

# 2007 CAHPS<sup>®</sup> Hospital Survey Chartbook

What Patients Say About Their  
Experiences With Hospital Care

Summary-Level Report of  
2006 H-CAHPS Survey  
Data Submitted by  
Hospitals Participating in  
the CAHPS Database

May 2007

## Acknowledgments

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## I. Executive Summary

This *2007 CAHPS Hospital Survey Chartbook* presents summary-level results from the CAHPS Hospital Survey, commonly referred to as H-CAHPS, voluntarily submitted by 927 hospitals representing a total of 190,690 respondents across the country in 2006. AHRQ's National CAHPS Benchmarking Database (the CAHPS Database) has compiled these summary data for use by hospitals and their vendors for comparison to their own results prior to the public reporting of H-CAHPS by the Centers for Medicare & Medicaid Services (CMS) in March of 2008.

The 2006 H-CAHPS results presented in this Chartbook do not reflect a representative national sample of hospitals or patients. However, with the exception of region, the characteristics of the hospitals included are fairly consistent with the national distribution of community hospitals registered with the American Hospital Association (AHA), across other characteristics such as bed size, teaching status, and ownership and control. Results have been calculated at the patient-level for all respondents across all hospitals and are presented by hospital characteristics for each H-CAHPS composite and question item. No individual hospital scores are reported.

### *Survey Highlights*

Survey results for the 927 hospitals submitting data in 2006 are consistent with the overall findings reported in the *2006 CAHPS Hospital Survey Chartbook* (released in March 2006, representing 2005 H-CAHPS data submitted by 254 test site hospitals). Highlights from the 2006 data include the following:

- **High ratings for hospital care by a majority of survey respondents.** Sixty percent of survey respondents rated their hospitals either "9" or "10" on a 10-point scale where "0" is the "worst possible hospital" and "10" is the "best possible hospital." Over 90 percent of respondents would either definitely (66 percent) or probably (26 percent) recommend their hospital to their friends and family.
- **Highest scores for communication with doctors and nurses.** Over 8 out of 10 respondents (84 percent) reported that doctors always treated them with courtesy and respect (compared to 77 percent for nurses); 75 percent reported that doctors always listened carefully (compared to 65 percent for nurses); and 72 percent reported that doctors always explained things in a way they could understand (compared to 65 percent for nurses).
- **Lowest scores for communication about medications and discharge information.** Over one-quarter of all respondents (26 percent) reported that hospital staff never described possible side effects of new medications in a way they could understand. A similar proportion (25 percent) of respondents reported that hospital staff never talked with them about whether they would have the help they needed when they left the hospital. Twenty percent of respondents reported they never received written information about symptoms or health problems to look for when leaving the hospital.
- **High-to-moderate scores for pain management and the hospital physical environment.** Almost three quarters of respondents (72 percent) reported that hospital

staff always did everything they could to help with pain. However, only 59 percent reported that their pain was always well controlled when they needed pain medication. Only 51 percent of respondents reported that the area around their room was always quiet at night, while 65 percent reported that their room and bathroom were always kept clean.

### ***H-CAHPS Interactive Chartbook***

In addition to the summary-level information presented in this Chartbook, the CAHPS Database has developed a Web-based H-CAHPS Interactive Chartbook that enables users to select from a menu of options to view a wide range of comparison charts of H-CAHPS scores for both 2005 and 2006. The H-CAHPS Interactive Chartbook can be accessed at:  
<https://www.cahps.ahrq.gov/TabulationSystem/home/default.asp>.

## II. Introduction

The CAHPS Hospital Survey, also known as H-CAHPS or Hospital CAHPS, is the first publicly available standardized survey designed to gather information from adult inpatients about their experiences with hospital care and services. The purpose of the H-CAHPS survey is:

- To support public reporting on hospital performance by generating data that can be compared reliably across hospitals.
- To provide a uniform set of core patient survey measures that can complement other existing hospital survey tools designed to support quality improvement.

The CAHPS Hospital Survey was developed by the Agency for Healthcare Research and Quality (AHRQ) in partnership with the Centers for Medicare & Medicaid Services (CMS). After extensive field testing, stakeholder input, and public comment, a final 27-item version of the instrument was endorsed by the National Quality Forum in May 2005 and accepted for national implementation by CMS in early 2006.

Hospitals across the country are now using the H-CAHPS survey and are voluntarily reporting their data to CMS. CMS plans to initiate public reporting of these data in March of 2008. To participate in the CMS data collection and public reporting program, hospitals or their vendors are required to undergo training and participate in a practice “dry run” collection period leading to official collection of survey data. Approximately 2,700 hospitals began data collection in October 2006, and more are expected to participate later this year. Individual hospital-level results will be publicly reported on the Hospital Compare Web site (<http://www.hospitalcompare.hhs.gov>). After the initial launch in 2008, CMS intends to update the H-CAHPS data quarterly.

This *2007 CAHPS Hospital Survey Chartbook* presents summary-level H-CAHPS results obtained from a total of 927 hospitals that elected to submit their “dry run” data separately to the CAHPS Database, in order to create a national database that can be used to assess their results prior to CMS public reporting. All hospitals and their vendors were invited to participate in this separate initiative, by submitting H-CAHPS survey data collected for patients discharged between December 2005 and September 2006. Included in this total are H-CAHPS data from nearly 200 hospitals in California participating in the California Hospital Assessment and Reporting Task Force (CHART) project. These hospitals submitted H-CAHPS data collected for patients discharged from December 2005 through February 2006.

Summary results for all 927 hospitals are presented for each survey composite and question item, broken out by selected hospital characteristics (region, bed size, teaching status, and ownership and control). In addition to this Chartbook, the CAHPS Database has developed a Web-based H-CAHPS Interactive Chartbook that enables users to select from a menu of options to view comparison charts of H-CAHPS summary results by hospital characteristics, respondent characteristics, and mode of administration. In addition to the 2006 results, the Interactive Chartbook includes results from 2005 presented in the March 2006 *CAHPS Hospital Survey Chartbook* (for 254 hospitals). The Interactive Chartbook is available to all users at the following URL: <https://www.cahps.ahrq.gov/TabulationSystem/home/default.asp>

The CAHPS Database also has provided Microsoft Excel files of the tables and charts presented in this Chartbook to hospitals that contributed data, enabling them to make direct comparisons to their own results. Hospitals can use the Excel files to export data into their own documents and to facilitate the distribution of results to various internal and external audiences.

Research files from both the 2005 and 2006 H-CAHPS databases are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit [https://www.cahps.ahrq.gov/content/ncbd/gen/NCBD\\_GEN\\_InfoForResearchers.asp](https://www.cahps.ahrq.gov/content/ncbd/gen/NCBD_GEN_InfoForResearchers.asp).)

Further information on the CAHPS Database and its Hospital Survey component is available at: [https://www.cahps.ahrq.gov/content/ncbd/hosp/NCBD\\_HOSP\\_Intro.asp?p=105&s=53](https://www.cahps.ahrq.gov/content/ncbd/hosp/NCBD_HOSP_Intro.asp?p=105&s=53)

### III. Survey Highlights

This section presents a brief overview of the H-CAHPS survey results across all hospitals for the composite measures as well as the overall rating and willingness to recommend questions.

#### *Composite Measures*

The CAHPS Hospital Survey consists primarily of questions that ask respondents to report on their experiences with the care and service they received in the hospital. Questions related to the same topic are grouped together in “composites,” which allow for easy identification of overall patterns in the results. Appendix C lists the contents of each of the seven H-CAHPS composites.

Table 1 shows the six composite measures that consist of questions with response options ranging from “never” to “always.” These composites are shown in descending order of the percent of respondents reporting “always,” the most positive response option.

**Table 1. H-CAHPS Composites Ranked by Percent Responding “Always”**

Composite	Percent “Always”
Communication With Doctors	77
Communication With Nurses	69
Pain Management	66
Cleanliness and Quiet of Hospital Environment	58
Responsiveness of Hospital Staff	56
Communication About Medications	54

“Communication With Doctors” received the highest percentage of “always” responses, followed closely by “Communication With Nurses.” Doctors also scored higher than nurses on each of the three question items that comprise this composite.

The lowest scoring composite was “Communication About Medications,” with only 54 percent of respondents saying “always” to the two questions asking about hospital staff explanations of the purpose of any new medicines given and their possible side effects. The overall poor performance of hospitals on these measures is further substantiated by the percentage of respondents answering “never,” the most negative response option, as shown in Table 2.

**Table 2. H-CAHPS Composites Ranked by Percent Responding “Never”**

Composite	Percent “Never”
Communication About Medications	27
Responsiveness of Hospital Staff	16
Cleanliness and Quiet of Hospital Environment	15
Pain Management	9
Communication With Nurses	8
Communication With Doctors	6

Scores for the remaining composite, “Discharge Information,” also show significant opportunity for improvement. This composite consists of two “yes” or “no” questions related to receiving

written information upon leaving the hospital and being talked to by hospital staff about needing help after discharge. Almost one-quarter (23 percent) of respondents answered “no” to these questions combined, and over 25 percent reported that hospital staff did not talk to them about whether they would have the help they needed when leaving the hospital.

### ***Overall Rating and Willingness To Recommend***

Respondents were asked to provide an overall rating of the hospital on a scale of 0 to 10, where 0 represents the “worst possible hospital” and 10 represents the “best possible hospital.” The distribution of the rating scores for all hospitals is shown below.

**Table 3. Distribution of Hospital Rating Scores**

<b>Score</b>	<b>Percent</b>
10	37.4
9	22.5
8	19.8
7	7.7
6	3.2
5	3.9
4	1.5
3	1.3
2	0.9
1	0.6
0	1.1
<b>Total</b>	<b>100.0</b>

Sixty percent of respondents rate their hospitals either a “9” or “10”, indicating an overall high level of satisfaction. Less than 10 percent of those responding rated their hospitals at “5” or below.

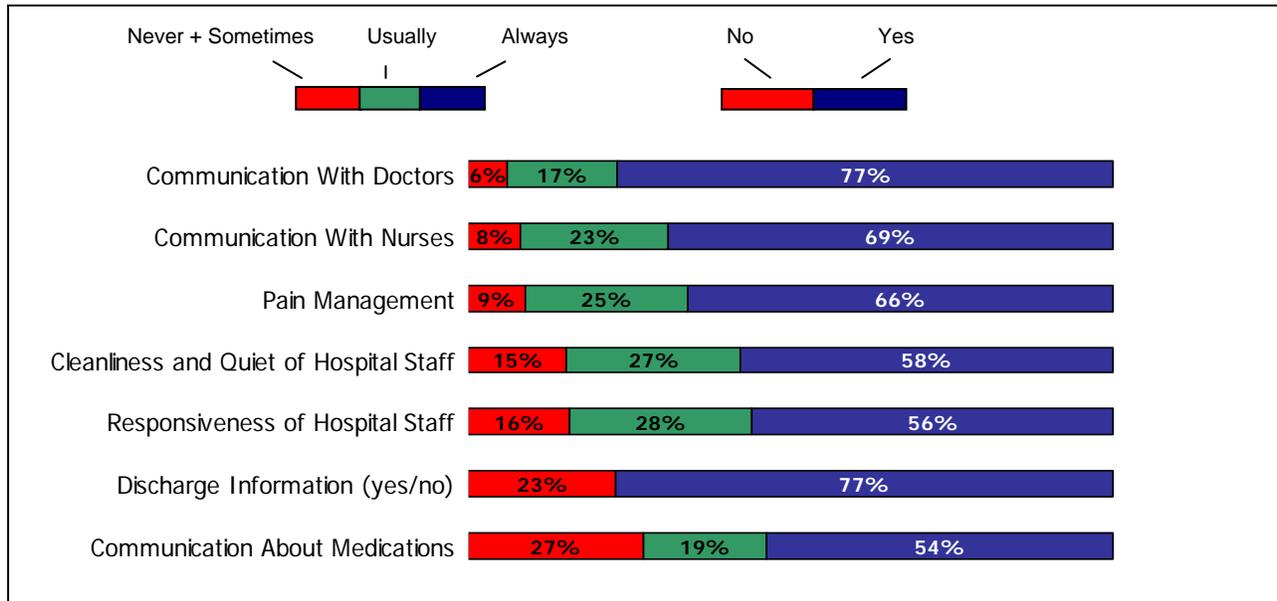
These positive ratings are further reinforced by responses to the “bottom line” question: “Would you recommend this hospital to your friends and family?” The distribution of responses to this question is shown in Table 4 below.

**Table 4. Distribution of Responses for Willingness To Recommend**

<b>Response</b>	<b>Percent</b>
Definitely Yes	66.3
Probably Yes	26.2
Probably No	4.4
Definitely No	3.1
<b>Total</b>	<b>100.0</b>

The following chart summarizes the distribution of responses for the seven H-CAHPS composite measures, ranked in ascending order of the percent of most negative responses.

**Chart 1. Distribution of Responses for H-CAHPS Composite Measures**



# IV. Data Sources, Methods, and Limitations

## Data Sources

In March 2006, the CAHPS Database published its *2006 CAHPS Hospital Survey Chartbook* presenting summary-level results submitted by 254 hospitals that had tested the H-CAHPS survey in 2005. Given the positive response by hospitals and vendors to these early national comparative data, the CAHPS Database continued its efforts to compile H-CAHPS data in 2006. All hospitals and vendors that participated in 2005 were invited to continue submitting data. Vendors trained and certified by CMS to collect and submit H-CAHPS as part of the CMS “dry run” and national implementation program were also invited to participate in the CAHPS Database activities. Finally, an invitation to participate was distributed to all State hospital associations by the American Hospital Association (AHA). Two Webcast training sessions were offered in October 2006, and the deadline for submitting survey data files and all other required information through a Web-based data submission system was January 26, 2007.

A total of 927 hospitals submitted approved data files and other required information for hospital patients discharged between December 1, 2005 through September 30, 2006. The cutoff date of September 30 was chosen to coincide with the end of the first CMS dry run period, to ensure consistency in data collection and reporting requirements. Hospitals and vendors submitted data collected for the CMS “dry run” as well as additional data collected during this time period. The most significant portion of additional data was submitted by the nearly 200 California-based hospitals participating in the California Hospital Assessment and Reporting Taskforce (CHART) project. These CHART hospitals agreed to submit H-CAHPS data collected for patients discharged from December 2005 through February 2006.

The following table summarizes key statistics from the resulting 2006 H-CAHPS database:

**Table 5. Key Database Statistics**

Number of hospitals <sup>1</sup>	927
Number of survey respondents	190,690
Average number of completed surveys per hospital <sup>2</sup>	206
Average response rate <sup>3</sup>	37.9

## Analysis Methods

The results presented in this Chartbook have been calculated using patient-level survey data from all 927 hospitals. The H-CAHPS composite measures and the individual survey item results were calculated using the publicly available CAHPS Analysis Macro. Survey records submitted to the CAHPS Database were carefully evaluated to ensure they met specific requirements for inclusion in the analysis. Many of these requirements are the same as those established by CMS

<sup>1</sup> A total of 935 hospitals submitted data to the CAHPS Database in 2006. However, 8 hospitals were excluded from the analysis because fewer than 10 completed surveys were submitted for these hospitals.

<sup>2</sup> The average number of completed surveys per hospital is less than the 300 required by CMS, but does not affect the summary-level results presented in this Chartbook since individual hospitals are not directly compared.

<sup>3</sup> Response rates were reported by all 927 of the hospitals submitting data. Among these hospitals, response rates ranged from a low of 3 percent to a high of 100 percent, with an average response rate of 38 percent.

for the national implementation of H-CAHPS. The CAHPS Database inclusion requirements are defined as follows:

- At least 50 percent of the survey items asked of all respondents were answered.
- No more than 84 days elapsed between the time the patient was discharged and the time the survey was completed.
- The survey was completed by an adult 18 years of age or older.
- The patient had at least an overnight stay in the hospital.

Based on these requirements, the CAHPS Database included 190,690 H-CAHPS survey records from the 927 participating hospitals. The results have not been patient-mix adjusted and are unweighted.

Given the disproportionate number of hospitals submitting data from California as part of the CHART project, a sensitivity analysis was conducted to assess the impact of the CHART data on the overall results. This analysis compared item-level results with and without the CHART data included. Because inclusion of the CHART data had virtually no effect on the overall results, these data were retained in the overall database in order to increase the size and scope of the comparisons. Differences in results by region are shown in the comparison charts for each composite and question.

Although hospitals submitting data used different modes of survey administration, the results presented in this Chartbook are not adjusted for possible mode effects. As shown in Table 6 below, 19.3 percent of respondents completed a telephone survey and nearly 78 percent completed a mail survey. Only 3 percent of respondents completed the survey via Interactive Voice Response (IVR).

**Table 6. Distribution of Respondents by Mode of Survey Administration**

Mode of Administration	Number of Respondents	Percent
Mail	148,210	77.7
Telephone	36,822	19.3
IVR	5,658	3.0
Total	190,690	100.0

Preliminary results from a mode experiment conducted by CMS indicate that differing modes of survey data collection lead to differences in survey responses. Based on this experiment, CMS and its research team have published recommendations for making adjustments to account for these mode differences.<sup>4</sup> These findings are preliminary in nature and the precise magnitude and direction of any mode adjustment has not been finalized by CMS. Furthermore, the CMS adjustments have been calculated at the hospital-level. As noted earlier, the H-CAHPS results presented in this Chartbook are calculated at the patient level, and therefore the mode adjustment recommended by CMS cannot be applied to these data. As a result, the CAHPS Database has elected to report non-adjusted results in this Chartbook.

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<sup>4</sup> This report, "Mode Adjustment of the CAHPS Hospital Survey," was published in December 2006 and is available at: [www.hcahponline.org](http://www.hcahponline.org).

## *Limitations of the Data*

The survey results presented in this Chartbook represent the largest compilation of H-CAHPS data currently available in the public domain, and therefore provide a useful reference point for comparison. There are several limitations to these data that should be kept in mind, however.

