




Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS)

Hospital Discharges October 2013-September 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	78	79	69	74	77	70	71
% Patients who would recommend hospital to friends & family	83	84	76	77	85	70	71
% Patients given information about what to do during recovery at home	88	88	85	88	91	86	86
% Doctors who communicated well with patients	82	84	84	83	86	83	82
% Nurses who communicated well with patients	82	81	80	81	81	80	79
% Patients who received help quickly from hospital staff	67	64	65	67	67	68	68
% Staff who explained medicines before giving them to patients	68	65	66	69	68	66	65
% Patients whose pain was well controlled	71	73	74	72	72	71	71
% Patients whose rooms were kept quiet at night	61	60	58	64	63	62	62
% Patients rooms and bathrooms kept clean	73	69	67	65	65	72	74
% Patients who understood their care when they left the hospital	59	60	55	56	61	52	52
Star Rating (1-5)	4	4	4	4	4		

 Highest Scoring Hospital
 NC Average
 National Average