









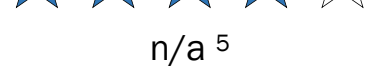



## Survey of Patients' Experience

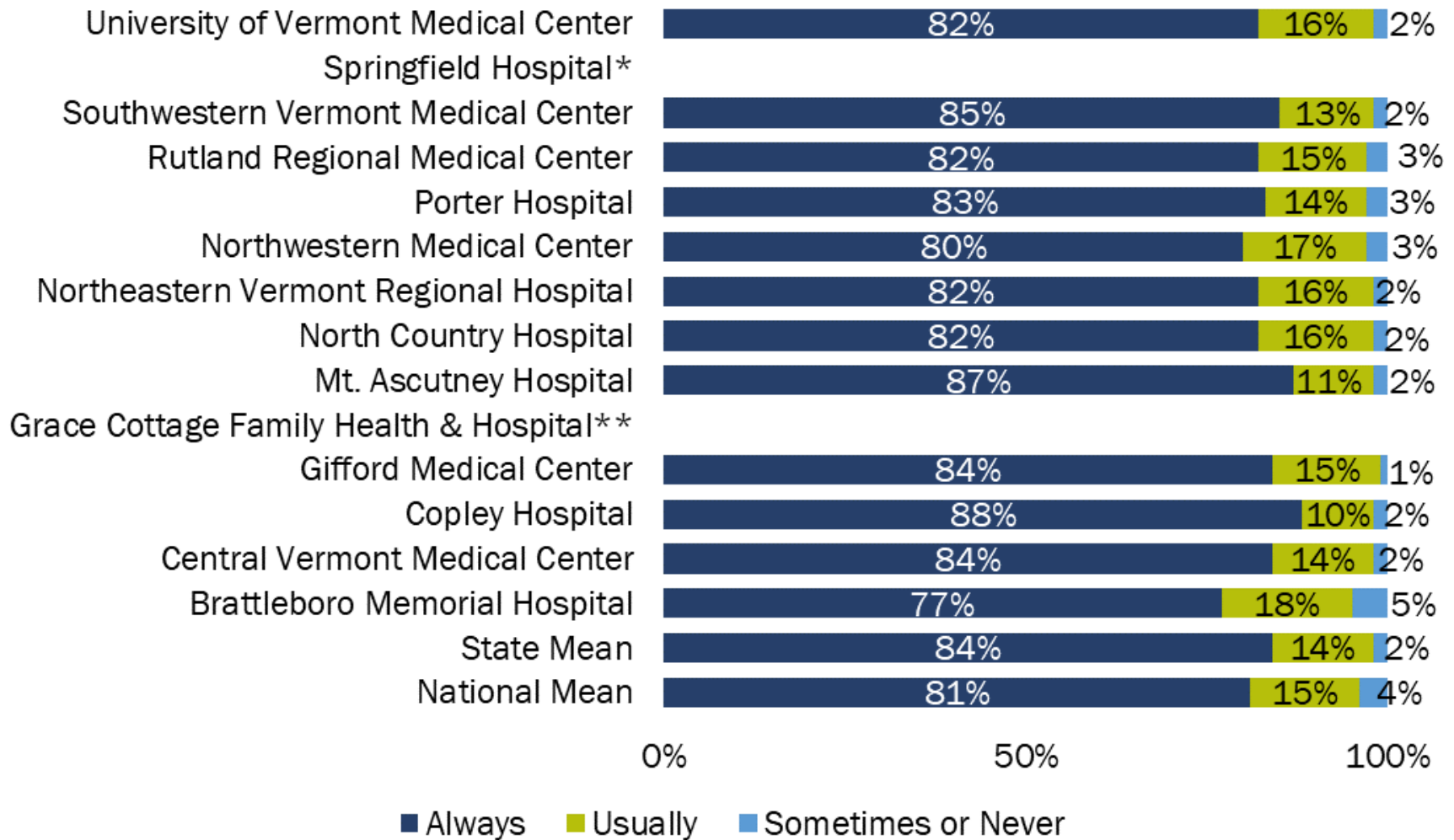
### Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Hospital Name	Summary Star Rating
Brattleboro Memorial Hospital	
Central Vermont Medical Center	
Copley Hospital	
Gifford Medical Center	
Grace Cottage Family Health & Hospital*	n/a <sup>15</sup>
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**	n/a <sup>5</sup>
University of Vermont Medical Center	

\*The number of cases/patients is too few to report a star rating for Grace Cottage Family Health & Hospital.

