#### 2019 HOSPITAL REPORT CARD

### **Survey of Patients' Experience**

#### Hospital Consumer Assessment of Healthcare Providers and Systems Survey

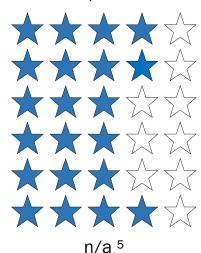
Hospital Name
Brattleboro Memorial Hospital
Central Vermont Medical Center
Copley Hospital
Gifford Medical Center
Grace Cottage Family Health & Hospital*
Mt. Ascutney Hospital*
North Country Hospital
Northeastern Vermont Regional Hospital
Northwestern Medical Center
Porter Hospital
Rutland Regional Medical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





n/a <sup>15</sup>

n/a <sup>15</sup>





\*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?**

University of Vermont Medical Center Springfield Hospital*	81%	16% <mark>3</mark> %
Southwestern Vermont Medical Center	83%	15% 2%
Rutland Regional Medical Center	81%	15% 4%
Porter Hospital	81%	17% 2%
Northwestern Medical Center	81%	14% 5%
Northeastern Vermont Regional Hospital	85%	13%2%
North Country Hospital	84%	<b>15% 1</b> %
Mt. Ascutney Hospital	90%	10%
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	81%	16% 3 <mark>%</mark>
Copley Hospital	88%	<mark>10%</mark> 2%
Central Vermont Medical Center	85%	13% 2%
Brattleboro Memorial Hospital	75%	20% 5%
State Mean	83%	14% 3 <mark>%</mark>
National Mean	81%	15% 4%
09	% 50%	100%
Always Usual	lly Sometimes or Never	

\* 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?

University of Vermont Medical Center	78%	<mark>18% 4%</mark>
Springfield Hospital*		
Southwestern Vermont Medical Center	85%	12% <mark>3%</mark>
Rutland Regional Medical Center	82%	14% <mark>4%</mark>
Porter Hospital	82%	14% <mark>4%</mark>
Northwestern Medical Center	81%	13% 6%
Northeastern Vermont Regional Hospital	84%	12% <mark>4%</mark>
North Country Hospital	88%	<b>11%</b> 1%
Mt. Ascutney Hospital	92%	<mark>7%</mark> 1%
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	84%	<b>13%</b> 3%
Copley Hospital	87%	<mark>10%</mark> 3%
Central Vermont Medical Center	83%	<b>14%</b> 3%
Brattleboro Memorial Hospital	78%	17% <mark>5%</mark>
State Mean	82%	13% 4%
National Mean	82%	14% <mark>4%</mark>
C	0% 50%	100%

Always Usually Sometimes or Never

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



# How Often did Patients Receive Help Quickly from Hospital Staff?

University of Vermont Medical Center	67%	26%	7%
Springfield Hospital*			
Southwestern Vermont Medical Center	73%	21%	6%
Rutland Regional Medical Center	68%	26%	6%
Porter Hospital	70%	24%	6%
Northwestern Medical Center	68%	24%	8%
Northeastern Vermont Regional Hospital	70%	24%	6%
North Country Hospital	81%	16	<mark>% 3</mark> %
Mt. Ascutney Hospital	83%	15	<mark>5%</mark> 2%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	73%	23%	<mark>4%</mark>
Copley Hospital	77%	18%	5%
Central Vermont Medical Center	70%	24%	6%
Brattleboro Memorial Hospital	64%	29%	7%
State Mean	72%	23%	5%
National Mean	70%	22%	8%
(	0%	50%	100%

Always Usually Sometimes or Never

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



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

University of Vermont Medical Center	63%	19%	18%
Springfield Hospital*			
Southwestern Vermont Medical Center	70%	16%	14%
Rutland Regional Medical Center	66%	20%	14%
Porter Hospital	61%	23%	16%
Northwestern Medical Center	61%	21%	18%
Northeastern Vermont Regional Hospital	70%	17%	13%
North Country Hospital	67%	17%	16%
Mt. Ascutney Hospital	79%		17% 4%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	64%	21%	15%
Copley Hospital	70%	16%	14%
Central Vermont Medical Center	66%	17%	17%
Brattleboro Memorial Hospital	67%	15%	18%
State Mean	66%	18%	16%
National Mean	66%	17%	17%
C	0% 50%		100

Always Usually Sometimes or Never

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



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

/ermont Medical Center	66%	24%	10%
Springfield Hospital*			
/ermont Medical Center	74%	21%	5%
Regional Medical Center	70%	21%	9%
Porter Hospital	73%	19%	8%
western Medical Center	75%	16%	9%
rmont Regional Hospital	85%	1	<mark>3% 2</mark> %
North Country Hospital	74%	19%	7%
Mt. Ascutney Hospital	86%	1	.2% 2%
nily Health & Hospital**			
Gifford Medical Center	79%	16%	<mark>6 5</mark> %
Copley Hospital	80%	15%	<mark>6</mark> 5%
/ermont Medical Center	83%	14	<mark>% 3</mark> %
boro Memorial Hospital	75%	19%	6%
State Mean	77%	17%	6%
National Mean	76%	17%	7%
(	0% 50%		1000
(	50%		100%
🗖 Always 🗧 Usu	ally Sometimes or Never		

