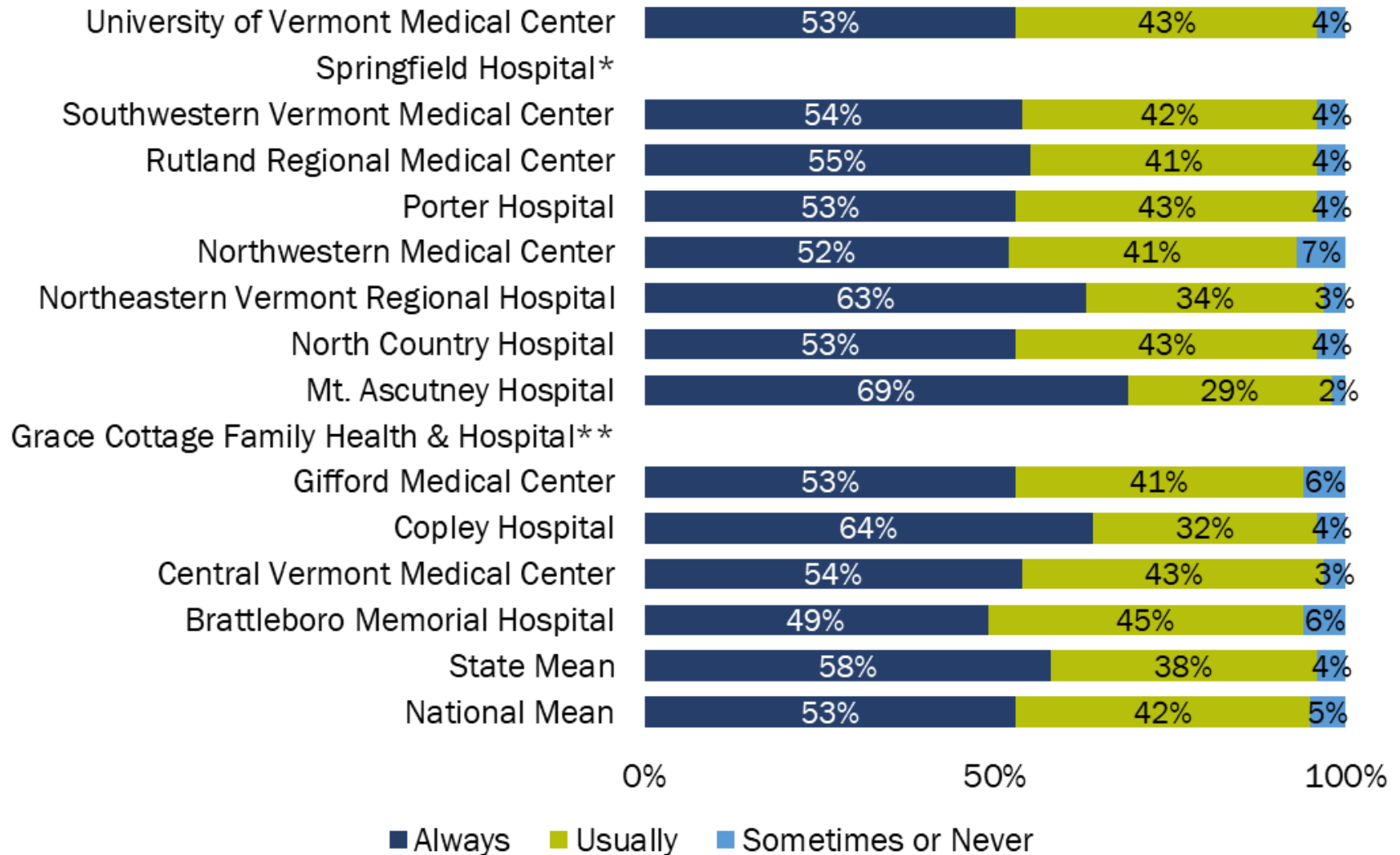
Were Patients Given Information about What to Do during their Recovery Time?



