

Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS)

Hospital Discharges July 2009-June 2010 (335 responses)

HCAHPS (pronounced "H-caps") is a 27 question standardized telephone survey measuring patients' ratings of their hospital experience. The results are compiled into 10 separate core measures listed below. All results of this test are publicly reported at <http://www.hospitalcompare.hhs.gov>, where other hospital results can be found as well. HCAHPS allows hospitals to publicly report and compare their results locally, regionally, and nationally.

	UNC	Duke	Durham Regional	WakeMed	Rex	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	81	74	58	74	75	69	67
% Patients who would recommend hospital to friends & family	85	80	69	75	84	71	69
% Patients given information about what to do during recovery at home	88	88	77	85	87	83	82
% Doctors who communicated well with patients	82	80	78	79	82	83	80
% Nurses who communicated well with patients	80	77	70	76	77	79	76
% Patients who received help quickly from hospital staff	65	54	55	64	64	67	64
% Staff who explained medicines before giving them to patients	68	64	55	62	62	63	60
% Patients whose pain was well controlled	73	65	63	71	69	71	69
% Patients whose rooms were kept quiet at night	64	55	45	60	52	62	58
% Patients rooms and bathrooms kept clean	72	56	59	62	64	70	71



Highest Scoring Hospital
National Average
NC Average