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

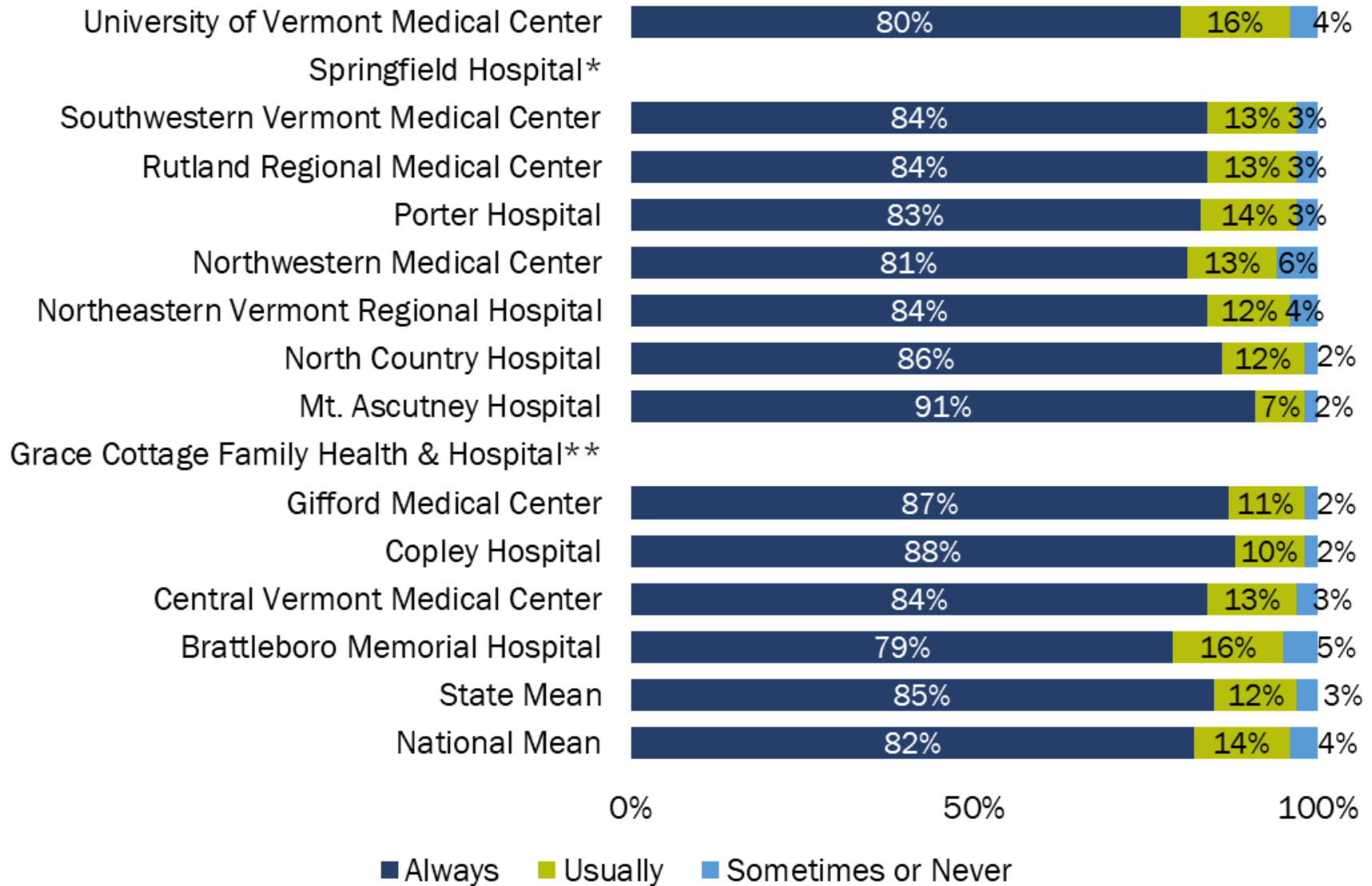
## How Often did Nurses Communicate Well with Patients?



\* 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.