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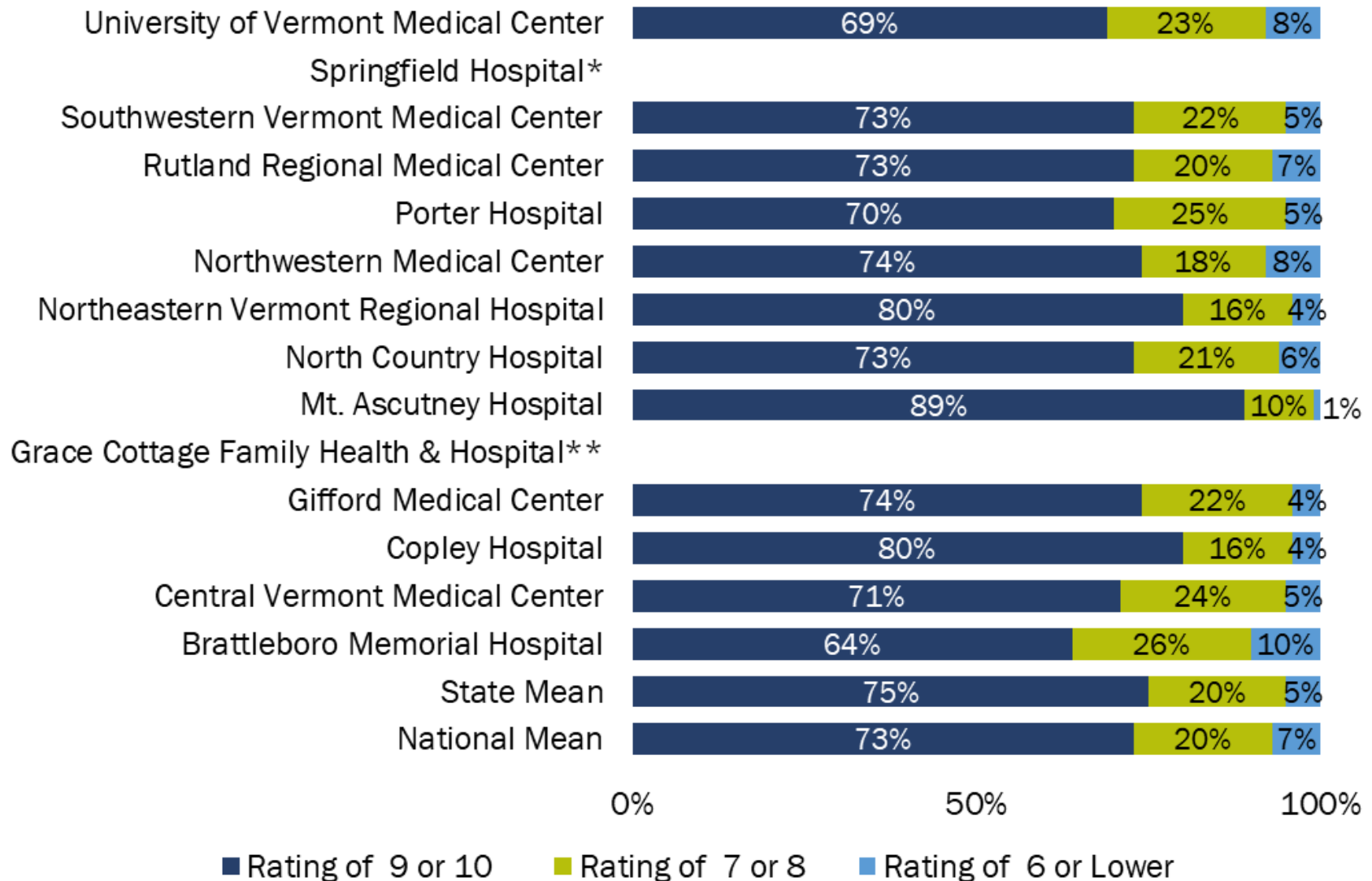
How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



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** 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)***

