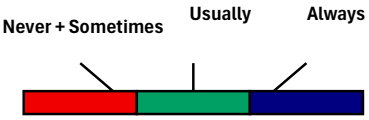
HCAHPS: Communication with Nurses

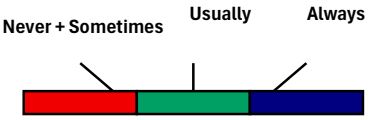
(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	4	16	80
Region					
New England	158	107,555	4	16	80
Mid-Atlantic	334	290,582	5	16	79
South Atlantic	581	533,060	5	17	78
East North Central	617	350,772	4	16	80
East South Central	290	156,280	4	15	81
West North Central	491	183,794	3	15	82
West South Central	516	281,738	4	16	80
Mountain	325	172,612	4	17	79
Pacific	431	321,602	5	18	77
Bed Size					
6-24 beds	457	48,920	2	13	85
25-49 beds	781	134,753	3	14	83
50-99 beds	542	205,789	4	16	80
100-199 beds	773	478,994	5	17	78
200-299 beds	438	374,404	6	18	76
300-399 beds	290	317,836	5	19	76
400-499 beds	160	195,644	6	19	75
500 or more beds	302	641,655	5	19	76
Teaching Status					
Major Teaching	230	462,501	5	18	77
Minor Teaching	1,748	1,386,907	5	17	78
Non-Teaching	1,765	548,587	3	15	82
Ownership and Control					
Profit	604	310,842	6	17	77
Non-profit	2,488	1,794,756	4	16	80
Government Affiliated	651	292,397	4	15	81
Location					
Rural	1,332	295,894	3	14	83
Urban	2,411	2,102,101	5	17	78

HCAHPS: Communication with Doctors

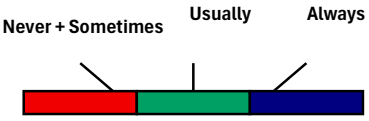
(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	6	15	79
Region					
New England	158	107,555	5	16	79
Mid-Atlantic	334	290,582	6	17	77
South Atlantic	581	533,060	6	16	78
East North Central	617	350,772	5	16	79
East South Central	290	156,280	5	14	81
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West South Central	516	281,738	5	15	80
Mountain	325	172,612	6	15	79
Pacific	431	321,602	6	17	77
Bed Size					
6-24 beds	457	48,920	4	11	85
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200-299 beds	438	374,404	7	17	76
300-399 beds	290	317,836	7	17	76
400-499 beds	160	195,644	7	18	75
500 or more beds	302	641,655	7	17	76
Teaching Status					
Major Teaching	230	462,501	6	17	77
Minor Teaching	1,748	1,386,907	6	17	77
Non-Teaching	1,765	548,587	5	13	82
Ownership and Control					
Profit	604	310,842	7	16	77
Non-profit	2,488	1,794,756	5	16	79
Government Affiliated	651	292,397	4	14	82
Location					
Rural	1,332	295,894	4	13	83
Urban	2,411	2,102,101	6	16	78

HCAHPS: Restfulness of Environment

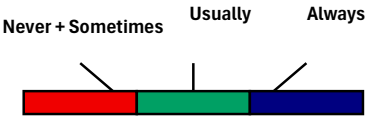
(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	11	30	59
Region					
New England	158	107,555	13	32	55
Mid-Atlantic	334	290,582	14	32	54
South Atlantic	581	533,060	12	31	57
East North Central	617	350,772	10	31	59
East South Central	290	156,280	9	29	62
West North Central	491	183,794	8	28	64
West South Central	516	281,738	9	28	63
Mountain	325	172,612	10	31	59
Pacific	431	321,602	14	32	54
Bed Size					
6-24 beds	457	48,920	7	25	68
25-49 beds	781	134,753	8	27	65
50-99 beds	542	205,789	10	30	60
100-199 beds	773	478,994	12	32	56
200-299 beds	438	374,404	14	33	53
300-399 beds	290	317,836	14	33	53
400-499 beds	160	195,644	14	34	52
500 or more beds	302	641,655	15	32	53
Teaching Status					
Major Teaching	230	462,501	15	33	52
Minor Teaching	1,748	1,386,907	13	31	56
Non-Teaching	1,765	548,587	9	28	63
Ownership and Control					
Profit	604	310,842	12	30	58
Non-profit	2,488	1,794,756	11	31	58
Government Affiliated	651	292,397	9	29	62
Location					
Rural	1,332	295,894	8	28	64
Urban	2,411	2,102,101	12	32	56