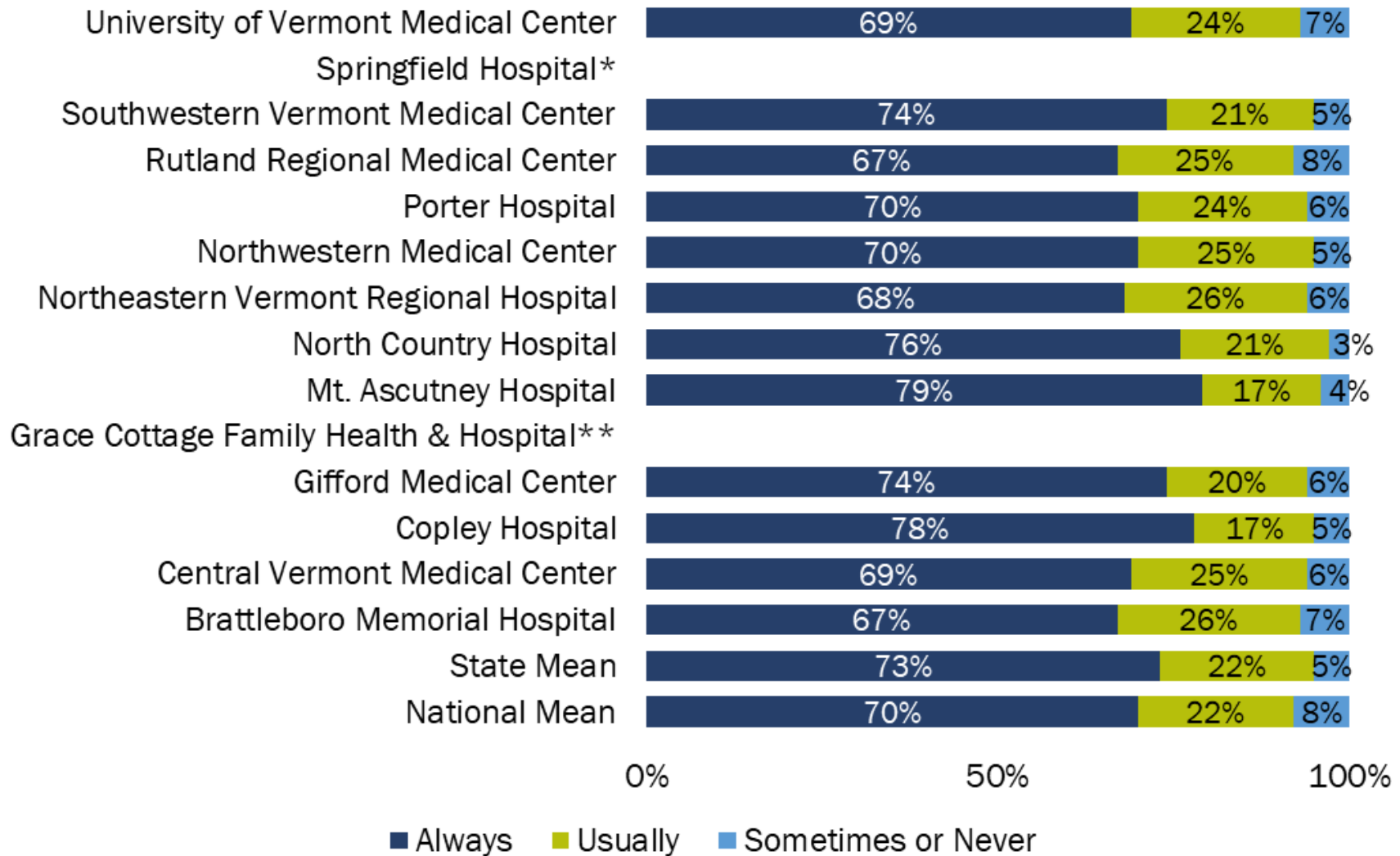
## How Often did Doctors Communicate Well with Patients?



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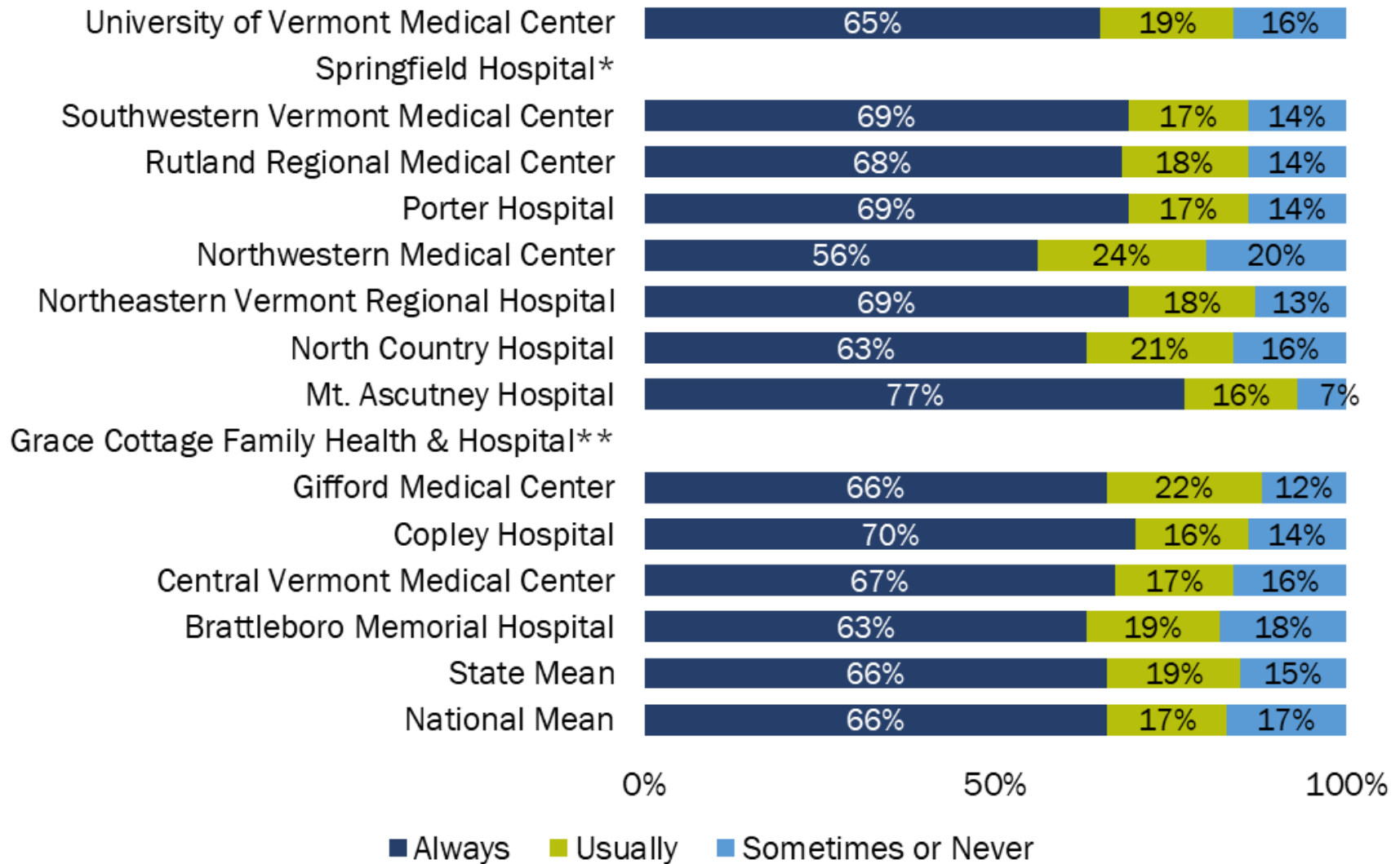
## How Often did Patients Receive Help Quickly from Hospital Staff?