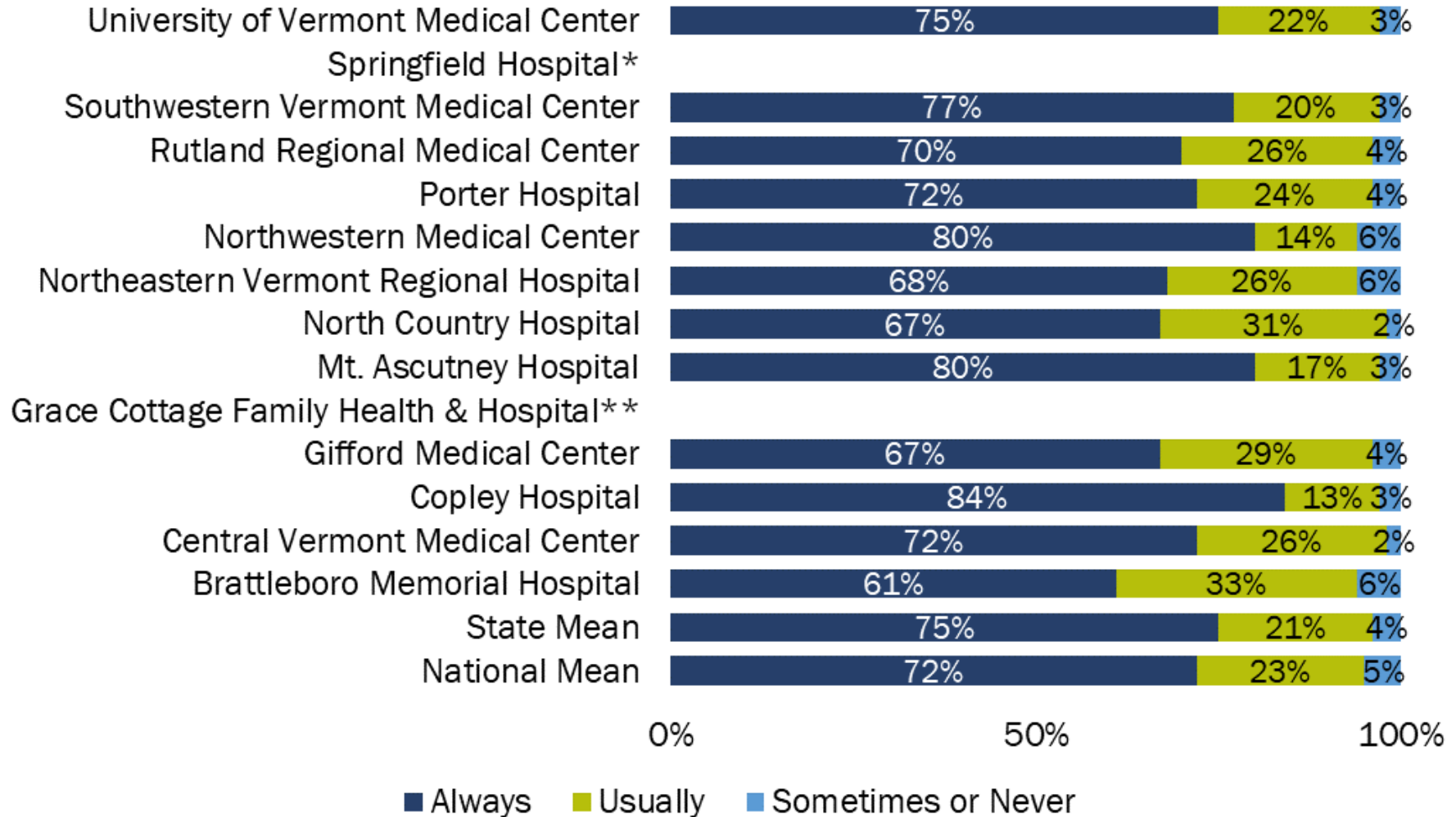


* Springfield Hospital’s results are not available for this reporting period.

** 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”.

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.

2019 HOSPITAL REPORT CARD

Reporting Period for this report: 7/1/2018-6/30/2019

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	362	25%
Central Vermont Medical Center	684	28%
Copley Hospital	604	42%
Gifford Medical Center	279	32%
Grace Cottage Family Health & Hospital	n/a ¹	n/a ¹
Mt. Ascutney Hospital	99	32%
North Country Hospital	225	25%
Northeastern Vermont Regional Hospital	268	28%
Northwestern Medical Center	323	25%
Porter Hospital	330	28%
Rutland Regional Medical Center	935	31%
Southwestern Vermont Medical Center	324	28%
Springfield Hospital	n/a ⁵	n/a ⁵
University of Vermont Medical Center	3911	27%