The 927 hospitals submitting data to the CAHPS Hospital Survey Database are not a representative sample of all hospitals in the United States, nor are they representative of all hospitals using the H-CAHPS survey. In addition, the persons who responded to the H-CAHPS survey are not representative of all patients who are admitted to hospitals. Information on the types of hospitals and respondents included in this database is provided in the following section.

Some hospitals and vendors submitted complete information about their data files (e.g., total initial sample size, respondent eligibility status, and so on.). However, this information was not uniformly available for all submissions. These survey data files, therefore, have been treated as a set of "convenience" samples rather than a population-based or probability sample with known characteristics and properties. The results have not been weighted and no adjustments were made for nonresponse -- techniques often applied to probability-based or population-based surveys.

Finally, the data collected and submitted to the CAHPS Database have been cleaned and checked, but no audit was performed to confirm the accuracy of the data submitted by hospitals or their survey vendors.

## V. Characteristics of Hospitals and Survey Respondents

When reviewing the H-CAHPS survey results presented in this Chartbook, it is helpful as context to have an understanding of the types of hospitals and respondents included in the database. This section presents characteristics of both the hospitals that have submitted data as well as the respondents to the survey.

### *Hospital Characteristics*

Although the hospitals that submitted data to the CAHPS database do not constitute a representative sample of all U.S. hospitals, the characteristics of these hospitals are fairly consistent with the national distribution of community hospitals registered with the American Hospital Association (AHA). The characteristics of submitting hospitals by AHA-defined region, bed size, teaching status, and ownership and control are presented in the tables below. These characteristics are presented for both the submitting hospitals as well as the survey respondents represented by these hospitals, compared to the distribution of registered U.S. community hospitals included in the most recent (2005) AHA Annual Survey of Hospitals.<sup>5</sup>

### Hospital Region

As shown in Table 7, the largest concentration of submitting hospitals is in the Pacific region, due to the relatively large number of California hospitals participating in the CHART project discussed previously. The South Atlantic region also is over-represented in the submitting hospitals. Because of the heavy distribution in the Pacific and South Atlantic regions, every other region is slightly to moderately under-represented when compared to the distribution of U.S. community hospitals.

**Table 7. Distribution of Respondents and Hospitals by AHA Region**

AHA Region*	Respondents		Submitting Hospitals		U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
New England	4,419	2.3	31	3.3	206	4.2
Mid-Atlantic	11,272	5.9	42	4.5	474	9.6
South Atlantic	37,126	19.5	223	24.1	743	15.1
East North Central	18,728	9.8	93	10.0	744	15.1
East South Central	10,647	5.6	66	7.1	438	8.9
West North Central	6,825	3.6	40	4.3	678	13.7
West South Central	15,941	8.4	103	11.1	738	15.0
Mountain	13,688	7.2	96	10.4	367	7.4
Pacific	72,044	37.8	233	25.1	548	11.1
<b>Total</b>	<b>190,690</b>	<b>100.0</b>	<b>927</b>	<b>100.0</b>	<b>4,936</b>	<b>100.0</b>

\*See Appendix D for a definition of the AHA regions.

<sup>5</sup> Data for AHA-registered community hospitals were obtained from the Health Forum, 2005 AHA Annual Survey of Hospitals. Percent totals do not always add to 100 percent due to rounding.

## Bed Size

The distribution of respondents and submitting hospitals by bed size is shown in Table 8, compared to U.S. community hospitals. The largest concentration of both submitting hospitals and respondents is in the range of 100-199 beds, consistent with the national distribution. Smaller hospitals account for substantially fewer respondents than do the larger hospitals, indicating a higher proportion of completed surveys for the larger hospitals. There is a higher proportion of larger institutions among the submitting hospitals compared to the national distribution.

**Table 8. Distribution of Respondents and Hospitals by Bed Size**

Bed Size	Respondents		Submitting Hospitals		U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
6-24 beds	723	0.4	18	1.9	370	7.5
25-49 beds	7,408	3.9	83	9.0	1,032	20.9
50-99 beds	22,443	11.8	149	16.1	1,001	20.3
100-199 beds	57,472	30.1	277	29.9	1,129	22.9
200-299 beds	38,980	20.4	173	18.7	619	12.5
300-399 beds	27,627	14.5	107	11.5	368	7.5
400-499 beds	16,428	8.6	54	5.8	173	3.5
500+ beds	19,609	10.3	66	7.1	244	4.9
<b>Total</b>	<b>190,690</b>	<b>100.0</b>	<b>927</b>	<b>100.0</b>	<b>4,936</b>	<b>100.0</b>

## Teaching Status

As shown in Table 9, the distribution of submitting hospitals by teaching status is quite consistent with the distribution of U.S. community hospitals. Only a slightly larger percentage of submitting hospitals (but representing an even larger percentage of total respondents) is classified as major teaching.

**Table 9. Distribution of Respondents and Hospitals by Teaching Status**

Teaching Status	Respondents		Submitting Hospitals		U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Major Teaching <sup>6</sup>	18,423	9.7	60	6.5	208	4.2
Minor Teaching <sup>7</sup>	28,452	14.9	135	14.6	861	17.4
Non-Teaching	143,815	75.4	732	79.0	3,867	78.3
<b>Total</b>	<b>190,690</b>	<b>100.0</b>	<b>927</b>	<b>100.0</b>	<b>4,936</b>	<b>100.0</b>

<sup>6</sup> Major teaching hospitals are defined as those with 100 or more full-time medical and dental interns and residents.

<sup>7</sup> Minor teaching hospitals have between 1 and 99 full-time medical and dental interns and residents.

## Ownership and Control

The distribution of hospital ownership and control categories is shown in Table 10. The percentage of submitting hospitals classified as voluntary, non-profit (56 percent) is very similar to the national distribution. However, a much larger percentage of submitting hospitals are proprietary (investor-owned). A relatively small percentage of submitting hospitals are government-owned and controlled compared to the national distribution; this category also includes a disproportionately small number of respondents.

**Table 10. Distribution of Respondents and Hospitals by Ownership and Control**

Ownership and Control	Respondents		Submitting Hospitals		U.S. Hospitals	
	Number	Percent	Number	Percent	Number	Percent
Voluntary (non-profit)	109,652	57.5	519	56.0	2,958	59.9
Proprietary (investor owned)	68,892	36.1	342	36.9	868	17.6
Government (non-federal)	10,593	5.6	59	6.4	1,110	22.5
Government (federal)	1,553	0.8	7	0.8	--	--
<b>Total</b>	<b>190,690</b>	<b>100.0</b>	<b>927</b>	<b>100.0</b>	<b>4,936</b>	<b>100.0</b>

## Respondent Characteristics

Hospitals can compare the characteristics of the total sample of respondents to the characteristics of their own sample in order to assess how similar or different their respondent population is. Differences in the respondent population may contribute to differences in H-CAHPS survey results.

Information regarding the characteristics of survey respondents was obtained from two separate sources. Data on the gender and age of respondents were reported by the hospitals based on patient discharge records – not self-reports from the H-CAHPS survey. However, respondents provided the information on health status, education, ethnicity, race, and language by answering questions included at the end of the survey.<sup>8</sup>

## Gender

Hospitals indicated that 65 percent of the responding population were female and 35 percent were male. Gender was available for 99 percent of the patient-level survey records.

**Table 11. Distribution of Respondents by Gender**

Gender	Number of Respondents	Percent
Male	67,112	35.3
Female	123,090	64.7
<b>Total</b>	<b>190,202</b>	<b>100.0</b>

<sup>8</sup> The totals in these tables do not add to the complete number of 190,690 respondents, since not all hospitals provided the requested information regarding gender and age and not all survey respondents answered all of the questions.

## Age

The H-CAHPS survey was administered only to individuals 18 years of age or older. The age distribution of all respondents, as provided by the submitting hospitals, is shown in Table 12 below.

**Table 12. Distribution of Respondents by Age**

Age Category	Number of Respondents	Percent
18 – 29 years	23,295	12.4
30 – 39 years	19,858	10.6
40 – 49 years	17,417	9.3
50 – 59 years	25,510	13.6
60 – 69 years	32,253	17.2
70 – 79 years	38,738	20.6
80 – 89 years	26,438	14.1
90 years and older	4,204	2.2
<b>Total</b>	<b>187,713</b>	<b>100.0</b>

## Self-Reported Health Status

Survey respondents were asked to report on their health status in one of five categories. The distribution of respondents answering this question is shown in Table 13. The percentage of respondents indicating “poor” or “fair” health status is fairly high, which is not uncommon for a hospitalized population.

**Table 13. Distribution of Respondents by Self-Reported Health Status**

Health Status	Number of Respondents	Percent
Excellent	27,838	15.0
Very Good	49,307	26.6
Good	57,406	30.9
Fair	37,797	20.4
Poor	13,169	7.1
<b>Total</b>	<b>185,517</b>	<b>100.0</b>

## Education

Table 14 shows the highest education levels reported by respondents. Thirty percent of respondents indicated they have at least a high school degree, and over 50 percent have completed some college education.

**Table 14. Distribution of Respondents by Education Level**

Education Level	Number of Respondents	Percent
8 <sup>th</sup> grade or less	11,947	6.6
Some high school	18,456	10.1
High school grad or GED	54,510	30.0
Some college or 2-year degree	52,226	28.7
4-year college degree	22,910	12.6
More than 4-year degree	21,873	12.0
<b>Total</b>	<b>181,922</b>	<b>100.0</b>

## Ethnicity, Race, and Language

The H-CAHPS survey asks respondents a series of three questions related to ethnicity, race, and the main language spoken at home. The first question in the series is, "Are you of Hispanic or Latino origin or descent?" Of the 171,796 respondents answering this question, 23.4 percent (n=40,234) responded "yes" with the following ethnic classifications:

**Table 15. Distribution of Respondents by Ethnicity**

Ethnic Category	Number of Respondents	Percent
Not Hispanic	131,562	76.6
Puerto Rican	25,037	14.6
Mexican American	7,789	4.5
Cuban	574	0.3
Other	6,834	4.0
<b>Total</b>	<b>171,796</b>	<b>100.0</b>

The second question in the series asks respondents to select one or more categories of race. Table 16 shows the distribution of respondents by racial category.

**Table 16. Distribution of Respondents by Racial Category**

Racial Category	Number of Respondents	Percent
White	146,197	84.6
Black or African-American	14,570	8.4
Asian	6,326	3.7
Hawaiian or Pacific Islander	792	0.5
American Indian or Alaska Native	1,863	1.1
Multi-racial	3,109	1.8
<b>Total</b>	<b>172,857</b>	<b>100.0</b>

Finally, as shown in Table 17, the third question in the series asks respondents to choose which language they mainly speak at home. A very large majority – over 90 percent -- of those answering this question speak English at home.

**Table 17. Distribution of Respondents by Main Language Spoken at Home**

<b>Language</b>	<b>Number of Respondents</b>	<b>Percent</b>
English	167,503	91.6
Spanish	11,401	6.2
Other language	3,867	2.1
<b>Total</b>	<b>182,771</b>	<b>100.0</b>

## VI. Comparison Charts by Hospital Characteristics

This section presents a series of bar charts showing the distribution of survey results for each of the CAHPS Hospital Survey composites, ratings, and individual question items. The results on each chart are shown for “all hospitals” and then by the following hospital characteristics:

- Region
- Bed Size
- Teaching Status
- Ownership and Control

The composites, ratings, and individual question items are presented in the following order:

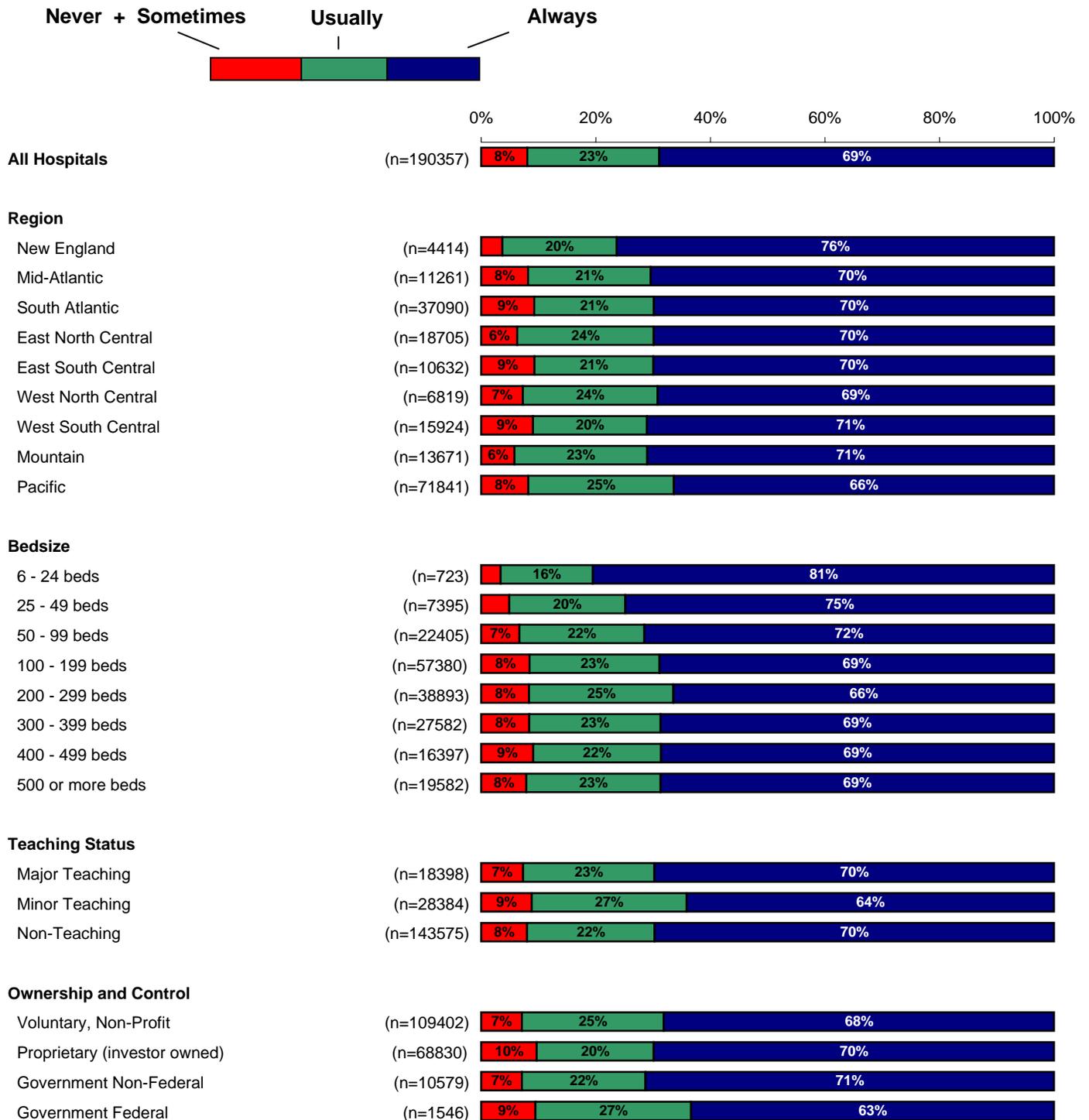
- Communication With Nurses (Q1, Q2, Q3)
- Communication With Doctors (Q5, Q6, Q7)
- Communication About Medications (Q16, Q17)
- Responsiveness of Hospital Staff (Q4, Q11)
- Cleanliness and Quiet of Hospital Environment (Q8, Q9)
- Pain Management (Q13, Q14)
- Discharge Information (Q19, Q20)
- Rating of Hospital (Q21)
- Willingness To Recommend (Q22)

A complete definition of the CAHPS Hospital Survey composites, ratings, individual question items, and demographic items is presented in Appendix C. Detailed frequency tables with all of the scores corresponding to the individual question items are presented in Appendix E.

As noted earlier, hospitals submitting survey data to the CAHPS Database received Excel files of charts and tables to enable them to import their own results and make direct comparisons. Hospitals also can export the Excel files into their own documents in order to facilitate the distribution of results to various internal and external audiences.