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

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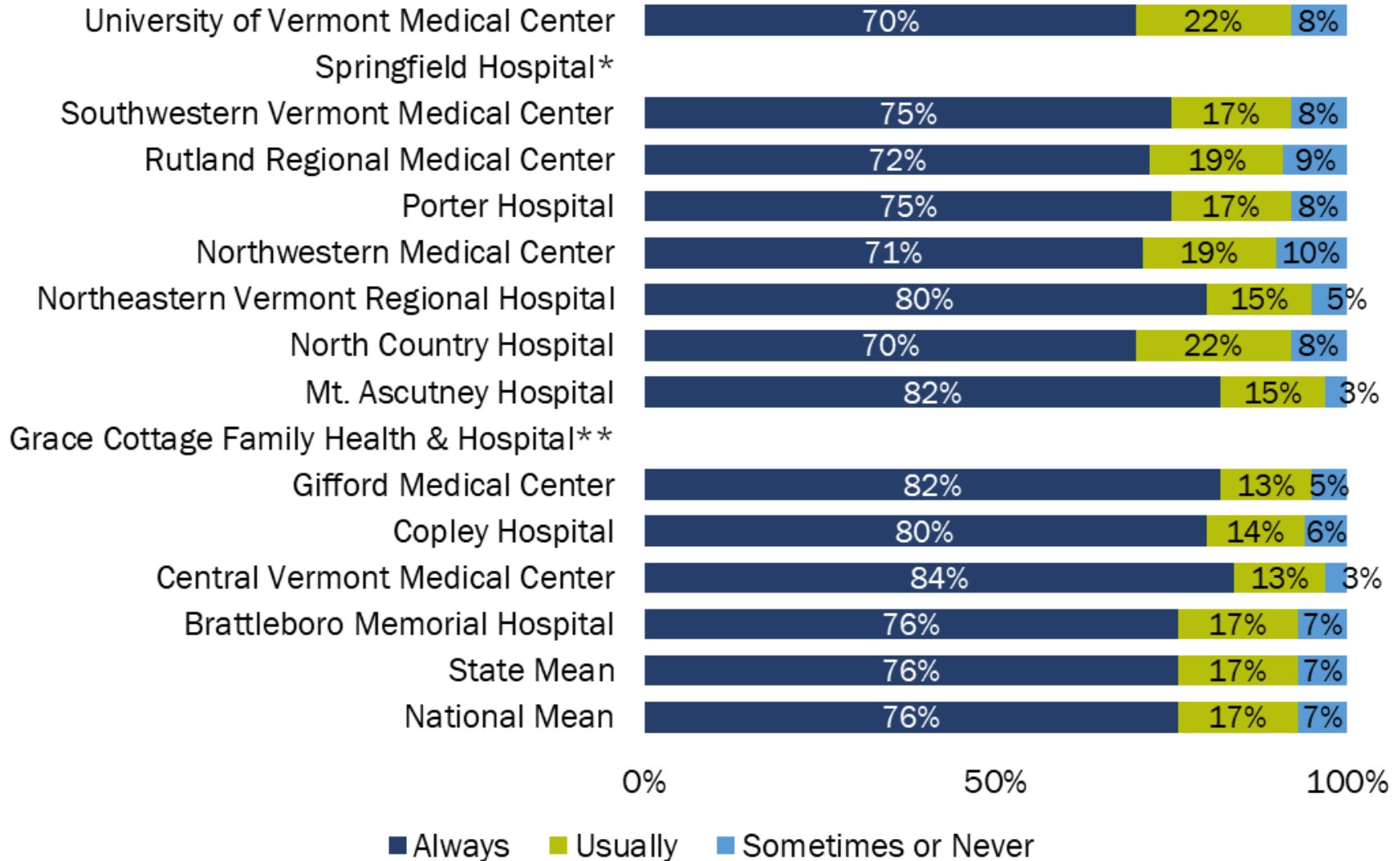
## How Often did Staff Explain about Medicines before Giving them to Patients?