HCAHPS: Care Coordination

(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	6	20	74
Region					
New England	158	107,555	6	21	73
Mid-Atlantic	334	290,582	7	22	71
South Atlantic	581	533,060	7	21	72
East North Central	617	350,772	6	20	74
East South Central	290	156,280	6	18	76
West North Central	491	183,794	4	18	78
West South Central	516	281,738	6	19	75
Mountain	325	172,612	6	21	73
Pacific	431	321,602	7	23	70
Bed Size					
6-24 beds	457	48,920	4	15	81
25-49 beds	781	134,753	4	17	79
50-99 beds	542	205,789	6	20	74
100-199 beds	773	478,994	7	22	71
200-299 beds	438	374,404	8	23	69
300-399 beds	290	317,836	8	23	69
400-499 beds	160	195,644	8	24	68
500 or more beds	302	641,655	8	23	69
Teaching Status					
Major Teaching	230	462,501	7	23	70
Minor Teaching	1,748	1,386,907	7	22	71
Non-Teaching	1,765	548,587	5	18	77
Ownership and Control					
Profit	604	310,842	8	21	71
Non-profit	2,488	1,794,756	6	20	74
Government Affiliated	651	292,397	5	18	77
Location					
Rural	1,332	295,894	4	18	78
Urban	2,411	2,102,101	7	22	71

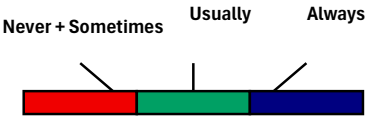
HCAHPS: Responsiveness of Hospital Staff

(Represents patients discharged between January 2025 and December 2025)

	Hospitals	Completed surveys	Never + Sometimes / Usually / Always
National Results	3,743	2,397,995	10 / 26 / 64
Region			
New England	158	107,555	12 / 27 / 61
Mid-Atlantic	334	290,582	13 / 27 / 60
South Atlantic	581	533,060	13 / 27 / 60
East North Central	617	350,772	9 / 26 / 65
East South Central	290	156,280	11 / 24 / 65
West North Central	491	183,794	7 / 23 / 70
West South Central	516	281,738	10 / 24 / 66
Mountain	325	172,612	9 / 26 / 65
Pacific	431	321,602	12 / 28 / 60
Bed Size			
6-24 beds	457	48,920	5 / 19 / 76
25-49 beds	781	134,753	6 / 23 / 71
50-99 beds	542	205,789	9 / 26 / 65
100-199 beds	773	478,994	12 / 28 / 60
200-299 beds	438	374,404	14 / 29 / 57
300-399 beds	290	317,836	14 / 29 / 57
400-499 beds	160	195,644	15 / 30 / 55
500 or more beds	302	641,655	15 / 30 / 55
Teaching Status			
Major Teaching	230	462,501	14 / 30 / 56
Minor Teaching	1,748	1,386,907	12 / 28 / 60
Non-Teaching	1,765	548,587	8 / 23 / 69
Ownership and Control			
Profit	604	310,842	13 / 25 / 62
Non-profit	2,488	1,794,756	10 / 27 / 63
Government Affiliated	651	292,397	9 / 23 / 68
Location			
Rural	1,332	295,894	7 / 23 / 70
Urban	2,411	2,102,101	12 / 28 / 60

HCAHPS: Communication About Medicines

(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	19	19	62
Region					
New England	158	107,555	19	19	62
Mid-Atlantic	334	290,582	21	19	60
South Atlantic	581	533,060	21	19	60
East North Central	617	350,772	19	19	62
East South Central	290	156,280	19	18	63
West North Central	491	183,794	16	20	64
West South Central	516	281,738	19	18	63
Mountain	325	172,612	18	20	62
Pacific	431	321,602	20	20	60
Bed Size					
6-24 beds	457	48,920	14	17	69
25-49 beds	781	134,753	15	19	66
50-99 beds	542	205,789	19	19	62
100-199 beds	773	478,994	21	19	60
200-299 beds	438	374,404	22	20	58
300-399 beds	290	317,836	22	20	58
400-499 beds	160	195,644	23	20	57
500 or more beds	302	641,655	22	21	57
Teaching Status					
Major Teaching	230	462,501	22	20	58
Minor Teaching	1,748	1,386,907	21	20	59
Non-Teaching	1,765	548,587	17	18	65
Ownership and Control					
Profit	604	310,842	22	18	60
Non-profit	2,488	1,794,756	19	19	62
Government Affiliated	651	292,397	17	18	65
Location					
Rural	1,332	295,894	16	19	65
Urban	2,411	2,102,101	21	19	60

