

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	Johnston	High Point	Chatham	M. Pardee	Caldwell	Rex	Nash	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	78	73	70	75	76	65	77	67	70	71
% Patients who would recommend hospital to friends & family	83	69	72	76	77	66	85	62	70	71
% Patients given information about what to do during recovery at home	88	90	83	88	91	88	91	88	86	86
% Doctors who communicated well with patients	82	82	77	92	84	83	86	81	83	82
% Nurses who communicated well with patients	82	82	79	87	80	80	81	79	80	79
% Patients who received help quickly from hospital staff	67	68	63	89	67	66	67	68	68	68
% Staff who explained medicines before giving them to patients	68	67	62	71	67	65	68	66	66	65
% Patients whose pain was well controlled	71	74	69	72	69	71	72	70	71	71
% Patients whose rooms were kept quiet at night	61	70	56	75	61	63	63	60	62	62
% Patients rooms and bathrooms kept clean	73	72	70	92	82	72	65	68	72	74
% Patients who understood their care when they left the hospital	59	51	51	52	55	50	61	47	52	52
Star Rating (1-5)	4	4	3	5	4	3	4	3		



Highest Scoring Hospital
 NC Average
 National Average