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

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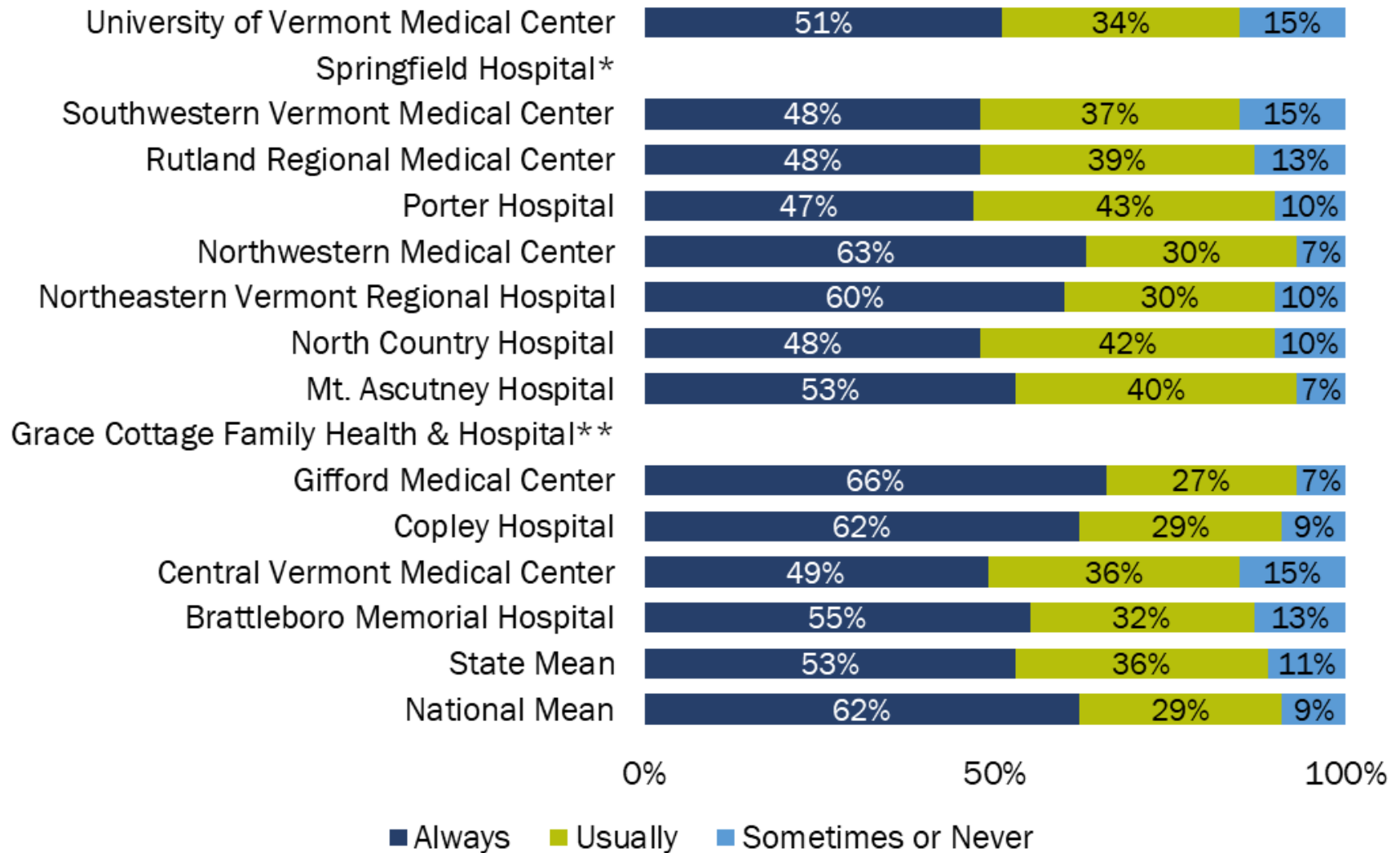
## How Often were the Patients' Rooms and Bathrooms Kept Clean?



\* 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.