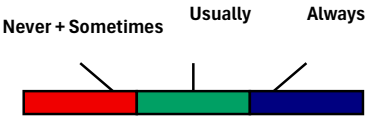
HCAHPS: Discharge Information

(Represents patients discharged between January 2025 and December 2025)

	Hospitals	Completed surveys	No	Yes
National Results	3,743	2,397,995	14	86
Region				
New England	158	107,555	12	88
Mid-Atlantic	334	290,582	15	85
South Atlantic	581	533,060	15	85
East North Central	617	350,772	13	87
East South Central	290	156,280	14	86
West North Central	491	183,794	12	88
West South Central	516	281,738	14	86
Mountain	325	172,612	13	87
Pacific	431	321,602	14	86
Bed Size				
6-24 beds	457	48,920	11	89
25-49 beds	781	134,753	12	88
50-99 beds	542	205,789	13	87
100-199 beds	773	478,994	15	85
200-299 beds	438	374,404	16	84
300-399 beds	290	317,836	15	85
400-499 beds	160	195,644	16	84
500 or more beds	302	641,655	15	85
Teaching Status				
Major Teaching	230	462,501	14	86
Minor Teaching	1,748	1,386,907	15	85
Non-Teaching	1,765	548,587	13	87
Ownership and Control				
Profit	604	310,842	16	84
Non-profit	2,488	1,794,756	13	87
Government Affiliated	651	292,397	13	87
Location				
Rural	1,332	295,894	12	88
Urban	2,411	2,102,101	15	85

HCAHPS: Cleanliness of Hospital Environment

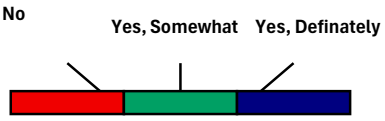
(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	Never + Sometimes	Usually	Always
National Results	3,743	2,397,995	9	18	73
Region					
New England	158	107,555	9	19	72
Mid-Atlantic	334	290,582	10	20	70
South Atlantic	581	533,060	10	18	72
East North Central	617	350,772	8	18	74
East South Central	290	156,280	10	18	72
West North Central	491	183,794	7	17	76
West South Central	516	281,738	8	17	75
Mountain	325	172,612	8	18	74
Pacific	431	321,602	8	19	73
Bed Size					
6-24 beds	457	48,920	5	14	81
25-49 beds	781	134,753	6	15	79
50-99 beds	542	205,789	8	18	74
100-199 beds	773	478,994	9	20	71
200-299 beds	438	374,404	11	20	69
300-399 beds	290	317,836	11	21	68
400-499 beds	160	195,644	12	22	66
500 or more beds	302	641,655	12	21	67
Teaching Status					
Major Teaching	230	462,501	11	22	67
Minor Teaching	1,748	1,386,907	10	20	70
Non-Teaching	1,765	548,587	7	16	77
Ownership and Control					
Profit	604	310,842	10	18	72
Non-profit	2,488	1,794,756	9	18	73
Government Affiliated	651	292,397	7	17	76
Location					
Rural	1,332	295,894	6	17	77
Urban	2,411	2,102,101	10	19	71

HCAHPS: Information About Symptoms

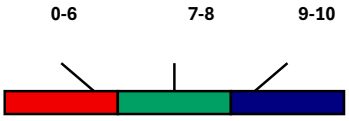
(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	No	Yes, Somewhat	Yes, Definately
National Results	3,743	2,397,995	8	19	73
Region					
New England	158	107,555	8	19	73
Mid-Atlantic	334	290,582	9	21	70
South Atlantic	581	533,060	9	20	71
East North Central	617	350,772	7	20	73
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300-399 beds	290	317,836	10	21	69
400-499 beds	160	195,644	10	22	68
500 or more beds	302	641,655	9	22	69
Teaching Status					
Major Teaching	230	462,501	9	21	70
Minor Teaching	1,748	1,386,907	9	21	70
Non-Teaching	1,765	548,587	7	18	75
Ownership and Control					
Profit	604	310,842	10	21	69
Non-profit	2,488	1,794,756	8	19	73
Government Affiliated	651	292,397	7	18	75
Location					
Rural	1,332	295,894	6	17	77
Urban	2,411	2,102,101	9	20	71

