Survey of Patients' Experience – Inpatient Setting

Hospital Consumer Assessment of Healthcare Providers and Systems Survey

Hospital Name Summary Star Rating $\bigstar \bigstar \bigstar \bigstar \bigstar$ Brattleboro Memorial Hospital Central Vermont Medical Center \star \star \star \star \star Copley Hospital $\star \star \star \star \star \star$ Gifford Medical Center Grace Cottage Family Health & Hospital* n/a 1 $\bigstar \bigstar \bigstar \bigstar \bigstar \bigstar$ 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* $\star \star \star \star \star \star$ University of Vermont Medical Center $\star \star \star \star \star \star \star$ White River Junction VA Medical Center

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



How Often did Nurses Communicate Well with Patients?

White River Junction VA Medical Center	81%	16% 3	3%
University of Vermont Medical Center	83%	15%	2%
Springfield Hospital	77%	21%	2%
Southwestern Vermont Medical Center	84%	13%	3%
Rutland Regional Medical Center	82%	14%	4%
Porter Hospital	81%	15%	4%
Northwestern Medical Center	78%	17%	5%
Northeastern Vermont Regional Hospital	80%	16%	4%
North Country Hospital	75%	20%	5%
Mt. Ascutney Hospital	82%	16%	<mark>2%</mark>
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	83%	15%	2%
Copley Hospital	86%	11%	3%
Central Vermont Medical Center	85%	13%	2%
Brattleboro Memorial Hospital	81%	14%	5%
State Mean	82%	15%	3%
National Mean	80%	15%	5%
09	% 50%	1	.00%
Always 🕒 Usual	ly Sometimes or Never		



How Often did Doctors Communicate Well with Patients?

White River Junction VA Medical Center	84%	13%	<mark>3%</mark>
University of Vermont Medical Center	79%	17%	4%
Springfield Hospital	80%	17%	3%
Southwestern Vermont Medical Center	84%	13%	<mark>3%</mark>
Rutland Regional Medical Center	81%	15%	4%
Porter Hospital	83%	14%	3%
Northwestern Medical Center	78%	16% 6	6%
Northeastern Vermont Regional Hospital	79%	15% 6	5%
North Country Hospital	78%	17%	5%
Mt. Ascutney Hospital	87%	11%	<mark>6</mark> 2%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	84%	12%	4%
Copley Hospital	87%	10%	3%
Central Vermont Medical Center	84%	13%	3%
Brattleboro Memorial Hospital	79%	15%	6%
State Mean	83%	13%	4%
National Mean	80%	15%	5%
09	% 50%	1	LOO%
Always Usual	lly Sometimes or Never		



How Often did Patients Receive Help Quickly from Hospital Staff?

White River Junction VA Medical Center	74%	21%	5%
University of Vermont Medical Center	68%	24%	8%
Springfield Hospital	70%	23%	7%
Southwestern Vermont Medical Center	69%	25%	6%
Rutland Regional Medical Center	67%	23%	10%
Porter Hospital	71%	18%	11%
Northwestern Medical Center	62%	29%	9%
Northeastern Vermont Regional Hospital	69%	22%	9%
North Country Hospital	67%	26%	7%
Mt. Ascutney Hospital	73%	25%	2%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	74%	21%	5%
Copley Hospital	77%	17%	6%
Central Vermont Medical Center	71%	23%	6%
Brattleboro Memorial Hospital	68%	24%	8%
State Mean	71%	22%	7%
National Mean	66%	24%	10%
09	% 50%		100%
Always	lly Sometimes or Never		



11/14/2022

	 -		1000		

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

White River Junction VA Medical Center	72%	15%	13%
University of Vermont Medical Center	63%	19%	18%
Springfield Hospital	61%	19%	20%
Southwestern Vermont Medical Center	66%	18%	16%
Rutland Regional Medical Center	63%	19%	18%
Porter Hospital	67%	18%	15%
Northwestern Medical Center	63%	17%	20%
Northeastern Vermont Regional Hospital	63%	21%	16%
North Country Hospital	54%	26%	20%
Mt. Ascutney Hospital	73%	13%	14%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	67%	19%	14%
Copley Hospital	68%	18%	14%
Central Vermont Medical Center	67%	17%	16%
Brattleboro Memorial Hospital	65%	18%	17%
State Mean	67%	17%	16%
National Mean	62%	18%	20%
0%	50%		100%
Always Usually	Sometimes or Never		



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

White River Junction VA Medical Center	71%	20% 9%	
University of Vermont Medical Center	71%	20% 9%	
Springfield Hospital	71%	23% 6%	
Southwestern Vermont Medical Center	80%	16% 4%	5
Rutland Regional Medical Center	70%	21% 9%	
Porter Hospital	68%	24% 8%	
Northwestern Medical Center	63%	20% 17%	
Northeastern Vermont Regional Hospital	80%	16% 49	%
North Country Hospital	78%	16% 6%	
Mt. Ascutney Hospital	87%	9% 4	1%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	77%	18% 5%	
Copley Hospital	79%	13% 8%	
Central Vermont Medical Center	80%	15% 5	%
Brattleboro Memorial Hospital	76%	17% 7%	
State Mean	75%	18% 7%	
National Mean	73%	18% 9%	
0%	6 50%	100	О%
Always Usuall	y Sometimes or Never		