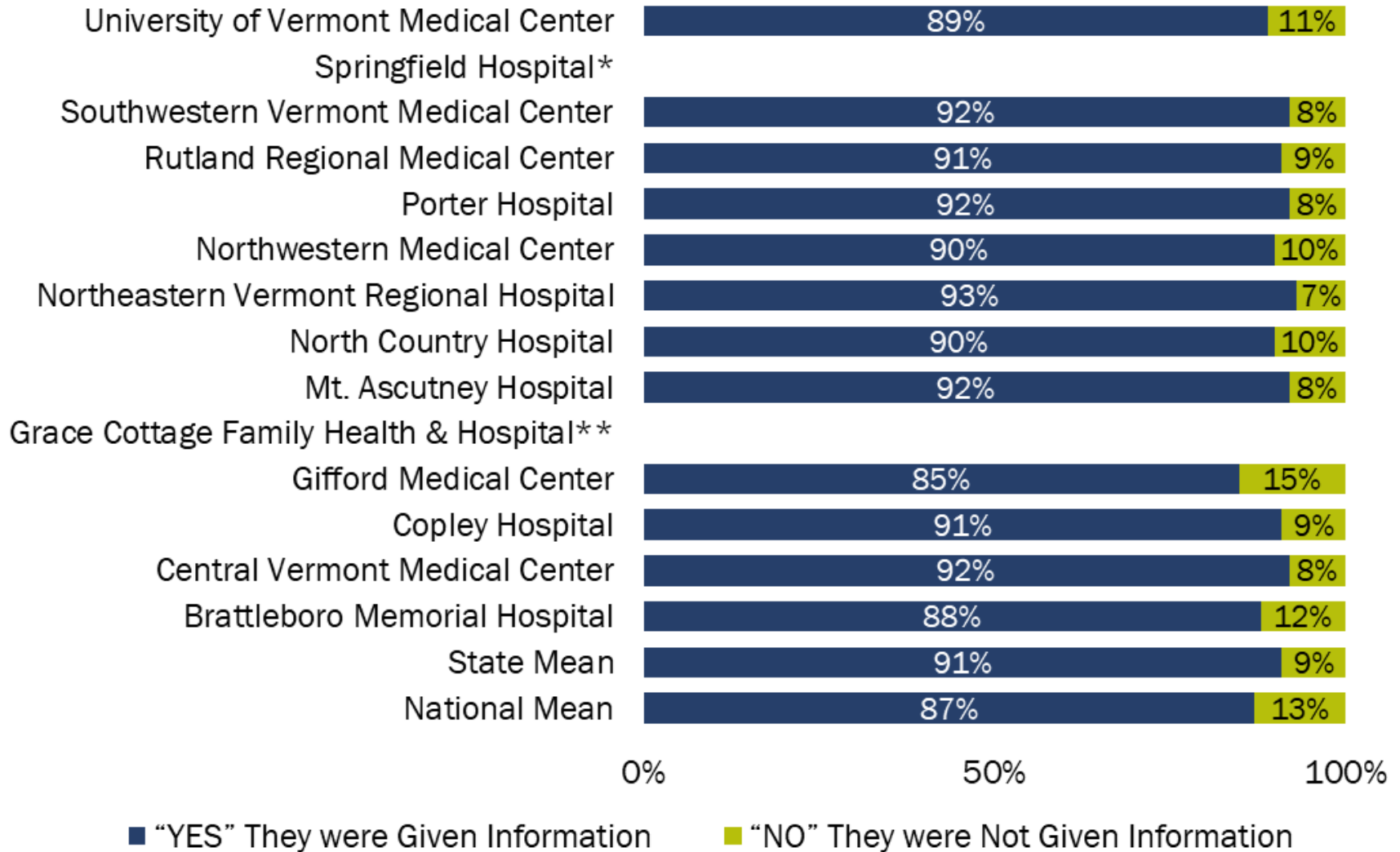
## How Often was the Area Around Patients' Rooms Kept Quiet at Night?