# Communication With Nurses

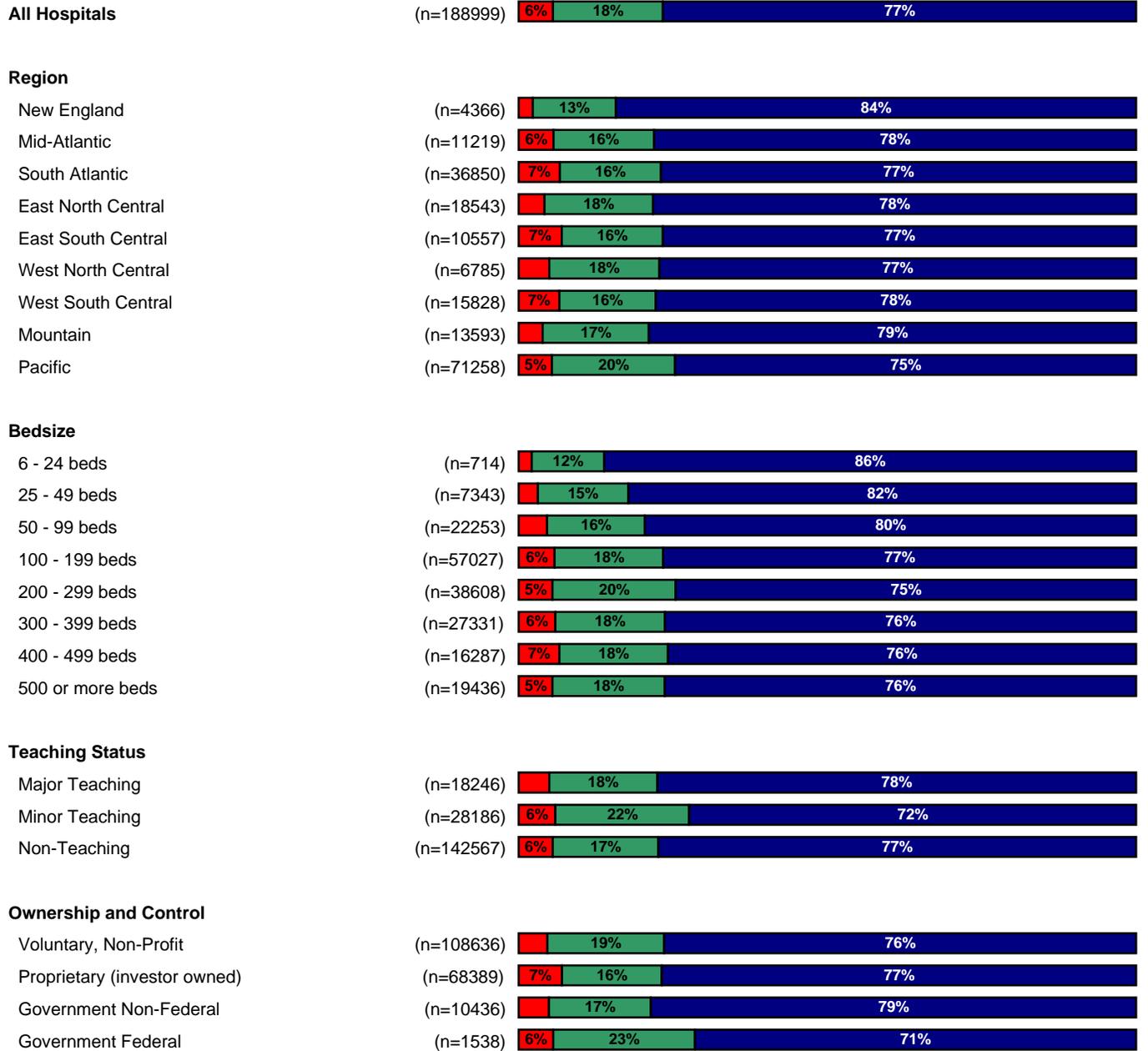
Combines responses from three questions regarding how often nurses communicated well with patients.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q01

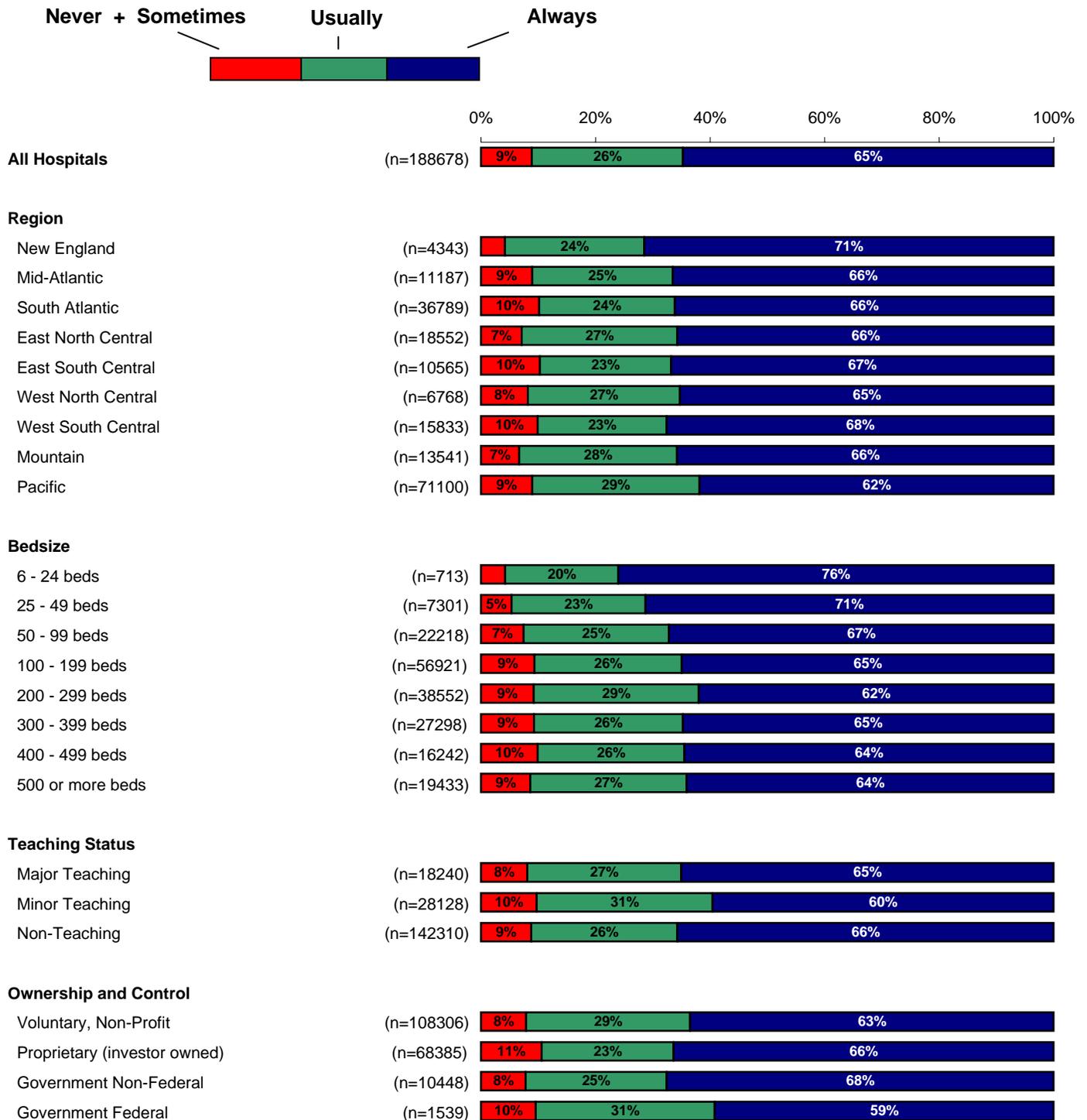
During this hospital stay, how often did nurses treat you with courtesy and respect?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q02

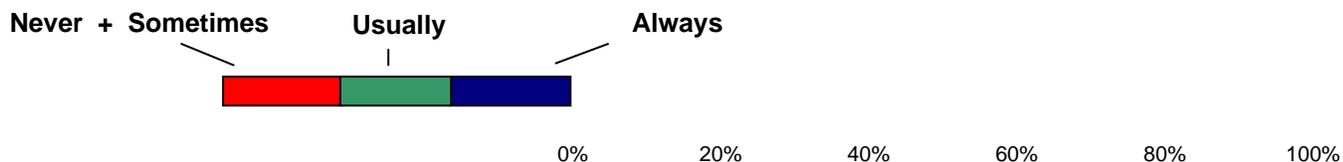
During this hospital stay, how often did nurses listen carefully to you?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q03

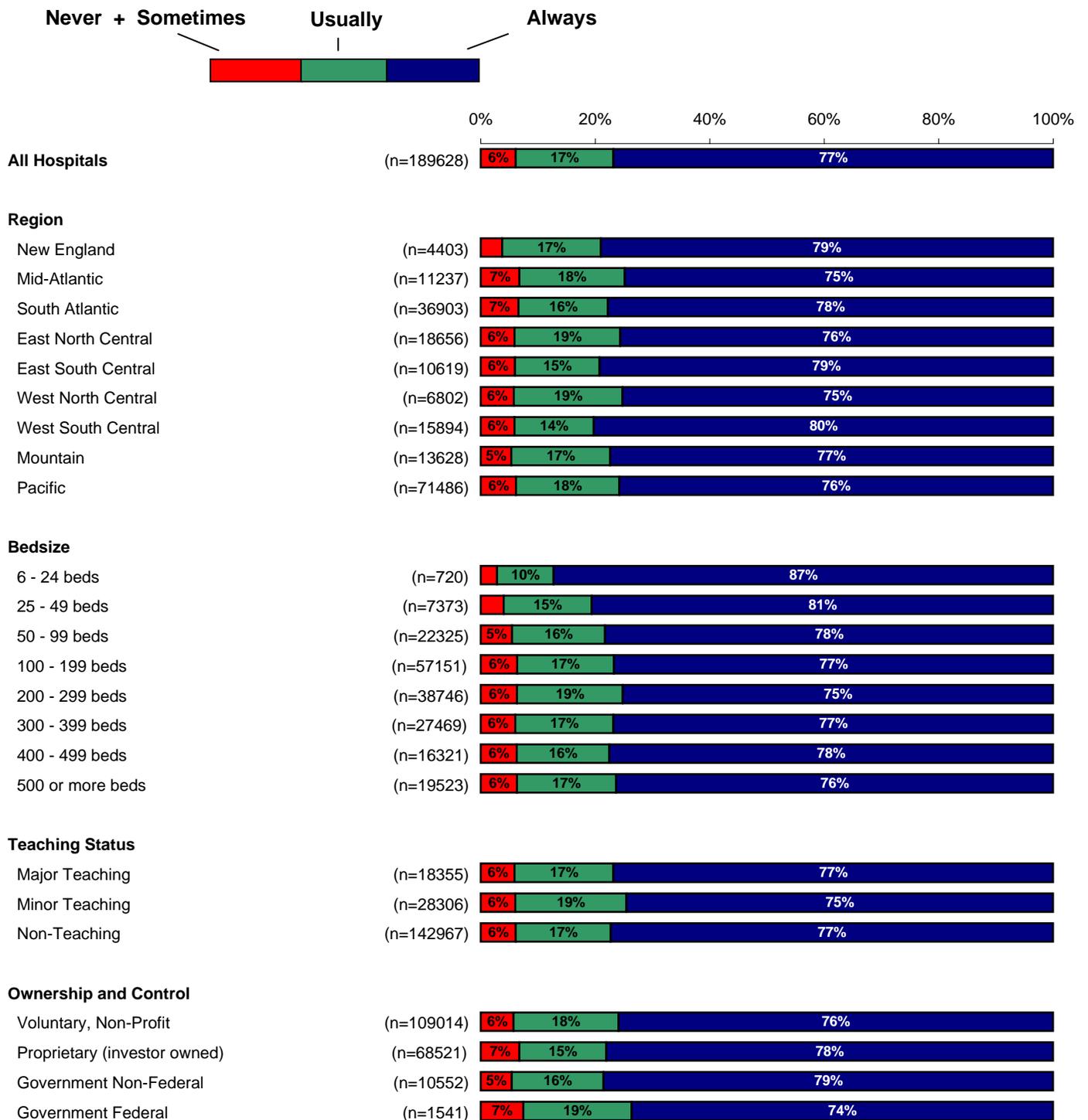
During this hospital stay, how often did nurses explain things in a way you could understand?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Communication With Doctors

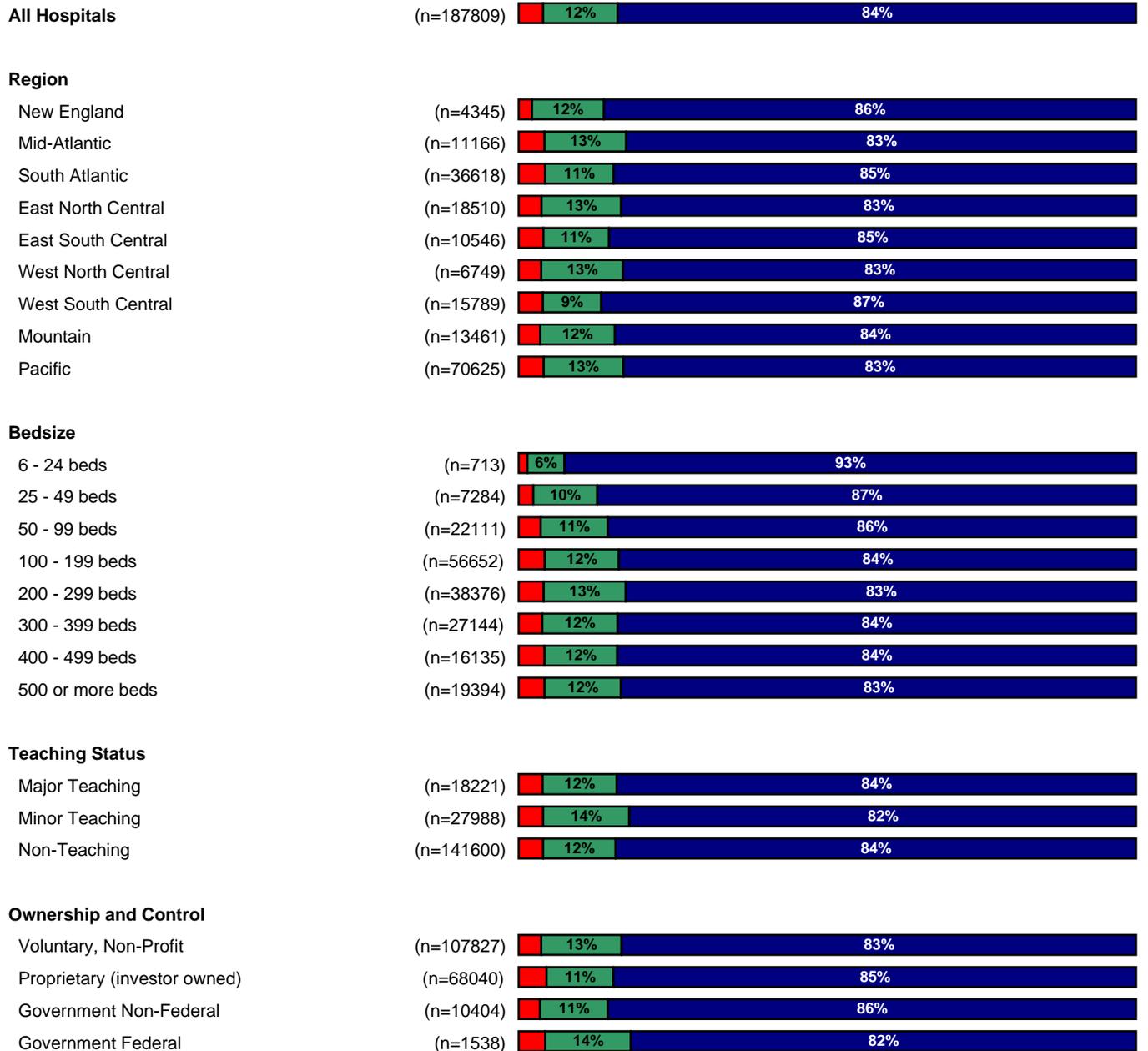
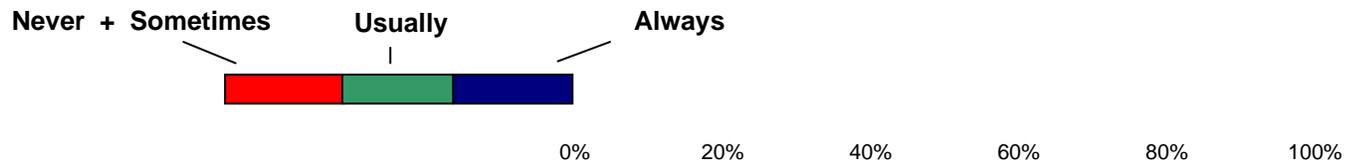
Combines responses from three questions regarding how often doctors communicated well with patients.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q05

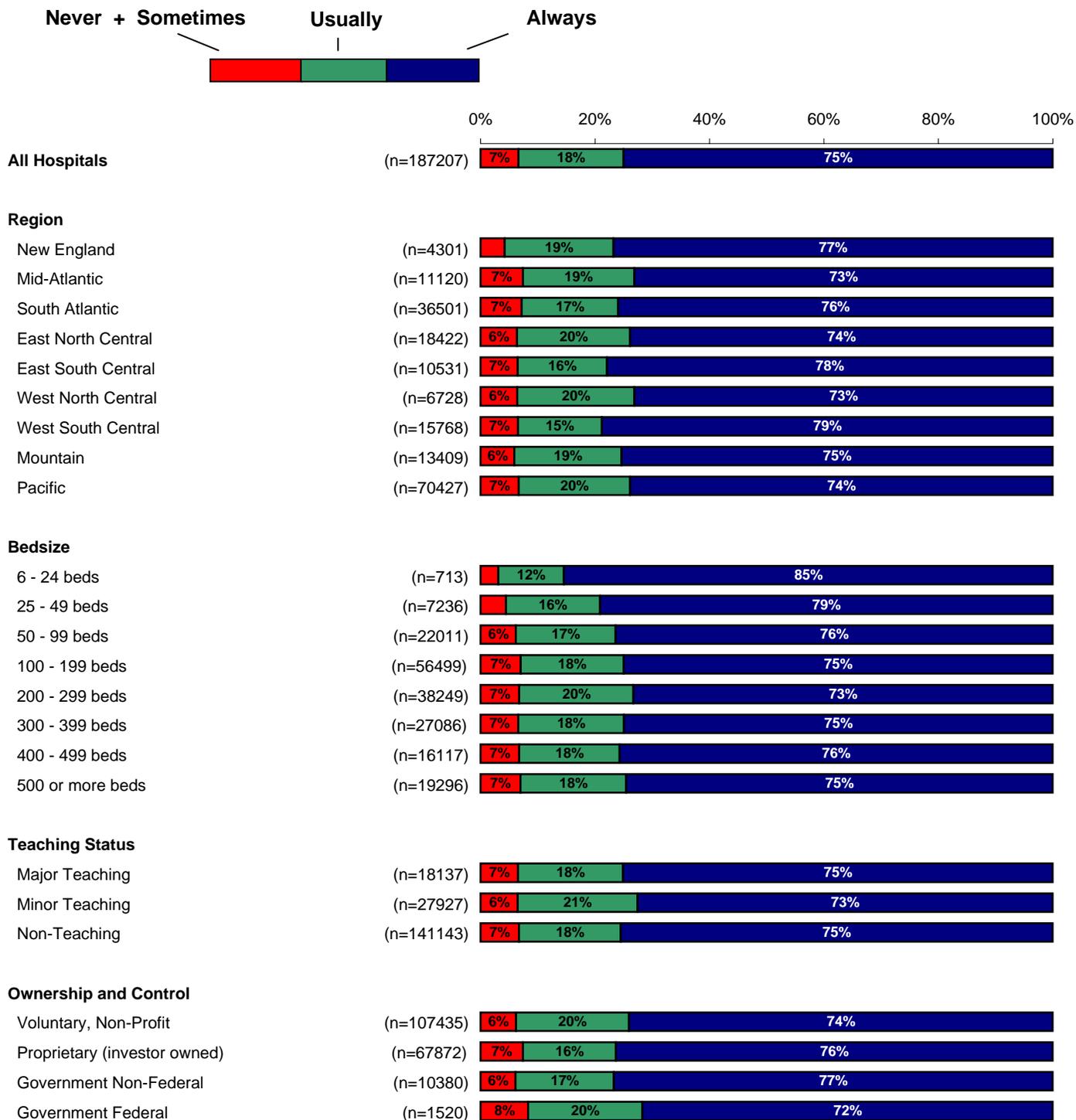
During this hospital stay, how often did doctors treat you with courtesy and respect?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q06