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

White River Junction VA Medical Center	53%	32%	15%
University of Vermont Medical Center	59%	31%	10%
Springfield Hospital	57%	28%	15%
Southwestern Vermont Medical Center	54%	35%	11%
Rutland Regional Medical Center	48%	37%	15%
Porter Hospital	58%	29%	13%
Northwestern Medical Center	58%	31%	11%
Northeastern Vermont Regional Hospital	55%	33%	12%
North Country Hospital	46%	39%	15%
Mt. Ascutney Hospital	63%	32%	5%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	62%	31%	7%
Copley Hospital	66%	28%	6%
Central Vermont Medical Center	53%	33%	14%
Brattleboro Memorial Hospital	60%	30%	10%
State Mean	56%	33%	11%
National Mean	62%	28%	10%
0%	50	9%	1009

Always Usually Sometimes or Never



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

White River Junction VA Medical Center	88%	12%
University of Vermont Medical Center	89%	11%
Springfield Hospital	84%	16%
Southwestern Vermont Medical Center	91%	9%
Rutland Regional Medical Center	91%	9%
Porter Hospital	94%	<mark>6%</mark>
Northwestern Medical Center	88%	12%
Northeastern Vermont Regional Hospital	88%	12%
North Country Hospital	87%	13%
Mt. Ascutney Hospital	90%	10%
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	87%	13%
Copley Hospital	92%	8%
Central Vermont Medical Center	90%	10%
Brattleboro Memorial Hospital 📕	90%	10%
State Mean	89%	11%
National Mean	86%	14%
O%	50%	100%
"YES" They were Given Information	"NO" They were Not Given Informa	tion



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

White River Junction VA Medical Center	64%	33%	3%
University of Vermont Medical Center	52%	44%	4%
Springfield Hospital	48%		6%
Southwestern Vermont Medical Center	53%	44%	<mark>3%</mark>
Rutland Regional Medical Center	53%	41%	6%
Porter Hospital	55%	41%	4%
Northwestern Medical Center	46%	47%	7%
Northeastern Vermont Regional Hospital	55%	40%	5%
North Country Hospital	44%	52%	4%
Mt. Ascutney Hospital	61%	34%	5%
Grace Cottage Family Health & Hospital**			
Gifford Medical Center	59%	38%	3%
Copley Hospital	62%	35%	3%
Central Vermont Medical Center	55%	42%	3%
Brattleboro Memorial Hospital	49%	44%	7%
State Mean	55%	41%	4%
National Mean	52%	42%	6%
O%	50%		100%
Always Usually	Sometimes or Never		



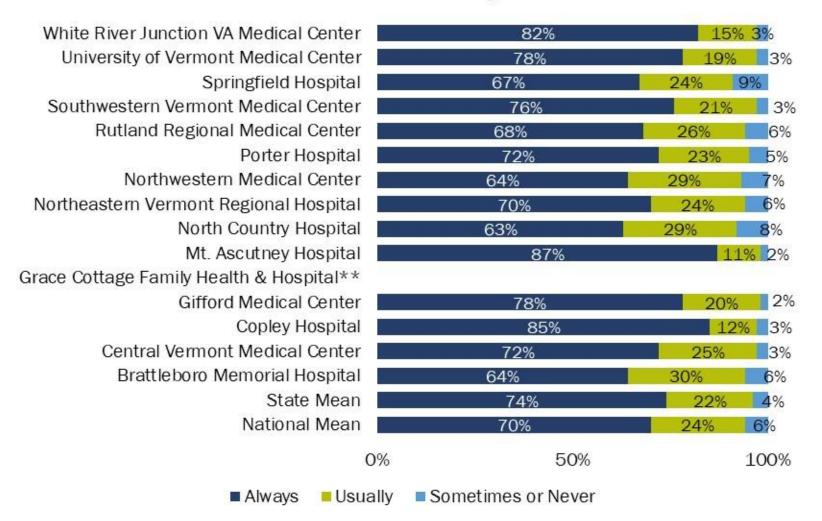
How Well Do Patients Rate the Hospital? (Scale of 0 to 10)****

White River Junction VA Medical Center	79%	16% 5%
University of Vermont Medical Center	76%	18% 6%
Springfield Hospital	64%	26% 10%
Southwestern Vermont Medical Center	78%	17% 5%
Rutland Regional Medical Center	70%	20% 10%
Porter Hospital	75%	16% 9%
Northwestern Medical Center	63%	28% 9%
Northeastern Vermont Regional Hospital	70%	21% 9%
North Country Hospital	61%	29% 10%
Mt. Ascutney Hospital	83%	14% 3%
Grace Cottage Family Health & Hospital**		
Gifford Medical Center	82%	12% 6%
Copley Hospital	80%	16% 4%
Central Vermont Medical Center	75%	20% 5%
Brattleboro Memorial Hospital	68%	23% 9%
State Mean	75%	18% 7%
National Mean	72%	19% 9%
C	0% 50%	100%
Rating of 9 or 10 Rat	ing of 7 or 8 🛛 🗖 Rating of 6	or Lower

** 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?





Reporting Period for this report: 1/1/2021 – 12/31/2021

HospitalName	Number of Survey Completed	Survey Response Rate
Brattleboro Memorial Hospital	317	23
Central Vermont Medical Center	525	24
Copley Hospital	409	40
Gifford Medical Center	277	28
Grace Cottage Family Health & Hospital	n/a ¹	n/a ¹
Mt. Ascutney Hospital	156	28
North Country Hospital	210	23
Northeastern Vermont Regional Hospital	235	20
Northwestern Medical Center	335	21
Porter Hospital	222	23
Rutland Regional Medical Center	615	24
Southwestern Vermont Medical Center	406	24
Springfield Hospital	139	22
University of Vermont Medical Center	3684	25
White River Junction VA Medical Center	489	45