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

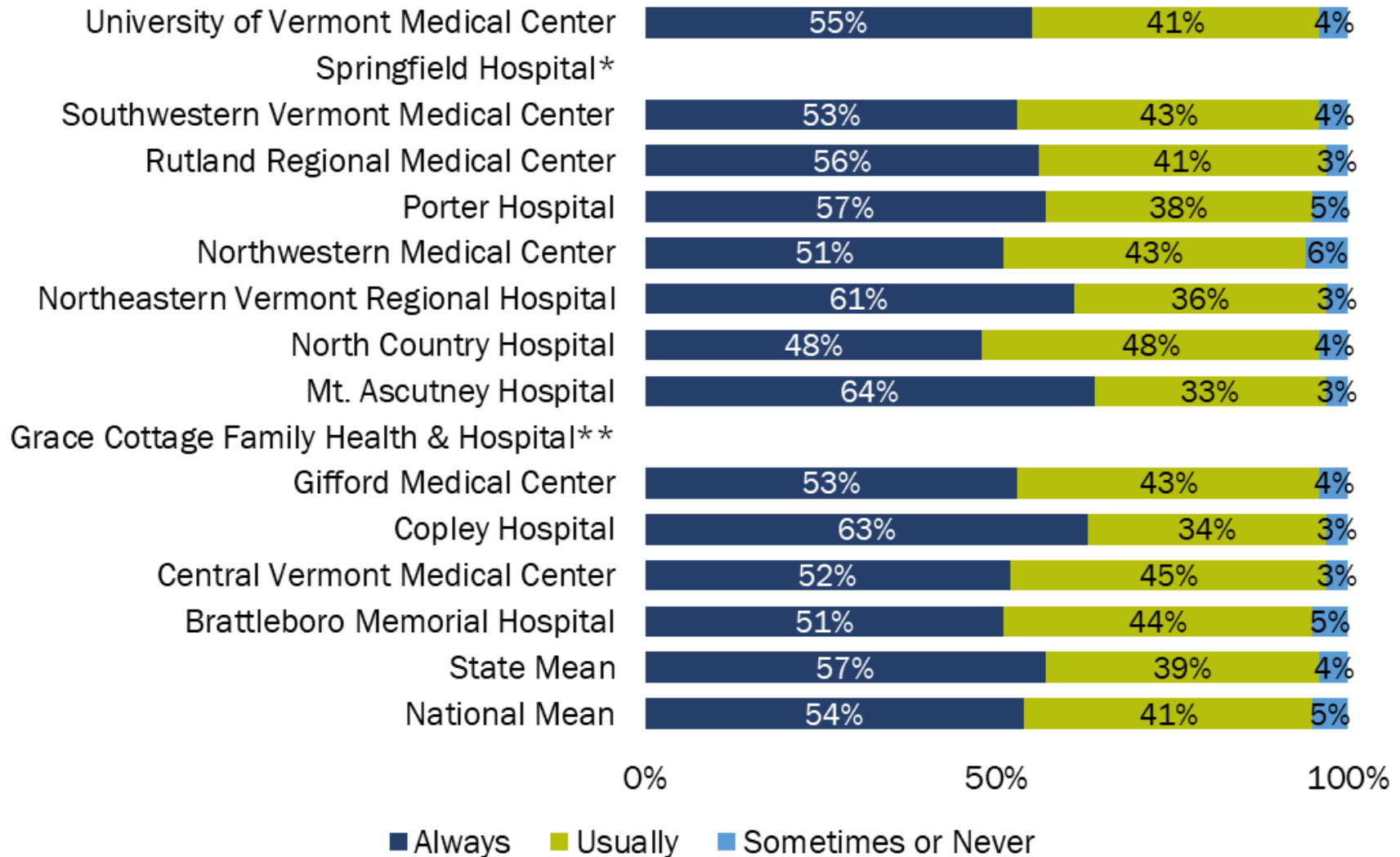


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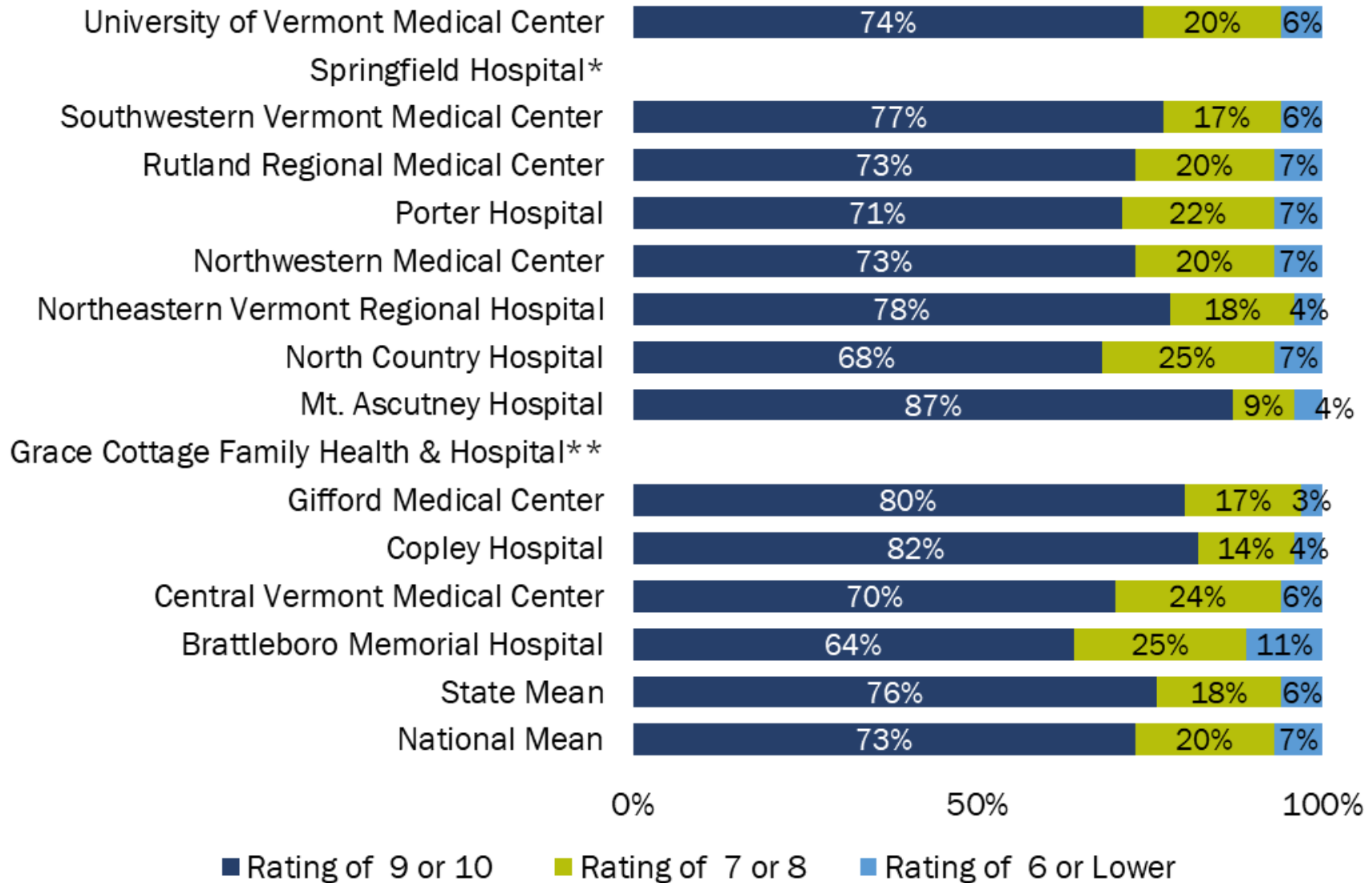
## How Well Did the Patients Understand the Type of Care They Would Need After Leaving the Hospital?