University of V Southwestern Ve Rutland Re Northw Northeastern Verr Grace Cottage Fami Central V Brattleb

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



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

University of Vermont Medical Center Springfield Hospital*	42%	39%	19%
Southwestern Vermont Medical Center	48%	38%	14%
Rutland Regional Medical Center	51%	36%	13%
Porter Hospital	53%	35%	12%
Northwestern Medical Center	68%		27% 5%
Northeastern Vermont Regional Hospital	57%	32%	6 11%
North Country Hospital	52%	40%	8%
Mt. Ascutney Hospital	56%	359	<mark>% 9</mark> %
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	68%		24% 8%
Copley Hospital	64%	2	7% 9%
Central Vermont Medical Center	47%	37%	16%
Brattleboro Memorial Hospital	54%	35%	11%
State Mean	54%	34%	12%
National Mean	62%	2	9% 9%
(	D%	50%	100%

Always Usu

Usually Sometimes or Never

VERMONT DEPARTMENT OF HEALTH

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

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

University of Vermont Medical Center	89%	11%
Springfield Hospital*		
Southwestern Vermont Medical Center	91%	9%
Rutland Regional Medical Center	91%	9%
Porter Hospital	90%	10%
Northwestern Medical Center	89%	11%
Northeastern Vermont Regional Hospital	92%	8%
North Country Hospital	89%	11%
Mt. Ascutney Hospital	94%	<mark>6%</mark>
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	86%	14%
Copley Hospital	91%	9%
Central Vermont Medical Center	90%	10%
Brattleboro Memorial Hospital	88%	12%
State Mean	89%	11%
National Mean	87%	13%
C	0% 50%	100%

"YES" They were Given Information

"NO" They were Not Given Information



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

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

University of Vermont Medical Center	53%	43%	<mark>4%</mark>
Springfield Hospital*			
Southwestern Vermont Medical Center	54%	42%	4%
Rutland Regional Medical Center	55%	41%	4%
Porter Hospital	53%	43%	4%
Northwestern Medical Center	52%	41%	7%
Northeastern Vermont Regional Hospital	63%	34%	<mark>3%</mark>
North Country Hospital	53%	43%	4%
Mt. Ascutney Hospital	69%	29%	<mark>2%</mark>
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	53%	41%	6%
Copley Hospital	64%	32%	4%
Central Vermont Medical Center	54%	43%	3%
Brattleboro Memorial Hospital	49%	45%	6%
Brattleboro Memorial Hospital	49%	45%	6%

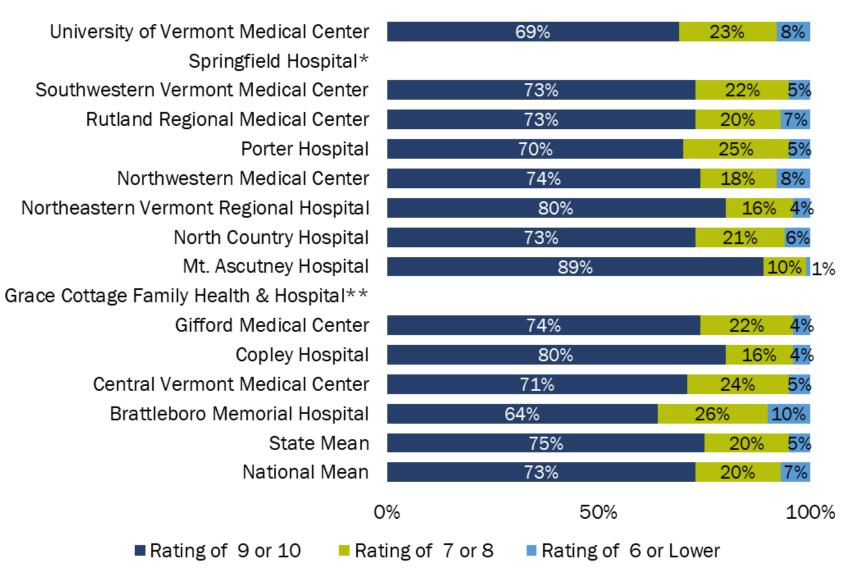
Always Usually Sometimes or Never

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



#### 2019 HOSPITAL REPORT CARD

## 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?

University of Vermont Medical Center Springfield Hospital*	75%	22%	<mark>3%</mark>
Southwestern Vermont Medical Center	77%	20%	3%
Rutland Regional Medical Center	70%	26%	4%
Porter Hospital	72%	24%	4%
Northwestern Medical Center	80%	14%	6%
Northeastern Vermont Regional Hospital 📲	68%	26%	6%
North Country Hospital	67%	31%	<mark>2%</mark>
Mt. Ascutney Hospital	80%	17%	<mark>3%</mark>
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	67%	29%	4%
Copley Hospital	84%	139	<mark>% 3%</mark>
Central Vermont Medical Center	72%	26%	2%
Brattleboro Memorial Hospital	61%	33%	6%
State Mean	75%	21%	4%
National Mean	72%	23%	5%
0%	6 50%		100%
Always Usuall	ly Sometimes or Never		

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



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/a¹	n/a¹
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 <sup>5</sup>	n/a⁵
University of Vermont Medical Center	3911	27%