HCAHPS: Hospital Rating

(Represents patients discharged between January 2025 and December 2025)



	Hospitals	Completed surveys	0-6	7-8	9-10
National Results	3,743	2,397,995	8	21	71
Region					
New England	158	107,555	9	22	69
Mid-Atlantic	334	290,582	10	23	67
South Atlantic	581	533,060	10	21	69
East North Central	617	350,772	8	20	72
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Non-Teaching	1,765	548,587	7	19	74
Ownership and Control					
Profit	604	310,842	11	21	68
Non-profit	2,488	1,794,756	8	21	71
Government Affiliated	651	292,397	7	19	74
Location					
Rural	1,332	295,894	7	19	74
Urban	2,411	2,102,101	9	21	70

HCAHPS: Recommend the Hospital

(Represents patients discharged between January 2025 and December 2025)

	Hospitals	Completed surveys	Definitely No + Probably No	Probably Yes	Definitely Yes
National Results	3,743	2,397,995	6	23	71
Region					
New England	158	107,555	6	24	70
Mid-Atlantic	334	290,582	7	26	67
South Atlantic	581	533,060	7	24	69
East North Central	617	350,772	6	23	71
East South Central	290	156,280	6	24	70
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Bed Size					
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50-99 beds	542	205,789	6	24	70
100-199 beds	773	478,994	7	26	67
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300-399 beds	290	317,836	7	25	68
400-499 beds	160	195,644	8	24	68
500 or more beds	302	641,655	7	23	70
Teaching Status					
Major Teaching	230	462,501	6	23	71
Minor Teaching	1,748	1,386,907	7	24	69
Non-Teaching	1,765	548,587	5	22	73
Ownership and Control					
Profit	604	310,842	9	24	67
Non-profit	2,488	1,794,756	5	24	71
Government Affiliated	651	292,397	5	21	74
Location					
Rural	1,332	295,894	4	24	72
Urban	2,411	2,102,101	7	23	70

APPENDIX: HCAHPS Hospital Characteristics Comparison Charts

The hospital characteristic variables utilized to create the HCAHPS Hospital Characteristics Comparison Charts were derived from a survey of hospitals conducted by the American Hospital Association (AHA);

Region

Groups of states as defined by the United States Census Bureau.
New England: CT, MA, ME, NH, RI, VT
Mid-Atlantic: NJ, NY, PA
South Atlantic: DC, DE, FL, GA, MD, NC, SC, VA, WV
East North Central: IL, IN, MI, OH, WI
East South Central: AL, KY, MS, TN
West North Central: IA, KS, MN, MO, NE, ND, SD
West South Central: AR, LA, OK, TX
Mountain: AZ, CO, ID, MT, NM, NV, UT, WY
Pacific: AK, CA, HI, OR, WA

Bed Size

Self-reported by hospitals participating in the AHA general survey.

Teaching Status

Major teaching hospitals are those with Council of Teaching Hospitals (COTH) designation. **Minor teaching** hospitals are those either approved to participate in residency and/or internship training by the Accreditation Council for Graduate Medical Education (ACGME), or those with medical school affiliation reported to the American Medical Association (AMA). **Non-teaching** hospitals are those without COTH, ACGME, or medical school (AMA) affiliation.

Ownership and Control

Organization or authority that is responsible for establishing policy for overall operation of the hospital.
Profit: Investor; Corporation, Investor; Individual, Investor; Partnership
Non-Profit: Church Operated, Other Not-For-Profit
Government Affiliated: City, City-County, State, Hospital District or Authority, Public Health Service Indian Service, Public Health Service (other than Indian Service)

Location

Derived from hospital's defined Core-Based Statistical Area (CBSA)
Rural: Rural and Micropolitan CBSAs
Urban: Metro and Division CBSAs.

For additional information about the AHA survey, please visit www.ahadata.com.

http://www.hcahpsonline.org Centers for Medicare & Medicaid Services, Baltimore, MD.
Month, Date, Year the page was accessed.