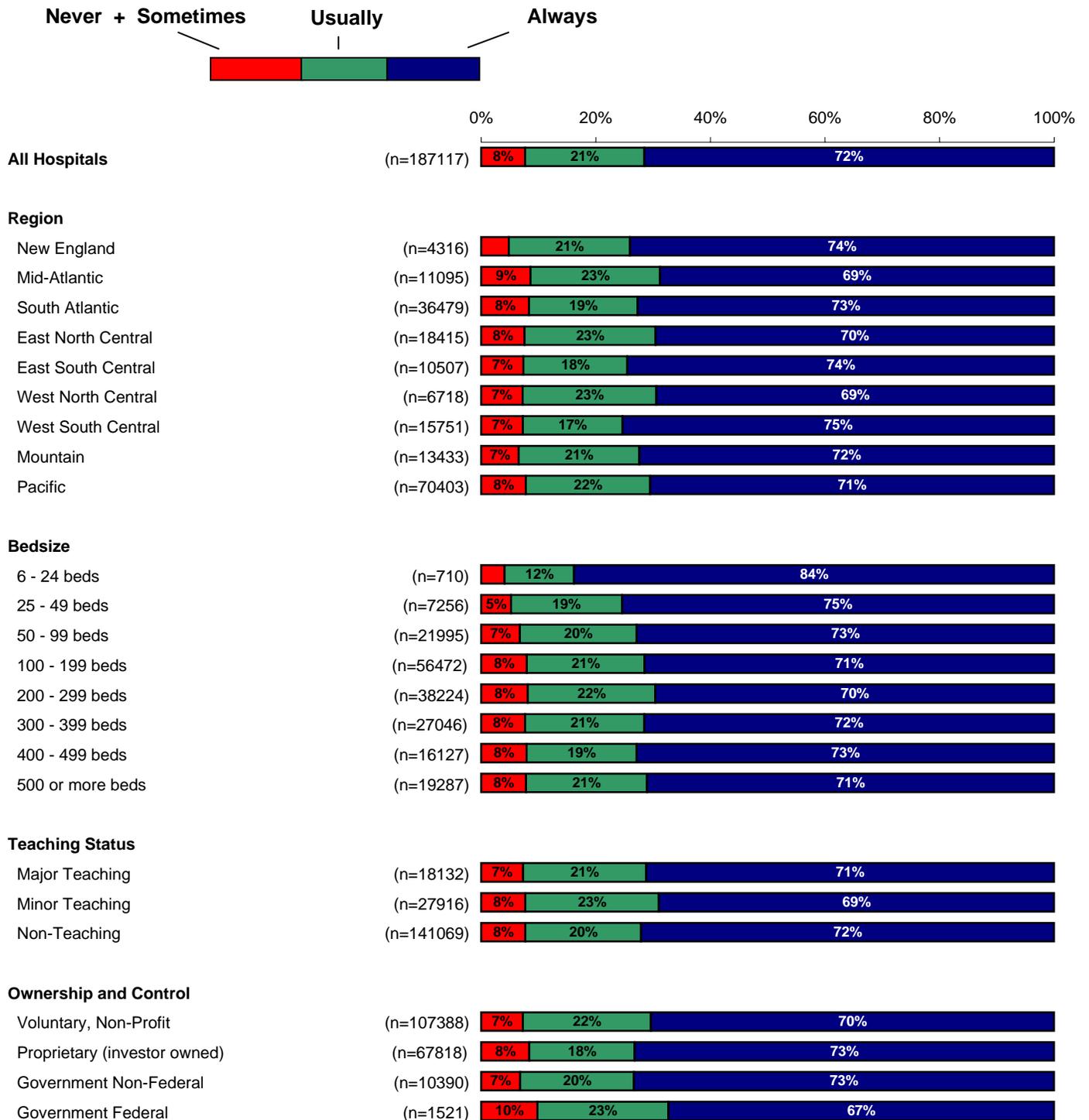
During this hospital stay, how often did doctors listen carefully to you?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q07

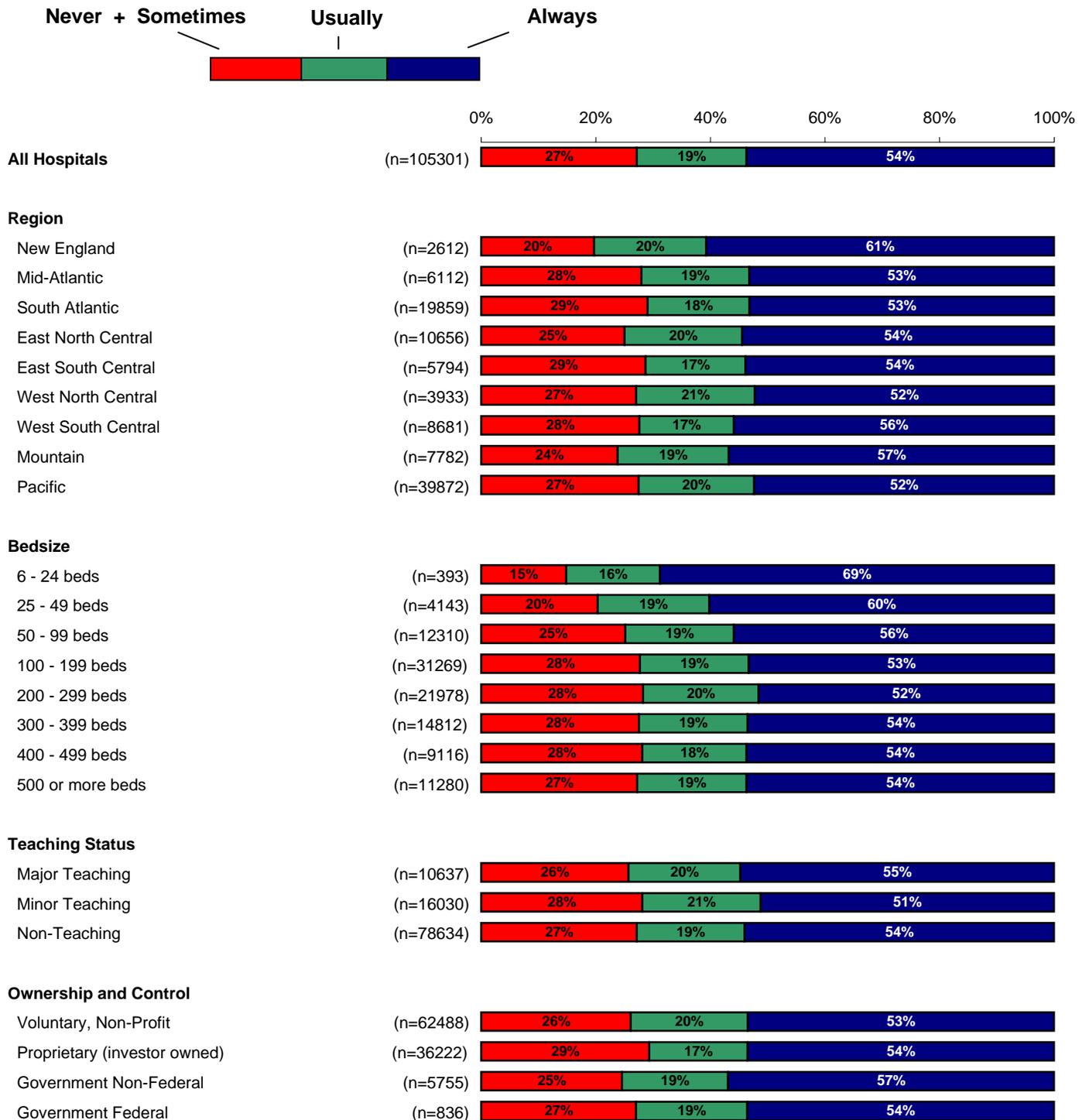
During this hospital stay, how often did doctors explain things in a way you could understand?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Communication About Medications

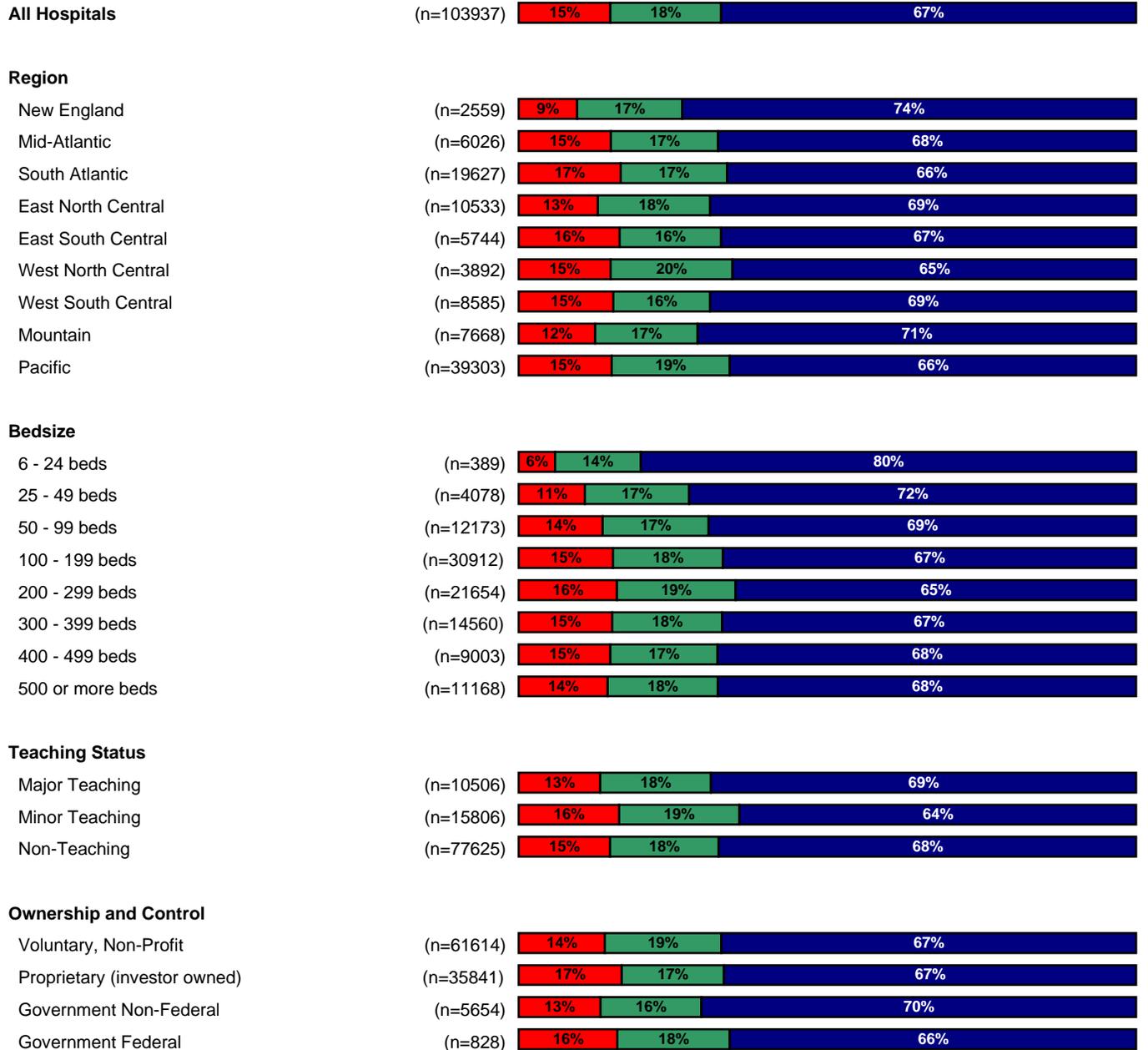
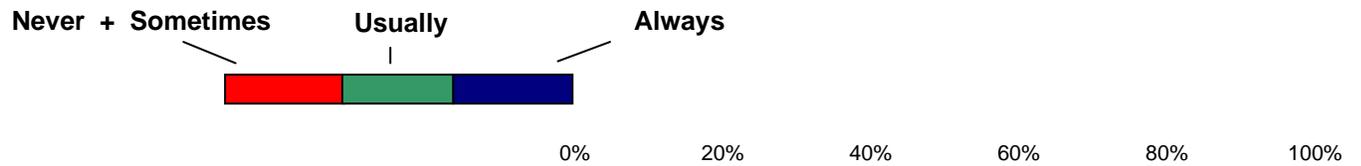
Combines responses from two questions regarding how often hospital staff communicated well with patients about medications.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q16

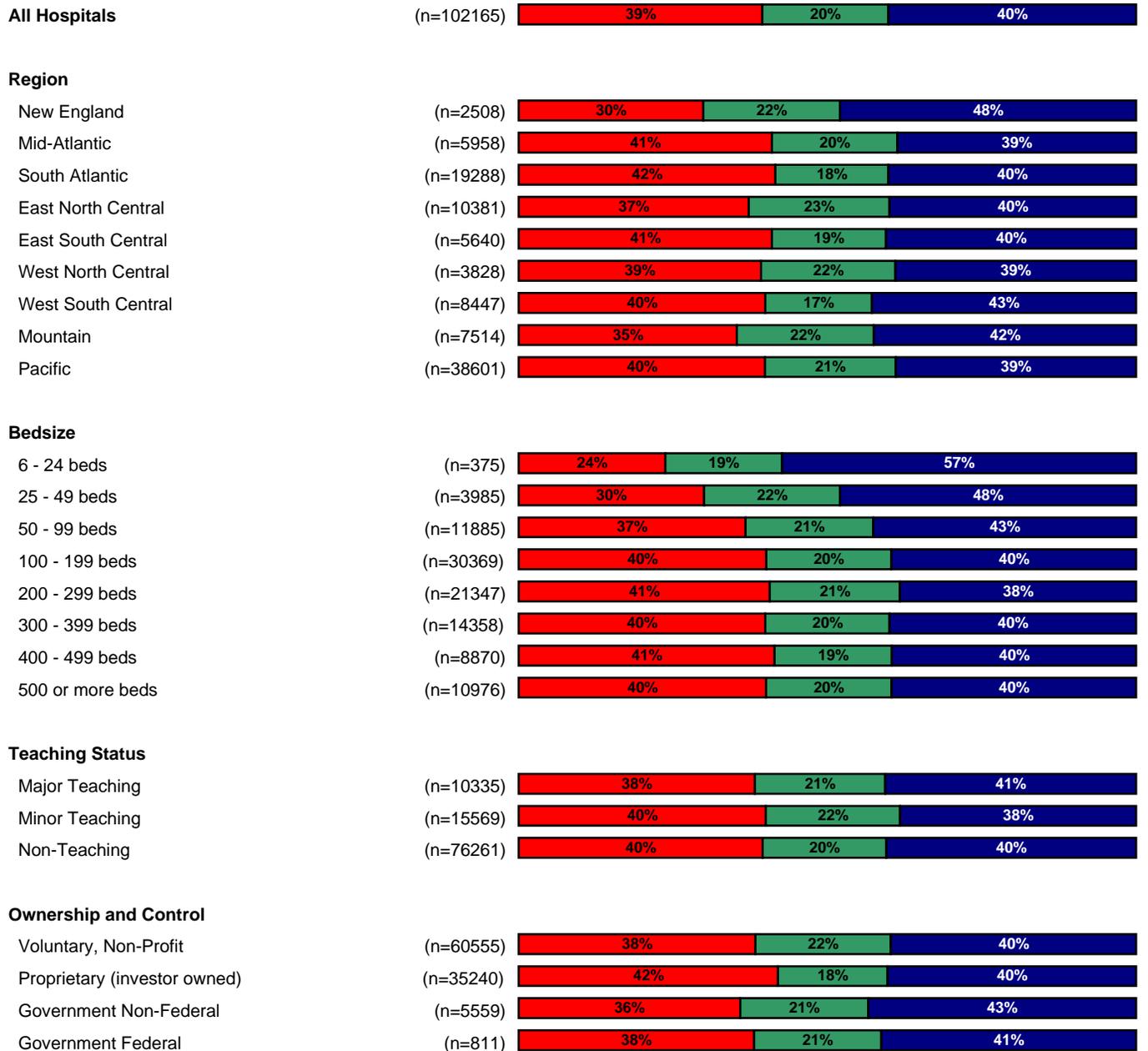
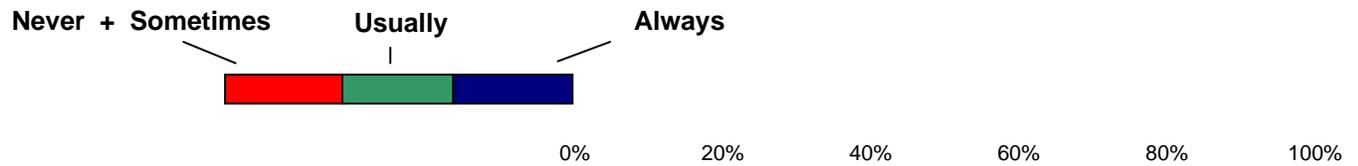
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q17