\* 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)\*\*\*

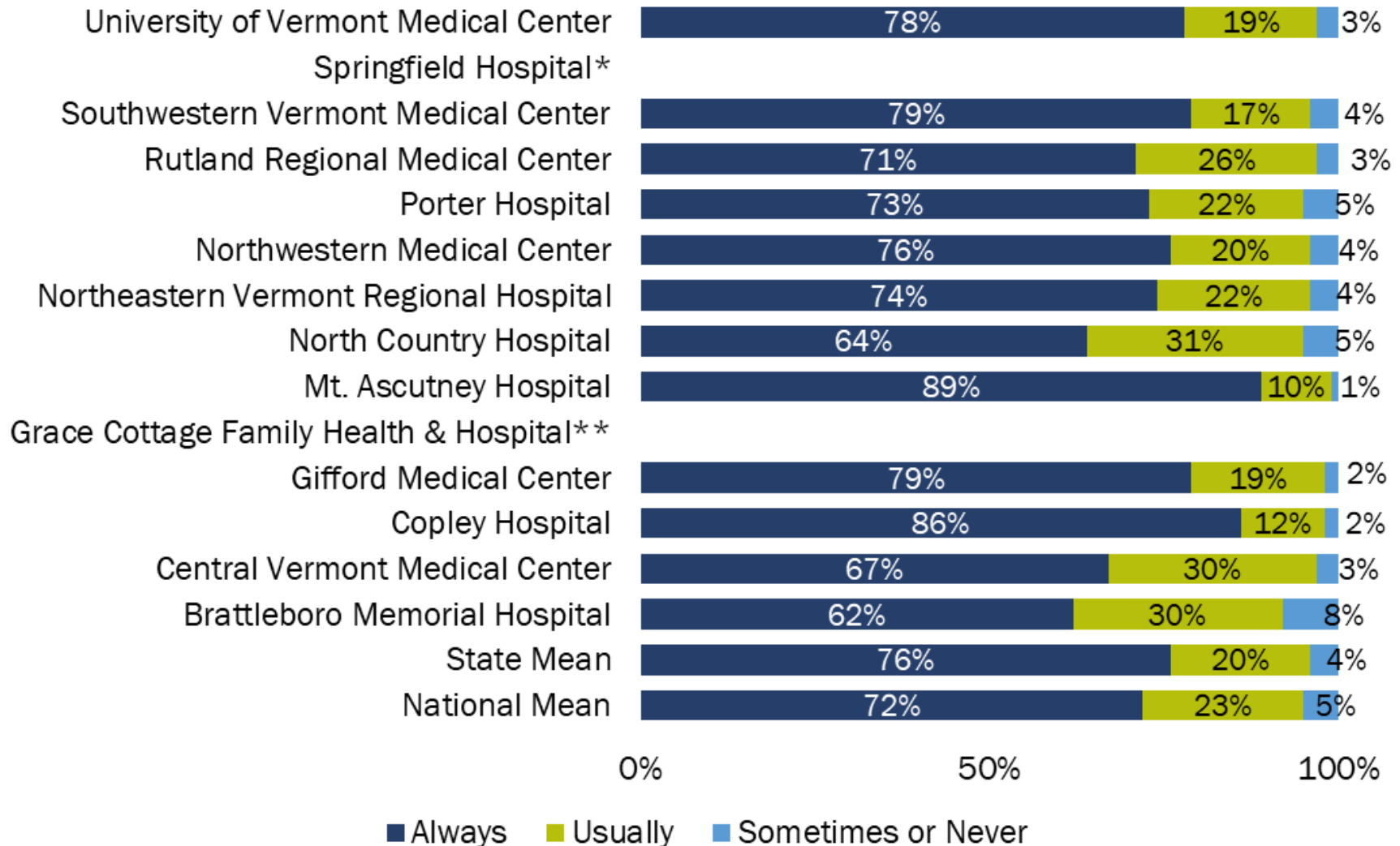


\* Springfield Hospital's results are not available for this reporting period.

\*\* 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".

## 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.

2020 HOSPITAL REPORT CARD

Reporting Period for this report: 1/1/2019 – 12/31/2019

Hospital Name	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	367	24%
Central Vermont Medical Center	648	26%
Copley Hospital	579	42%
Gifford Medical Center	326	34%
Grace Cottage Family Health & Hospital	n/a <sup>1</sup>	n/a <sup>1</sup>
Mt. Ascutney Hospital	109	29%
North Country Hospital	235	27%
Northeastern Vermont Regional Hospital	317	27%
Northwestern Medical Center	362	24%
Porter Hospital	309	26%
Rutland Regional Medical Center	926	31%
Southwestern Vermont Medical Center	347	27%
Springfield Hospital	n/a <sup>5</sup>	n/a <sup>5</sup>
University of Vermont Medical Center	4107	26%