


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	Duke	Duke Regional	WakeMed	Rex	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	79	78	68	72	77	71	71
% Patients who would recommend hospital to friends & family	83	84	76	79	85	71	71
% Patients given information about what to do during recovery at home	88	88	85	88	92	87	86
% Doctors who communicated well with patients	83	83	84	83	86	83	82
% Nurses who communicated well with patients	81	81	80	82	81	81	79
% Patients who received help quickly from hospital staff	67	64	64	68	68	68	68
% Staff who explained medicines before giving them to patients	68	65	65	66	70	66	65
% Patients whose pain was well controlled	70	73	73	73	71	72	71
% Patients whose rooms were kept quiet at night	61	59	56	67	62	63	62
% Patients rooms and bathrooms kept clean	73	68	67	67	69	72	74
% Patients who understood their care when they left the hospital	58	60	54	57	61	52	52
Star Rating (1-5)	4	4	3	4	4		



 Highest Scoring Hospital
 NC Average
 National Average