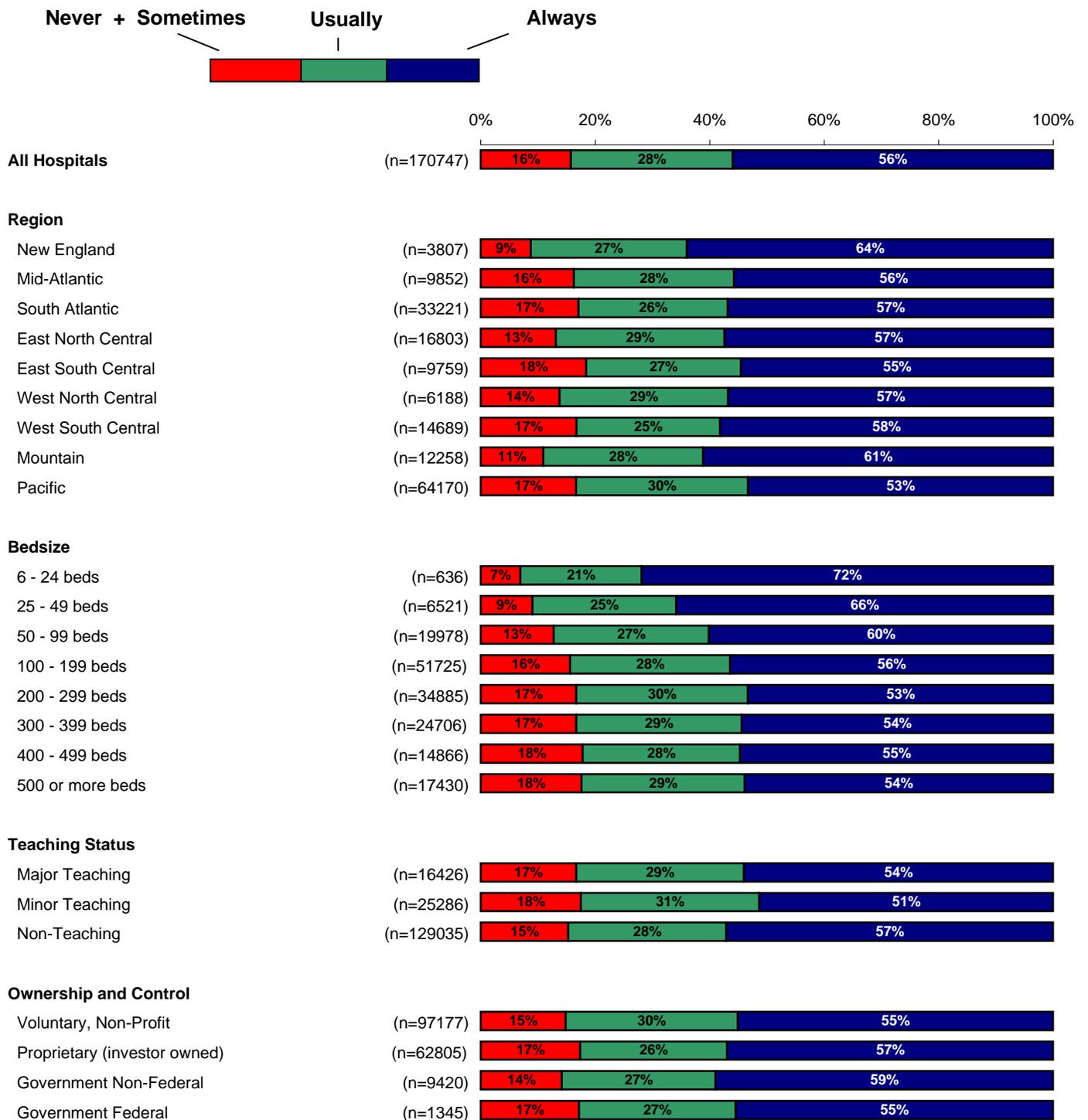
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Responsiveness of Hospital Staff

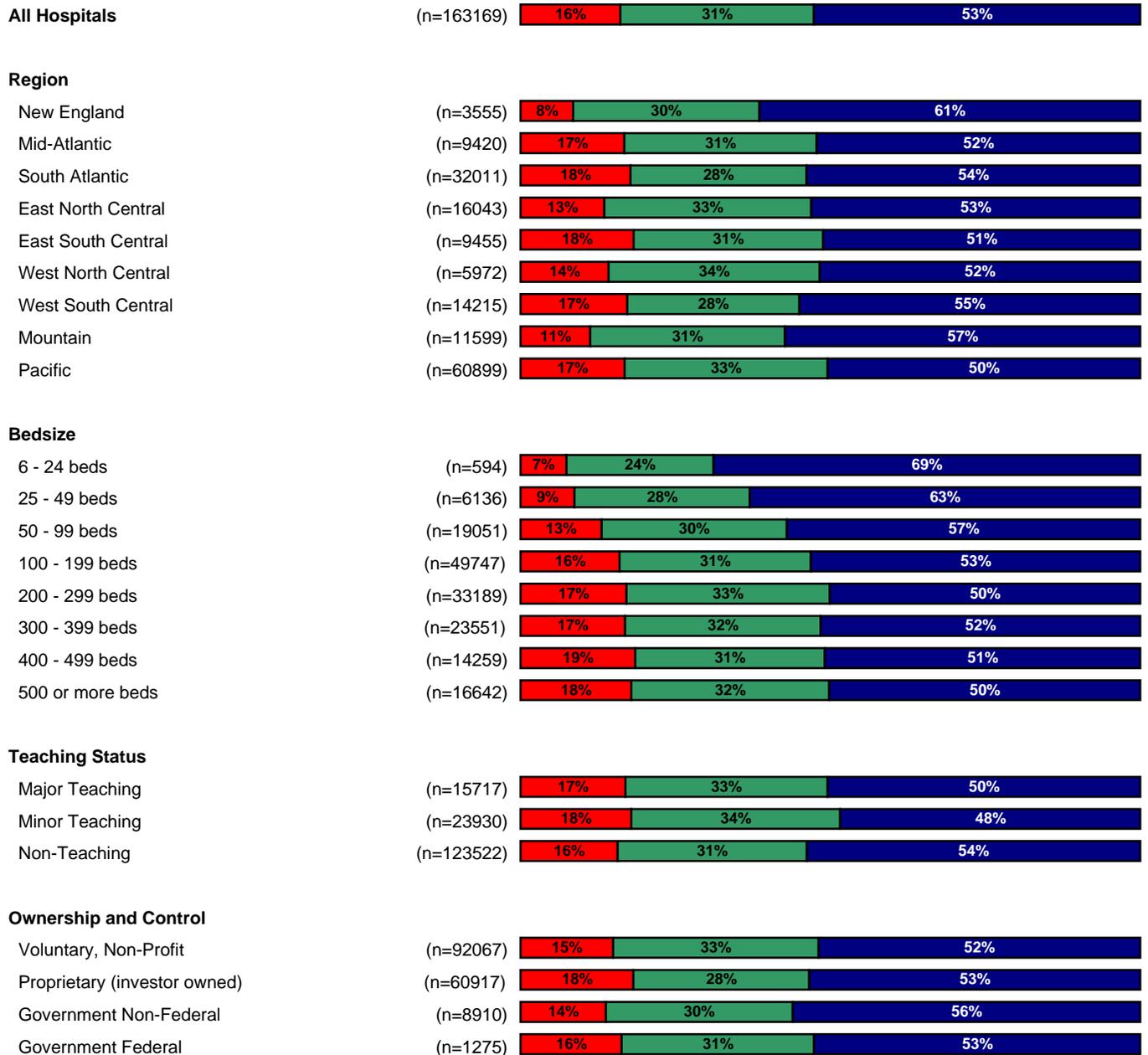
Combines responses from two questions regarding how responsive hospital staff were with patients.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q04

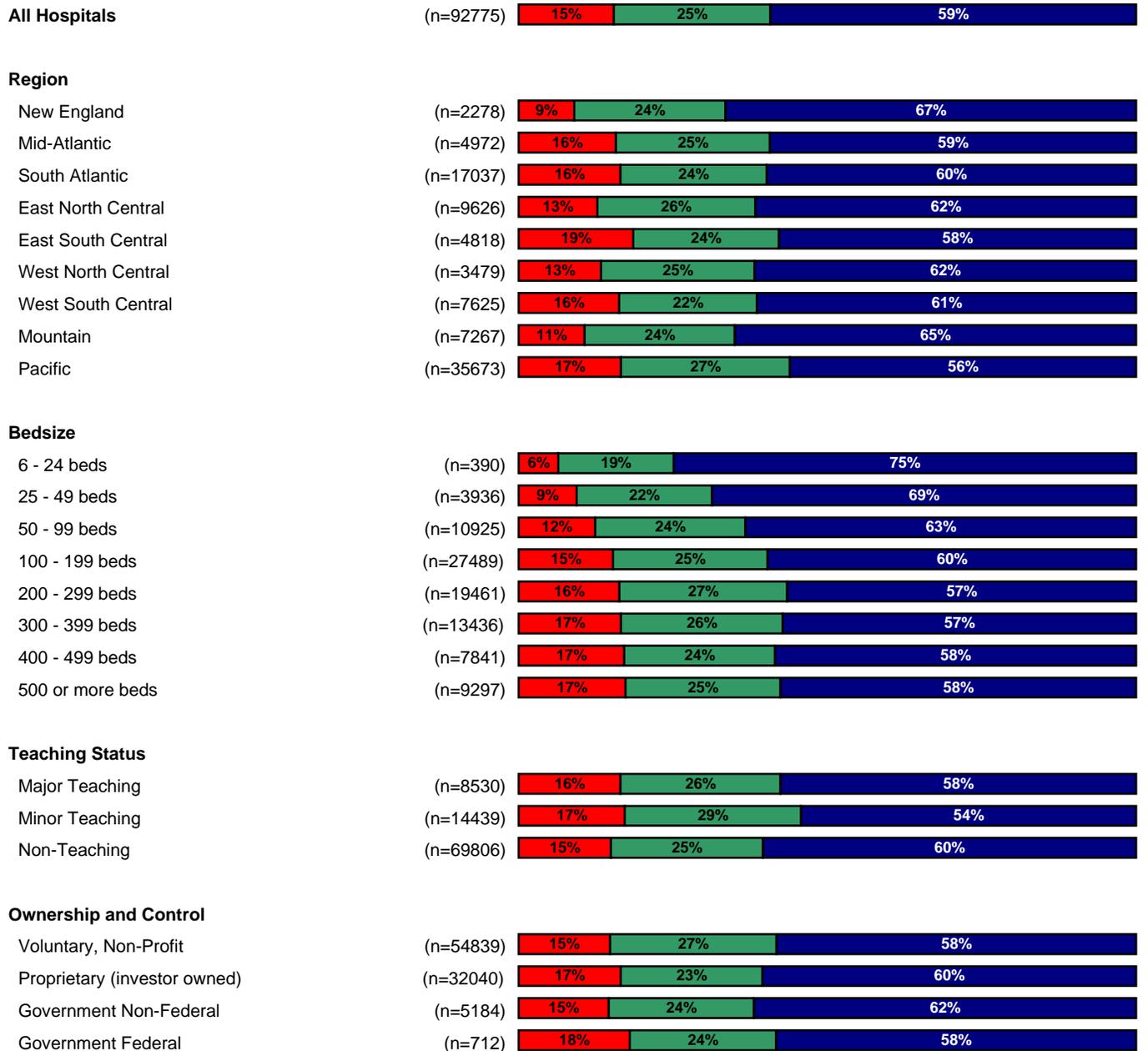
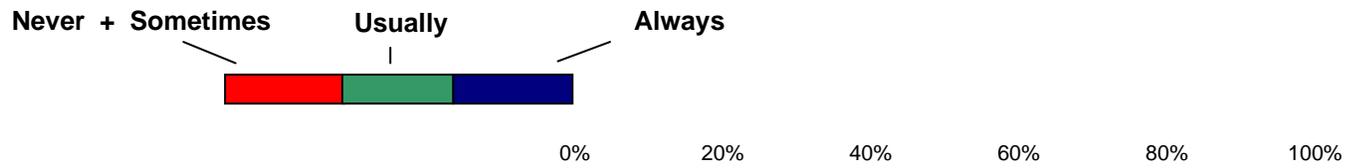
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q11

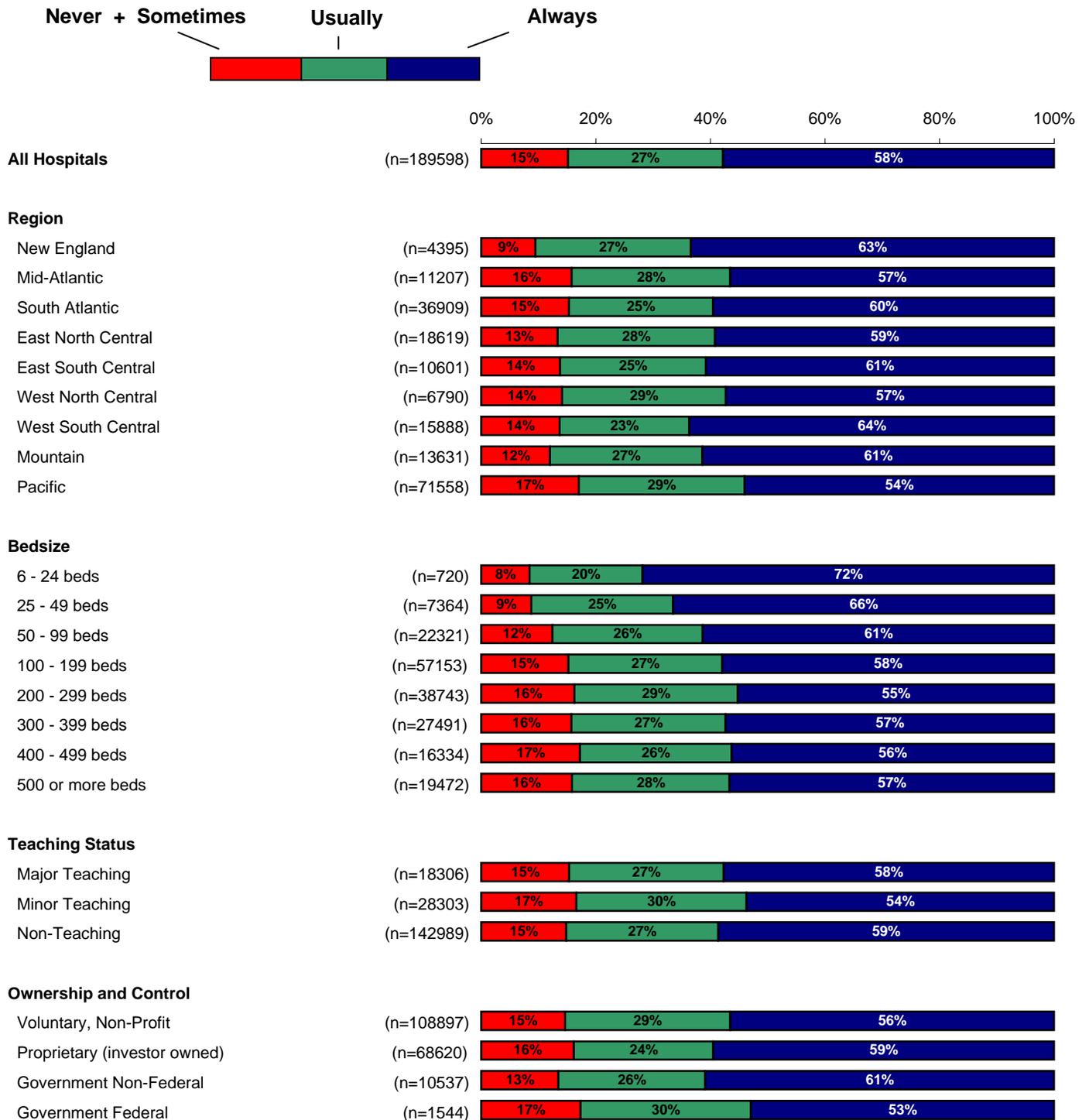
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Cleanliness and Quiet of Hospital Environment

Combines responses from two questions regarding how often area was kept clean and quiet.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q08

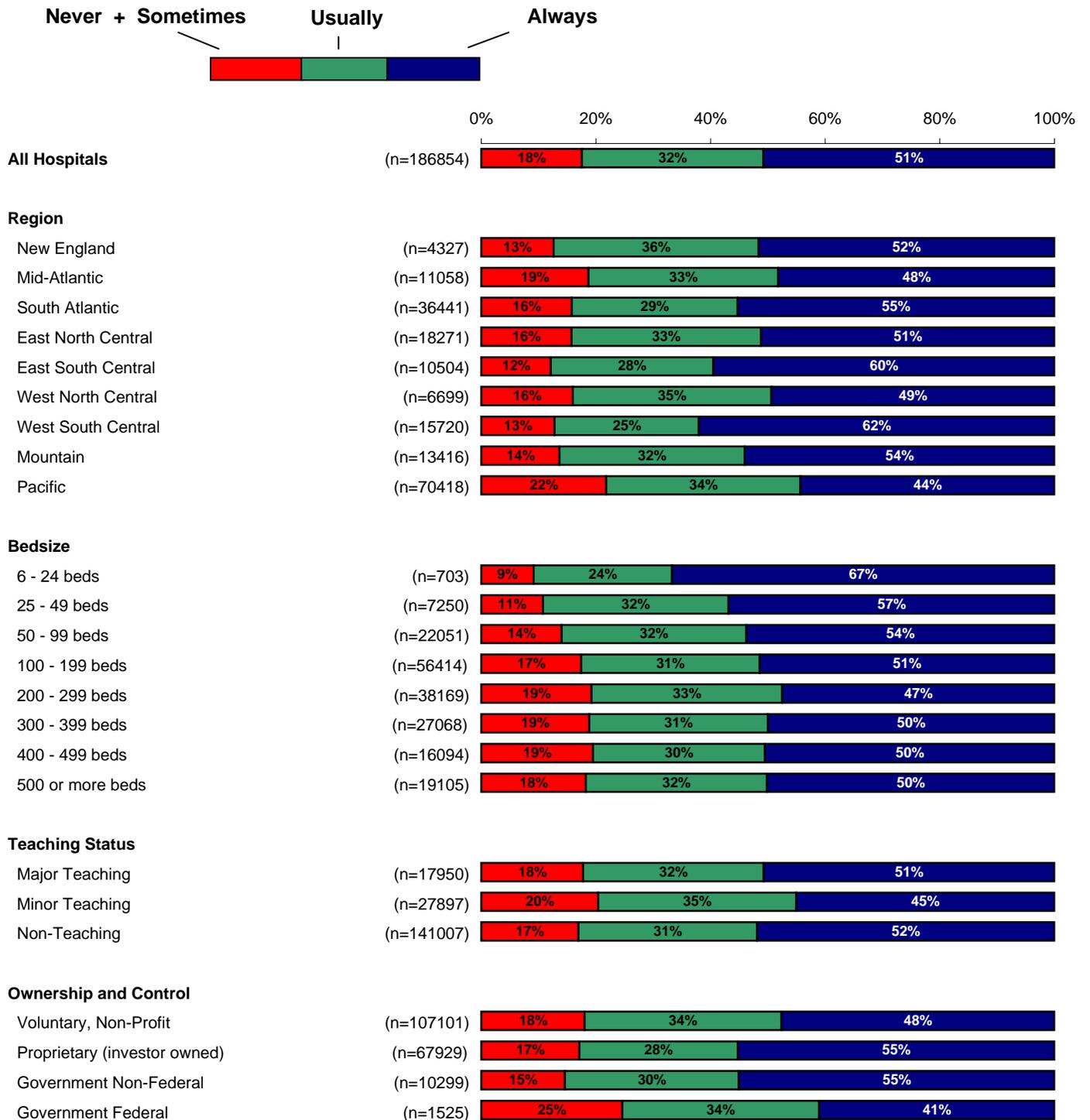
During this hospital stay, how often were your room and bathroom kept clean?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q09

