

Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS)

Hospital Discharges July 2013-June 2014

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	Johnston	High Point	Chatham	M. Pardee	Caldwell	Rex	Nash	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	79	72	71	76	75	65	77	67	71	71
% Patients who would recommend hospital to friends & family	83	69	72	74	76	66	85	61	71	71
% Patients given information about what to do during recovery at home	88	90	83	87	89	87	92	87	87	86
% Doctors who communicated well with patients	83	81	78	91	83	85	86	81	83	82
% Nurses who communicated well with patients	81	81	89	87	79	79	81	79	81	79
% Patients who received help quickly from hospital staff	67	68	64	84	67	66	68	68	68	68
% Staff who explained medicines before giving them to patients	68	67	62	69	64	64	70	65	66	65
% Patients whose pain was well controlled	70	72	69	76	68	71	71	70	72	71
% Patients whose rooms were kept quiet at night	61	70	59	72	61	62	62	59	63	62
% Patients rooms and bathrooms kept clean	73	71	70	87	80	74	69	69	72	74
% Patients who understood their care when they left the hospital	58	51	51	55	55	49	61	46	52	52
Star Rating (1-5)	4	4	3	5	4	3	4	3		



Highest Scoring Hospital
 NC Average
 National Average