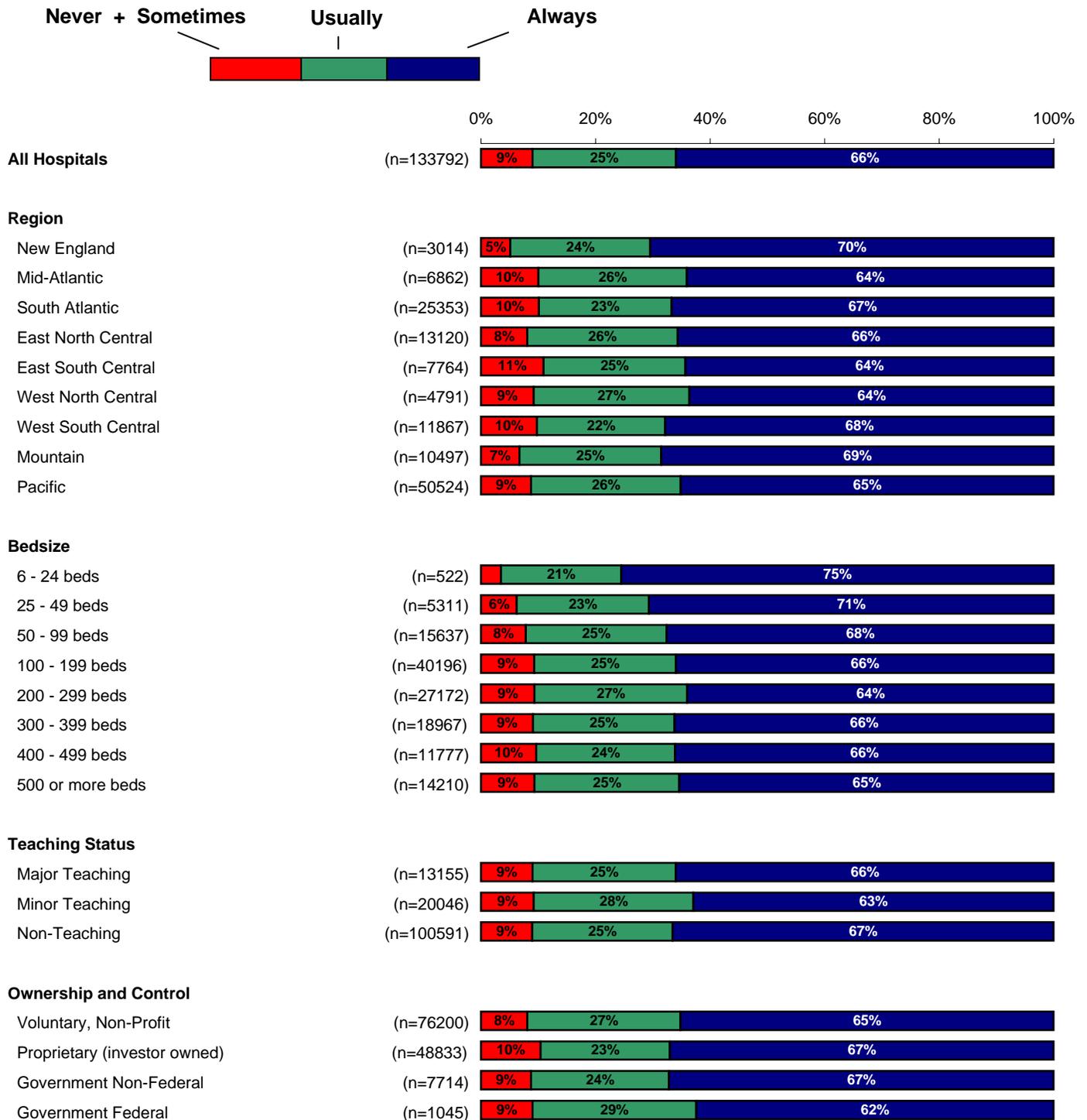
During this hospital stay, how often was the area around your room quiet at night?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Pain Management

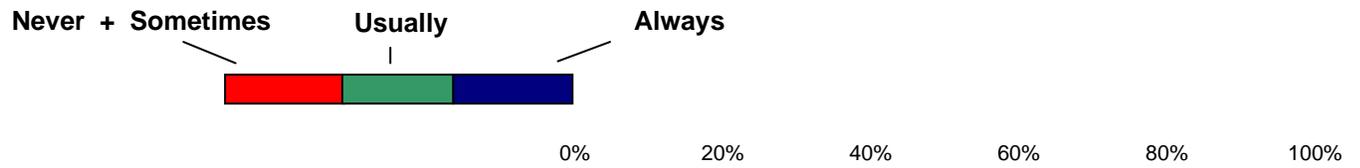
Combines responses from two questions regarding how often pain controlled.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q13

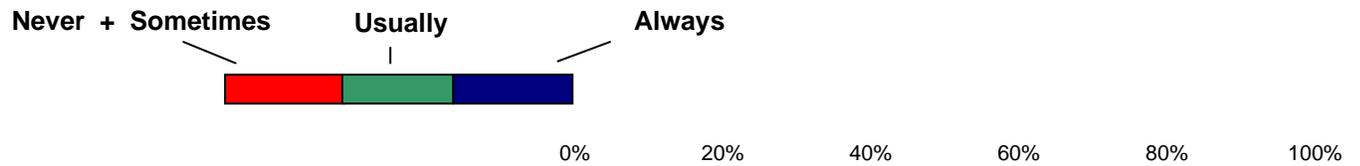
During this hospital stay, how often was your pain well controlled?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q14

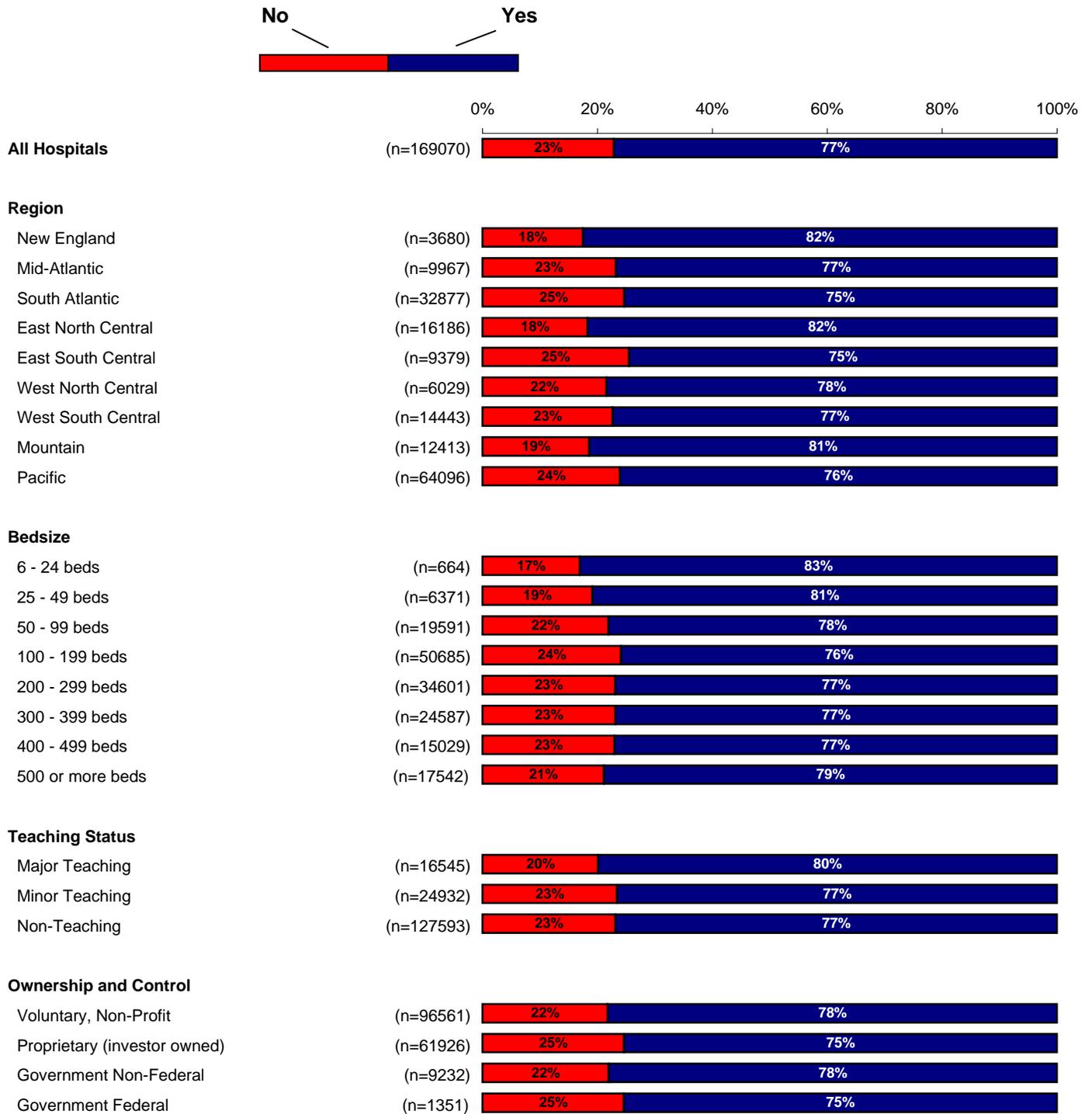
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Discharge Information

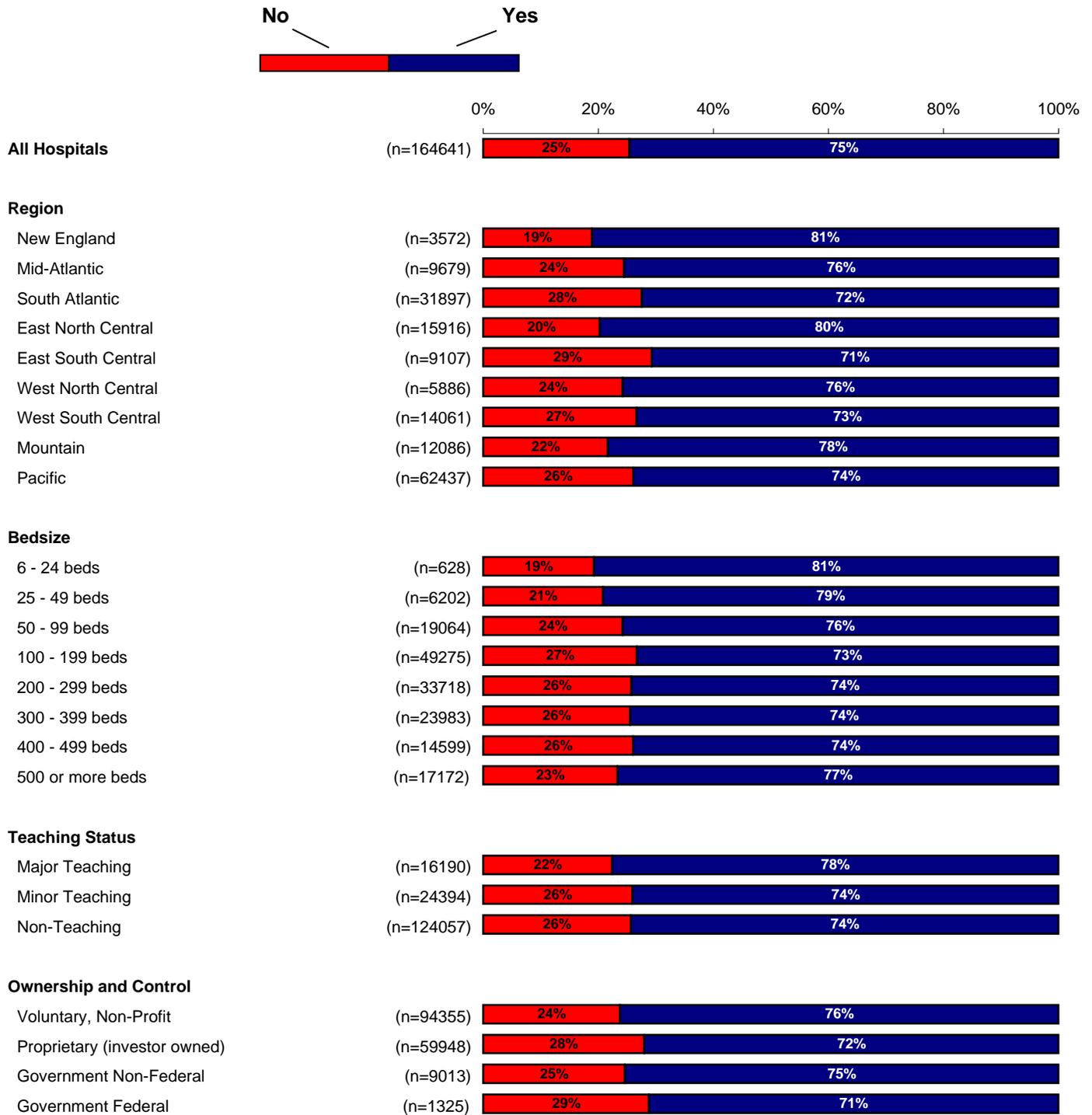
Combines responses from two questions regarding discharge information.



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q19

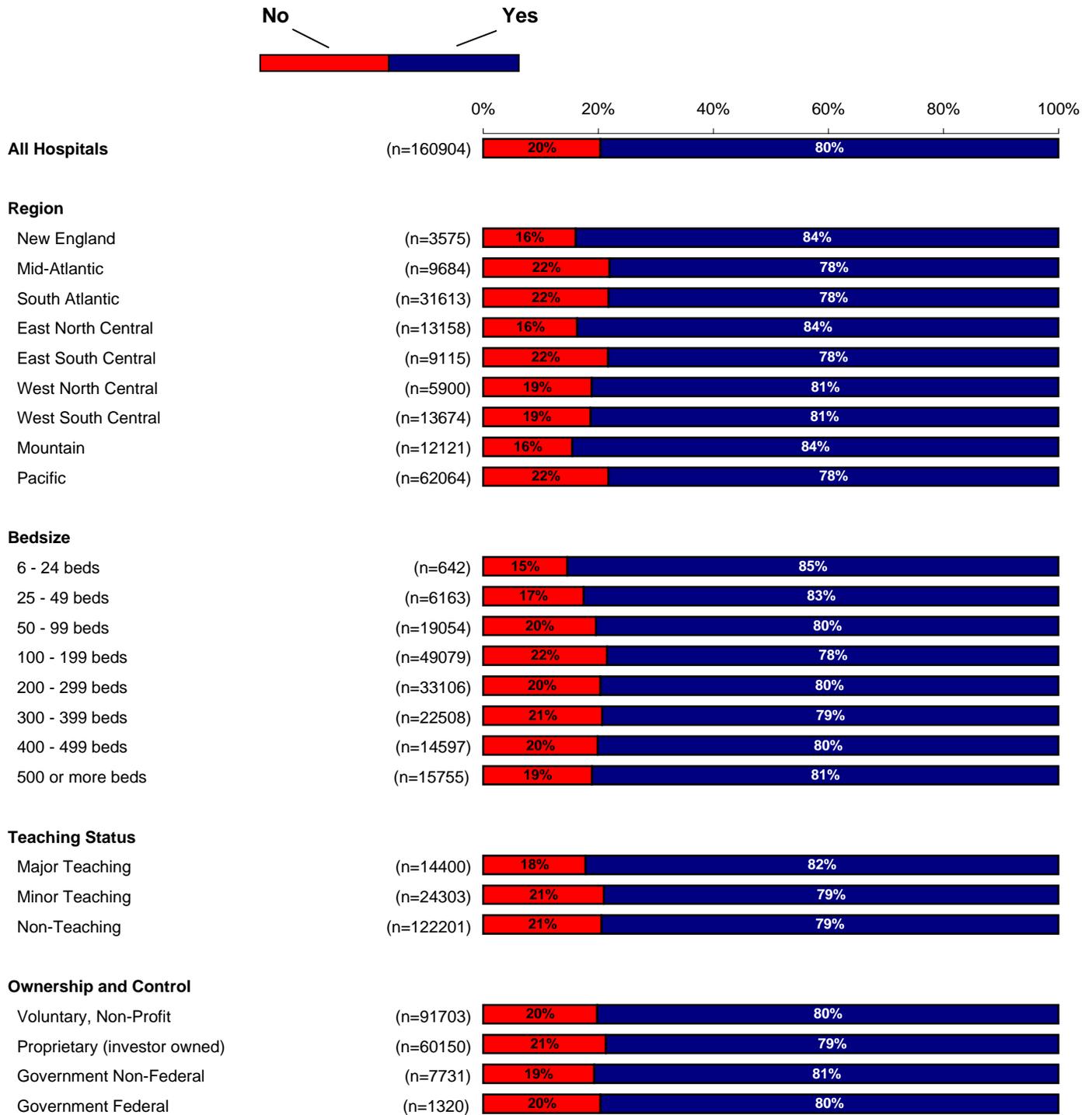
During your hospital stay, did hospital staff talk with you about whether you would have the help you needed when you left the hospital?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Q20

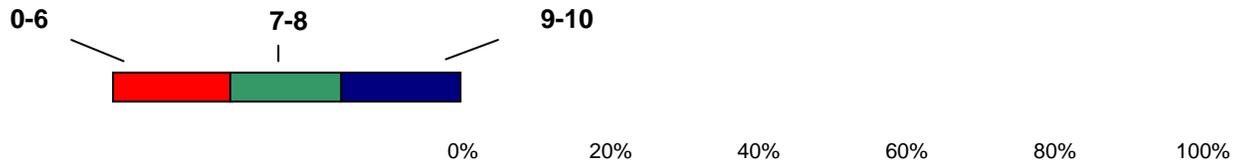
During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Rating of Hospital

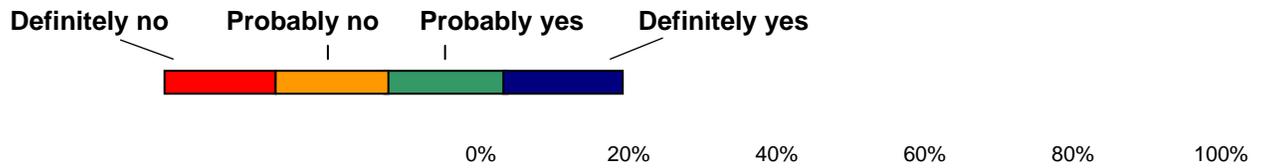
Using 0 to 10 where 0 is worst possible and 10 is best possible, how would you rate this hospital?



NOTE: Response distributions may not sum to 100 percent due to rounding.

# Willingness To Recommend

Would you recommend this hospital to your friends and family?



NOTE: Response distributions may not sum to 100 percent due to rounding.

## ***Appendix A: About the National CAHPS Benchmarking Database***

The National CAHPS Benchmarking Database (the CAHPS Database) is the national repository for data from the CAHPS family of surveys. The primary purpose of the CAHPS Database is to facilitate comparisons of CAHPS survey results by and among survey sponsors. This voluntary compilation of survey results from a large pool of sponsors into a single national database enables participants to compare their own results to relevant benchmarks (i.e., reference points such as national and regional averages). The CAHPS Database also offers an important source of primary data for research related to consumer assessments of quality as measured by CAHPS surveys.

The CAHPS Database currently contains 9 years of data from the CAHPS Health Plan Survey. The 2006 database holds survey results for approximately 327,000 adults and children enrolled in commercial, Medicaid, SCHIP, and Medicare plans. Major products supporting benchmarking and research related to the CAHPS Health Plan Survey include:

- **Sponsor Reports:** Each fall, participating Medicaid and SCHIP sponsors receive a free, customized report comparing their results to appropriate national benchmarks including national and regional distributions.
- **Annual Chartbook:** This report, published each fall, presents cross-sector comparisons of CAHPS Health Plan Survey results for commercial (adult and child), Medicaid (adult and child), SCHIP (child), and Medicare (adult) populations.
- **Research Files:** The CAHPS Database aggregates respondent-level data files across sponsors and health plans for the commercial, Medicaid, and SCHIP populations. Researchers may gain authorized access to data needed to help answer important health services research questions related to consumer assessments of quality.

The Hospital Survey Component of the CAHPS Database was initiated with the H-CAHPS data submitted from hospitals that tested the survey in 2005, and resulted in the publication of the first *CAHPS Hospital Survey Chartbook* in March 2006. This voluntary submission process was continued in 2006. Future plans for the H-CAHPS component of the CAHPS Database are under development.

The CAHPS Database will continue to expand as the number and variety of CAHPS survey instruments grows. Over the next year, the CAHPS Database will begin developing benchmarking data for the CAHPS Clinician & Group Survey that was released by AHRQ in May 2007.

The CAHPS Database is sponsored by AHRQ and administered by Westat and Shaller Consulting. A formal Advisory Group composed of representatives from survey sponsor organizations and other groups with an interest in the database provides oversight and direction.

Further information about the CAHPS Database is available at:  
[https://www.cahps.ahrq.gov/content/ncbd/ncbd\\_Intro.asp?p=105&s=5](https://www.cahps.ahrq.gov/content/ncbd/ncbd_Intro.asp?p=105&s=5)

## ***Appendix B: About the CAHPS Hospital Survey***

The CAHPS Hospital Survey, also known as H-CAHPS or Hospital CAHPS, is a standardized survey of the experiences of adult inpatients with hospital care and services. In 2006, hospitals across the country began using this survey as part of a national data collection and public reporting program led by the Centers for Medicare & Medicaid Services (CMS). CMS plans to initiate public reporting of H-CAHPS results by individual hospital in March 2008.

The H-CAHPS instrument was developed by the Agency for Healthcare Research and Quality (AHRQ) in response to a request from CMS. It is intended to support the production of reports for consumers, hospital administrators, and providers of care. In developing and implementing this instrument, CMS and AHRQ are collaborating with the Hospital Quality Alliance, a public-private partnership to foster greater accountability and improvements in care.

CMS's national implementation of the CAHPS Hospital Survey includes a series of training sessions and technical assistance for vendors and hospitals planning to administer the survey. Information about national implementation is available at <http://www.hcahponline.org>.

For questions regarding national implementation, contact CMS at [hospitalcahps@cms.hhs.gov](mailto:hospitalcahps@cms.hhs.gov).

## **Appendix C: Definition of H-CAHPS Composite Measures**

Most of the CAHPS Hospital Survey questions ask respondents to report on their experiences with different aspects of their care. These reporting questions are combined into groups called composites that address the same aspect of care or service to arrive at a broader assessment. H-CAHPS reporting questions fall into seven major report composites that summarize consumer experiences in the following areas:

- Communication With Nurses
- Communication With Doctors
- Communication About Medications
- Responsiveness of Hospital Staff
- Discharge Information
- Pain Management
- Cleanliness and Quiet of Hospital Environment

The tables on the following pages present the individual items and responses for each of the CAHPS Hospital Survey's reporting composites and rating.

- Table 1 presents the individual items in each of the seven reporting composites.
- Table 2 presents the question wording for the rating and willingness to recommend questions
- Table 3 presents the demographic items.

**Table 1: Hospital CAHPS Composites and Items**

<b>Composite and Items</b>		<b>Response Grouping for Presentation</b>
<b><i>Communication with Nurses</i></b>		
<b>Q1</b>	During this hospital stay, how often did nurses treat you with courtesy and respect?	Never, Sometimes, Usually, Always
<b>Q2</b>	During this hospital stay, how often did nurses listen carefully to you?	Never, Sometimes, Usually, Always
<b>Q3</b>	During this hospital stay, how often did nurses explain things in a way you could understand?	Never, Sometimes, Usually, Always
<b><i>Communication with Doctors</i></b>		
<b>Q5</b>	During this hospital stay, how often did doctors treat you with courtesy and respect?	Never, Sometimes, Usually, Always
<b>Q6</b>	During this hospital stay, how often did doctors listen carefully to you?	Never, Sometimes, Usually, Always
<b>Q7</b>	During this hospital stay, how often did doctors explain things in a way you could understand?	Never, Sometimes, Usually, Always

**Table 1 (cont.): Hospital CAHPS Composites and Items**

<b>Composite and Items (cont.)</b>		<b>Response Grouping for Presentation</b>
<b><i>Communication About Medications</i></b>		
<b>Q16</b>	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Never, Sometimes, Usually, Always
<b>Q17</b>	Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Never, Sometimes, Usually, Always
<b><i>Responsiveness of Hospital Staff</i></b>		
<b>Q4</b>	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Never, Sometimes, Usually, Always
<b>Q11</b>	How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	Never, Sometimes, Usually, Always
<b><i>Discharge Information</i></b>		
<b>Q19</b>	During your hospital stay, did hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Yes, No
<b>Q20</b>	During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	Yes, No
<b><i>Pain Management</i></b>		
<b>Q13</b>	During this hospital stay, how often was your pain well controlled?	Never, Sometimes, Usually, Always
<b>Q14</b>	During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	Never, Sometimes, Usually, Always
<b><i>Cleanliness and Quiet of Hospital Environment</i></b>		
<b>Q8</b>	During this hospital stay, how often were your room and bathroom kept clean?	Never, Sometimes, Usually, Always
<b>Q9</b>	During this hospital stay, how often was the area around your room quiet at night?	Never, Sometimes, Usually, Always

**Table 2: Overall Rating and Willingness to Recommend**

Item		Response Grouping for Presentation
<i>Overall Rating</i>		
<b>Q21</b>	Using 0 to 10 where 0 is the worst possible and 10 is the best possible, how would you rate this hospital?	0-6, 7-8, 9-10
<i>Willingness to Recommend</i>		
<b>Q22</b>	Would you recommend this hospital to your friends and family?	Definitely no, Probably no, Probably yes, Definitely yes

**Table 3: Demographic Items**

Item		Response Grouping for Presentation
<i>Demographic Items</i>		
<b>Q23</b>	In general, how would you rate your overall health?	Excellent, Very good, Good, Fair, Poor
<b>Q24</b>	What is the highest grade or level of school that you have completed?	8 <sup>th</sup> grade or less, Some high school, High school graduate or GED, Some college or 2-yr degree, 4-yr college graduate, More than 4-yr degree
<b>Q25</b>	Are you of Hispanic or Latino origin or descent?	Not Spanish/Hispanic/ Latino, Yes Puerto Rican, Yes Mexican, American, Chicano, Yes Cuban, Other
<b>Q26</b>	What is your race? Choose one or more	White, Black or African-American, Asian, Native Hawaiian or Pacific Islander, Indian or Alaskan native, Other
<b>Q27</b>	What language do you mainly speak at home?	English, Spanish, Some other language

## *Appendix D: Definition of AHA Hospital Regions*

The regional benchmarks were calculated according to the AHA-defined regions. The table below lists the regions and included states.

<b>Region</b>	<b>States</b>
New England	Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut
Mid-Atlantic	New York, New Jersey, Pennsylvania
South Atlantic	Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida
East North Central	Ohio, Indiana, Illinois, Michigan, Wisconsin
East South Central	Kentucky, Tennessee, Alabama, Mississippi
West North Central	Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas
West South Central	Arkansas, Louisiana, Oklahoma, Texas
Mountain	Montana, Idaho, Wyoming, Colorado, New Mexico, Arizona, Utah, Nevada
Pacific	Washington, Oregon, California, Alaska, Hawaii

## Appendix E: Detailed Frequency Tables of H-CAHPS Question Items

		<b>Q1. During this hospital stay, how often did nurses treat you with courtesy and respect?</b>									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	7	0%	92	2%	588	13%	3,679	84%	4,366	100%
	Mid-Atlantic	48	0%	585	5%	1,829	16%	8,757	78%	11,219	100%
	South Atlantic	234	1%	2,224	6%	6,038	16%	28,354	77%	36,850	100%
	East North Central	51	0%	724	4%	3,261	18%	14,507	78%	18,543	100%
	East South Central	61	1%	675	6%	1,729	16%	8,092	77%	10,557	100%
	West North Central	30	0%	307	5%	1,211	18%	5,237	77%	6,785	100%
	West South Central	90	1%	954	6%	2,467	16%	12,317	78%	15,828	100%
	Mountain	45	0%	481	4%	2,336	17%	10,731	79%	13,593	100%
	Pacific	316	0%	3,527	5%	14,220	20%	53,195	75%	71,258	100%
	<i>Total</i>	<i>882</i>	<i>0%</i>	<i>9,569</i>	<i>5%</i>	<i>33,679</i>	<i>18%</i>	<i>144,869</i>	<i>77%</i>	<i>188,999</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	2	0%	13	2%	84	12%	615	86%	714	100%
	25-49 Beds	21	0%	206	3%	1,076	15%	6,040	82%	7,343	100%
	50-99 Beds	106	0%	919	4%	3,522	16%	17,706	80%	22,253	100%
	100-199 Beds	286	1%	3,036	5%	10,030	18%	43,675	77%	57,027	100%
	200-299 Beds	158	0%	1,956	5%	7,706	20%	28,788	75%	38,608	100%
	300-399 Beds	141	1%	1,477	5%	4,854	18%	20,859	76%	27,331	100%
	400-499 Beds	94	1%	975	6%	2,869	18%	12,349	76%	16,287	100%
	500+ Beds	74	0%	987	5%	3,538	18%	14,837	76%	19,436	100%
	<i>Total</i>	<i>882</i>	<i>0%</i>	<i>9,569</i>	<i>5%</i>	<i>33,679</i>	<i>18%</i>	<i>144,869</i>	<i>77%</i>	<i>188,999</i>	<i>100%</i>
	<b>Teaching Status</b>	Major Teaching	57	0%	844	5%	3,195	18%	14,150	78%	18,246
Minor Teaching		117	0%	1,556	6%	6,107	22%	20,406	72%	28,186	100%
Non-Teaching		708	0%	7,169	5%	24,377	17%	110,313	77%	142,567	100%
<i>Total</i>		<i>882</i>	<i>0%</i>	<i>9,569</i>	<i>5%</i>	<i>33,679</i>	<i>18%</i>	<i>144,869</i>	<i>77%</i>	<i>188,999</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	387	0%	4,679	4%	20,525	19%	83,045	76%	108,636	100%
	Proprietary (investor owned)	449	1%	4,337	6%	11,079	16%	52,524	77%	68,389	100%
	Govt Non-Federal	37	0%	476	5%	1,722	17%	8,201	79%	10,436	100%
	Govt Federal	9	1%	77	5%	353	23%	1,099	71%	1,538	100%
	<i>Total</i>	<i>882</i>	<i>0%</i>	<i>9,569</i>	<i>5%</i>	<i>33,679</i>	<i>18%</i>	<i>144,869</i>	<i>77%</i>	<i>188,999</i>	<i>100%</i>

		<b>Q2. During this hospital stay, how often did nurses listen carefully to you?</b>									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	20	0%	162	4%	1,057	24%	3,104	71%	4,343	100%
	Mid-Atlantic	119	1%	883	8%	2,748	25%	7,437	66%	11,187	100%
	South Atlantic	514	1%	3,224	9%	8,714	24%	24,337	66%	36,789	100%
	East North Central	114	1%	1,204	6%	5,041	27%	12,193	66%	18,552	100%
	East South Central	145	1%	943	9%	2,422	23%	7,055	67%	10,565	100%
	West North Central	79	1%	475	7%	1,797	27%	4,417	65%	6,768	100%
	West South Central	228	1%	1,337	8%	3,573	23%	10,695	68%	15,833	100%
	Mountain	86	1%	819	6%	3,730	28%	8,906	66%	13,541	100%
	Pacific	750	1%	5,624	8%	20,745	29%	43,981	62%	71,100	100%
	<i>Total</i>	<i>2,055</i>	<i>1%</i>	<i>14,671</i>	<i>8%</i>	<i>49,827</i>	<i>26%</i>	<i>122,125</i>	<i>65%</i>	<i>188,678</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	2	0%	28	4%	141	20%	542	76%	713	100%
	25-49 Beds	42	1%	347	5%	1,708	23%	5,204	71%	7,301	100%
	50-99 Beds	237	1%	1,418	6%	5,634	25%	14,929	67%	22,218	100%
	100-199 Beds	691	1%	4,611	8%	14,656	26%	36,963	65%	56,921	100%
	200-299 Beds	386	1%	3,157	8%	11,119	29%	23,890	62%	38,552	100%
	300-399 Beds	307	1%	2,218	8%	7,101	26%	17,672	65%	27,298	100%
	400-499 Beds	205	1%	1,402	9%	4,160	26%	10,475	64%	16,242	100%
	500+ Beds	185	1%	1,490	8%	5,308	27%	12,450	64%	19,433	100%
	<i>Total</i>	<i>2,055</i>	<i>1%</i>	<i>14,671</i>	<i>8%</i>	<i>49,827</i>	<i>26%</i>	<i>122,125</i>	<i>65%</i>	<i>188,678</i>	<i>100%</i>
	<b>Teaching Status</b>	Major Teaching	154	1%	1,318	7%	4,903	27%	11,865	65%	18,240
Minor Teaching		334	1%	2,406	9%	8,630	31%	16,758	60%	28,128	100%
Non-Teaching		1,567	1%	10,947	8%	36,294	26%	93,502	66%	142,310	100%
<i>Total</i>		<i>2,055</i>	<i>1%</i>	<i>14,671</i>	<i>8%</i>	<i>49,827</i>	<i>26%</i>	<i>122,125</i>	<i>65%</i>	<i>188,678</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	934	1%	7,584	7%	31,015	29%	68,773	63%	108,306	100%
	Proprietary (investor owned)	1,026	2%	6,221	9%	15,756	23%	45,382	66%	68,385	100%
	Govt Non-Federal	76	1%	738	7%	2,575	25%	7,059	68%	10,448	100%
	Govt Federal	19	1%	128	8%	481	31%	911	59%	1,539	100%
	<i>Total</i>	<i>2,055</i>	<i>1%</i>	<i>14,671</i>	<i>8%</i>	<i>49,827</i>	<i>26%</i>	<i>122,125</i>	<i>65%</i>	<i>188,678</i>	<i>100%</i>

		Q3. During this hospital stay, how often did nurses explain things in a way you could understand?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	29	1%	173	4%	960	22%	3,179	73%	4,341	100%
	Mid-Atlantic	217	2%	894	8%	2,603	23%	7,443	67%	11,157	100%
	South Atlantic	860	2%	3,124	9%	8,283	23%	24,327	66%	36,594	100%
	East North Central	238	1%	1,167	6%	4,936	27%	12,175	66%	18,516	100%
	East South Central	241	2%	878	8%	2,411	23%	6,964	66%	10,494	100%
	West North Central	101	1%	481	7%	1,772	26%	4,401	65%	6,755	100%
	West South Central	347	2%	1,335	8%	3,409	22%	10,686	68%	15,777	100%
	Mountain	158	1%	772	6%	3,351	25%	9,216	68%	13,497	100%
	Pacific	1,343	2%	5,973	8%	19,174	27%	44,366	63%	70,856	100%
	<i>Total</i>	<i>3,534</i>	<i>2%</i>	<i>14,797</i>	<i>8%</i>	<i>46,899</i>	<i>25%</i>	<i>122,757</i>	<i>65%</i>	<i>187,987</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	7	1%	21	3%	120	17%	569	79%	717	100%
	25-49 Beds	85	1%	377	5%	1,649	23%	5,176	71%	7,287	100%
	50-99 Beds	381	2%	1,388	6%	5,333	24%	14,995	68%	22,097	100%
	100-199 Beds	1,157	2%	4,632	8%	14,008	25%	36,888	65%	56,685	100%
	200-299 Beds	739	2%	3,252	8%	10,285	27%	24,154	63%	38,430	100%
	300-399 Beds	512	2%	2,200	8%	6,831	25%	17,679	65%	27,222	100%
	400-499 Beds	329	2%	1,406	9%	3,856	24%	10,586	65%	16,177	100%
	500+ Beds	324	2%	1,521	8%	4,817	25%	12,710	66%	19,372	100%
		<i>Total</i>	<i>3,534</i>	<i>2%</i>	<i>14,797</i>	<i>8%</i>	<i>46,899</i>	<i>25%</i>	<i>122,757</i>	<i>65%</i>	<i>187,987</i>
<b>Teaching Status</b>	Major Teaching	258	1%	1,364	7%	4,448	24%	12,120	67%	18,190	100%
	Minor Teaching	545	2%	2,490	9%	8,049	29%	16,928	60%	28,012	100%
	Non-Teaching	2,731	2%	10,943	8%	34,402	24%	93,709	66%	141,785	100%
		<i>Total</i>	<i>3,534</i>	<i>2%</i>	<i>14,797</i>	<i>8%</i>	<i>46,899</i>	<i>25%</i>	<i>122,757</i>	<i>65%</i>	<i>187,987</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	1,680	2%	7,776	7%	29,012	27%	69,601	64%	108,069	100%
	Proprietary (investor owned)	1,649	2%	6,125	9%	15,001	22%	45,187	66%	67,962	100%
	Govt Non-Federal	168	2%	730	7%	2,465	24%	7,057	68%	10,420	100%
	Govt Federal	37	2%	166	11%	421	27%	912	59%	1,536	100%
		<i>Total</i>	<i>3,534</i>	<i>2%</i>	<i>14,797</i>	<i>8%</i>	<i>46,899</i>	<i>25%</i>	<i>122,757</i>	<i>65%</i>	<i>187,987</i>

		Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	33	1%	268	8%	1,069	30%	2,185	61%	3,555	100%
	Mid-Atlantic	276	3%	1,300	14%	2,927	31%	4,917	52%	9,420	100%
	South Atlantic	1,020	3%	4,657	15%	9,100	28%	17,234	54%	32,011	100%
	East North Central	260	2%	1,904	12%	5,355	33%	8,524	53%	16,043	100%
	East South Central	320	3%	1,405	15%	2,891	31%	4,839	51%	9,455	100%
	West North Central	141	2%	706	12%	2,036	34%	3,089	52%	5,972	100%
	West South Central	410	3%	2,035	14%	3,949	28%	7,821	55%	14,215	100%
	Mountain	178	2%	1,123	10%	3,648	31%	6,650	57%	11,599	100%
	Pacific	1,520	2%	8,695	14%	19,955	33%	30,729	50%	60,899	100%
	<i>Total</i>	<i>4,158</i>	<i>3%</i>	<i>22,093</i>	<i>14%</i>	<i>50,930</i>	<i>31%</i>	<i>85,988</i>	<i>53%</i>	<i>163,169</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	3	1%	41	7%	141	24%	409	69%	594	100%
	25-49 Beds	80	1%	454	7%	1,735	28%	3,867	63%	6,136	100%
	50-99 Beds	392	2%	2,100	11%	5,692	30%	10,867	57%	19,051	100%
	100-199 Beds	1,312	3%	6,620	13%	15,364	31%	26,451	53%	49,747	100%
	200-299 Beds	865	3%	4,805	14%	10,883	33%	16,636	50%	33,189	100%
	300-399 Beds	626	3%	3,343	14%	7,435	32%	12,147	52%	23,551	100%
	400-499 Beds	436	3%	2,202	15%	4,360	31%	7,261	51%	14,259	100%
	500+ Beds	444	3%	2,528	15%	5,320	32%	8,350	50%	16,642	100%
		<i>Total</i>	<i>4,158</i>	<i>3%</i>	<i>22,093</i>	<i>14%</i>	<i>50,930</i>	<i>31%</i>	<i>85,988</i>	<i>53%</i>	<i>163,169</i>
<b>Teaching Status</b>	Major Teaching	353	2%	2,306	15%	5,131	33%	7,927	50%	15,717	100%
	Minor Teaching	669	3%	3,599	15%	8,069	34%	11,593	48%	23,930	100%
	Non-Teaching	3,136	3%	16,188	13%	37,730	31%	66,468	54%	123,522	100%
		<i>Total</i>	<i>4,158</i>	<i>3%</i>	<i>22,093</i>	<i>14%</i>	<i>50,930</i>	<i>31%</i>	<i>85,988</i>	<i>53%</i>	<i>163,169</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	2,032	2%	11,707	13%	30,540	33%	47,788	52%	92,067	100%
	Proprietary (investor owned)	1,914	3%	9,165	15%	17,307	28%	32,531	53%	60,917	100%
	Govt Non-Federal	178	2%	1,047	12%	2,687	30%	4,998	56%	8,910	100%
	Govt Federal	34	3%	174	14%	396	31%	671	53%	1,275	100%
		<i>Total</i>	<i>4,158</i>	<i>3%</i>	<i>22,093</i>	<i>14%</i>	<i>50,930</i>	<i>31%</i>	<i>85,988</i>	<i>53%</i>	<i>163,169</i>

		Q5. During this hospital stay, how often did doctors treat you with courtesy and respect?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	14	0%	79	2%	506	12%	3,746	86%	4,345	100%
	Mid-Atlantic	84	1%	381	3%	1,480	13%	9,221	83%	11,166	100%
	South Atlantic	302	1%	1,264	3%	4,071	11%	30,981	85%	36,618	100%
	East North Central	122	1%	564	3%	2,387	13%	15,437	83%	18,510	100%
	East South Central	100	1%	322	3%	1,122	11%	9,002	85%	10,546	100%
	West North Central	54	1%	194	3%	894	13%	5,607	83%	6,749	100%
	West South Central	124	1%	494	3%	1,495	9%	13,676	87%	15,789	100%
	Mountain	95	1%	376	3%	1,623	12%	11,367	84%	13,461	100%
	Pacific	583	1%	2,270	3%	9,153	13%	58,619	83%	70,625	100%
	<i>Total</i>	<i>1,478</i>	<i>1%</i>	<i>5,944</i>	<i>3%</i>	<i>22,731</i>	<i>12%</i>	<i>157,656</i>	<i>84%</i>	<i>187,809</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	1	0%	9	1%	43	6%	660	93%	713	100%
	25-49 Beds	30	0%	142	2%	756	10%	6,356	87%	7,284	100%
	50-99 Beds	165	1%	622	3%	2,413	11%	18,911	86%	22,111	100%
	100-199 Beds	488	1%	1,897	3%	6,802	12%	47,465	84%	56,652	100%
	200-299 Beds	308	1%	1,244	3%	5,106	13%	31,718	83%	38,376	100%
	300-399 Beds	193	1%	841	3%	3,308	12%	22,802	84%	27,144	100%
	400-499 Beds	134	1%	538	3%	1,903	12%	13,560	84%	16,135	100%
	500+ Beds	159	1%	651	3%	2,400	12%	16,184	83%	19,394	100%
		<i>Total</i>	<i>1,478</i>	<i>1%</i>	<i>5,944</i>	<i>3%</i>	<i>22,731</i>	<i>12%</i>	<i>157,656</i>	<i>84%</i>	<i>187,809</i>
<b>Teaching Status</b>	Major Teaching	113	1%	596	3%	2,179	12%	15,333	84%	18,221	100%
	Minor Teaching	220	1%	884	3%	3,916	14%	22,968	82%	27,988	100%
	Non-Teaching	1,145	1%	4,464	3%	16,636	12%	119,355	84%	141,600	100%
		<i>Total</i>	<i>1,478</i>	<i>1%</i>	<i>5,944</i>	<i>3%</i>	<i>22,731</i>	<i>12%</i>	<i>157,656</i>	<i>84%</i>	<i>187,809</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	760	1%	3,166	3%	14,009	13%	89,892	83%	107,827	100%
	Proprietary (investor owned)	639	1%	2,434	4%	7,363	11%	57,604	85%	68,040	100%
	Govt Non-Federal	60	1%	297	3%	1,146	11%	8,901	86%	10,404	100%
	Govt Federal	19	1%	47	3%	213	14%	1,259	82%	1,538	100%
		<i>Total</i>	<i>1,478</i>	<i>1%</i>	<i>5,944</i>	<i>3%</i>	<i>22,731</i>	<i>12%</i>	<i>157,656</i>	<i>84%</i>	<i>187,809</i>

		Q6. During this hospital stay, how often did doctors listen carefully to you?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	35	1%	146	3%	818	19%	3,302	77%	4,301	100%
	Mid-Atlantic	145	1%	680	6%	2,163	19%	8,132	73%	11,120	100%
	South Atlantic	557	2%	2,070	6%	6,142	17%	27,732	76%	36,501	100%
	East North Central	208	1%	967	5%	3,642	20%	13,605	74%	18,422	100%
	East South Central	164	2%	522	5%	1,642	16%	8,203	78%	10,531	100%
	West North Central	77	1%	354	5%	1,377	20%	4,920	73%	6,728	100%
	West South Central	220	1%	808	5%	2,317	15%	12,423	79%	15,768	100%
	Mountain	175	1%	618	5%	2,509	19%	10,107	75%	13,409	100%
	Pacific	1,038	1%	3,652	5%	13,735	20%	52,002	74%	70,427	100%
	<i>Total</i>	<i>2,619</i>	<i>1%</i>	<i>9,817</i>	<i>5%</i>	<i>34,345</i>	<i>18%</i>	<i>140,426</i>	<i>75%</i>	<i>187,207</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	5	1%	17	2%	82	12%	609	85%	713	100%
	25-49 Beds	69	1%	252	3%	1,192	16%	5,723	79%	7,236	100%
	50-99 Beds	285	1%	1,067	5%	3,847	17%	16,812	76%	22,011	100%
	100-199 Beds	874	2%	3,076	5%	10,187	18%	42,362	75%	56,499	100%
	200-299 Beds	533	1%	2,043	5%	7,633	20%	28,040	73%	38,249	100%
	300-399 Beds	354	1%	1,429	5%	5,008	18%	20,295	75%	27,086	100%
	400-499 Beds	217	1%	872	5%	2,829	18%	12,199	76%	16,117	100%
	500+ Beds	282	1%	1,061	5%	3,567	18%	14,386	75%	19,296	100%
		<i>Total</i>	<i>2,619</i>	<i>1%</i>	<i>9,817</i>	<i>5%</i>	<i>34,345</i>	<i>18%</i>	<i>140,426</i>	<i>75%</i>	<i>187,207</i>
<b>Teaching Status</b>	Major Teaching	207	1%	976	5%	3,333	18%	13,621	75%	18,137	100%
	Minor Teaching	378	1%	1,431	5%	5,855	21%	20,263	73%	27,927	100%
	Non-Teaching	2,034	1%	7,410	5%	25,157	18%	106,542	75%	141,143	100%
		<i>Total</i>	<i>2,619</i>	<i>1%</i>	<i>9,817</i>	<i>5%</i>	<i>34,345</i>	<i>18%</i>	<i>140,426</i>	<i>75%</i>	<i>187,207</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	1,340	1%	5,325	5%	21,217	20%	79,553	74%	107,435	100%
	Proprietary (investor owned)	1,138	2%	3,875	6%	11,038	16%	51,821	76%	67,872	100%
	Govt Non-Federal	111	1%	521	5%	1,786	17%	7,962	77%	10,380	100%
	Govt Federal	30	2%	96	6%	304	20%	1,090	72%	1,520	100%
		<i>Total</i>	<i>2,619</i>	<i>1%</i>	<i>9,817</i>	<i>5%</i>	<i>34,345</i>	<i>18%</i>	<i>140,426</i>	<i>75%</i>	<i>187,207</i>

		Q7. During this hospital stay, how often did doctors explain things in a way you could understand?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	33	1%	175	4%	914	21%	3,194	74%	4,316	100%
	Mid-Atlantic	181	2%	775	7%	2,510	23%	7,629	69%	11,095	100%
	South Atlantic	696	2%	2,341	6%	6,926	19%	26,516	73%	36,479	100%
	East North Central	268	1%	1,123	6%	4,220	23%	12,804	70%	18,415	100%
	East South Central	206	2%	567	5%	1,909	18%	7,825	74%	10,507	100%
	West North Central	101	2%	383	6%	1,571	23%	4,663	69%	6,718	100%
	West South Central	248	2%	894	6%	2,746	17%	11,863	75%	15,751	100%
	Mountain	192	1%	685	5%	2,834	21%	9,722	72%	13,433	100%
	Pacific	1,242	2%	4,232	6%	15,287	22%	49,642	71%	70,403	100%
	<i>Total</i>	<i>3,167</i>	<i>2%</i>	<i>11,175</i>	<i>6%</i>	<i>38,917</i>	<i>21%</i>	<i>133,858</i>	<i>72%</i>	<i>187,117</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	6	1%	23	3%	86	12%	595	84%	710	100%
	25-49 Beds	85	1%	294	4%	1,405	19%	5,472	75%	7,256	100%
	50-99 Beds	312	1%	1,170	5%	4,483	20%	16,030	73%	21,995	100%
	100-199 Beds	1,048	2%	3,438	6%	11,617	21%	40,369	71%	56,472	100%
	200-299 Beds	688	2%	2,426	6%	8,513	22%	26,597	70%	38,224	100%
	300-399 Beds	441	2%	1,628	6%	5,636	21%	19,341	72%	27,046	100%
	400-499 Beds	270	2%	1,005	6%	3,102	19%	11,750	73%	16,127	100%
	500+ Beds	317	2%	1,191	6%	4,075	21%	13,704	71%	19,287	100%
		<i>Total</i>	<i>3,167</i>	<i>2%</i>	<i>11,175</i>	<i>6%</i>	<i>38,917</i>	<i>21%</i>	<i>133,858</i>	<i>72%</i>	<i>187,117</i>
<b>Teaching Status</b>	Major Teaching	260	1%	1,068	6%	3,895	21%	12,909	71%	18,132	100%
	Minor Teaching	494	2%	1,656	6%	6,503	23%	19,263	69%	27,916	100%
	Non-Teaching	2,413	2%	8,451	6%	28,519	20%	101,686	72%	141,069	100%
		<i>Total</i>	<i>3,167</i>	<i>2%</i>	<i>11,175</i>	<i>6%</i>	<i>38,917</i>	<i>21%</i>	<i>133,858</i>	<i>72%</i>	<i>187,117</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	1,654	2%	6,151	6%	24,009	22%	75,574	70%	107,388	100%
	Proprietary (investor owned)	1,350	2%	4,332	6%	12,494	18%	49,642	73%	67,818	100%
	Govt Non-Federal	132	1%	574	6%	2,066	20%	7,618	73%	10,390	100%
	Govt Federal	31	2%	118	8%	348	23%	1,024	67%	1,521	100%
		<i>Total</i>	<i>3,167</i>	<i>2%</i>	<i>11,175</i>	<i>6%</i>	<i>38,917</i>	<i>21%</i>	<i>133,858</i>	<i>72%</i>	<i>187,117</i>

		Q8. During this hospital stay, how often were your room and bathroom kept clean?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	50	1%	222	5%	800	19%	3,247	75%	4,319	100%
	Mid-Atlantic	301	3%	1,110	10%	2,454	22%	7,137	65%	11,002	100%
	South Atlantic	1,366	4%	4,011	11%	7,773	21%	23,106	64%	36,256	100%
	East North Central	394	2%	1,592	9%	4,009	22%	12,270	67%	18,265	100%
	East South Central	405	4%	1,207	12%	2,364	23%	6,488	62%	10,464	100%
	West North Central	189	3%	628	9%	1,508	23%	4,361	65%	6,686	100%
	West South Central	541	3%	1,747	11%	3,144	20%	10,207	65%	15,639	100%
	Mountain	315	2%	1,071	8%	2,801	21%	9,201	69%	13,388	100%
	Pacific	1,910	3%	6,679	10%	16,893	24%	44,823	64%	70,305	100%
	<i>Total</i>	<i>5,471</i>	<i>3%</i>	<i>18,267</i>	<i>10%</i>	<i>41,746</i>	<i>22%</i>	<i>120,840</i>	<i>65%</i>	<i>186,324</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	14	2%	40	6%	107	15%	538	77%	699	100%
	25-49 Beds	116	2%	373	5%	1,245	17%	5,523	76%	7,257	100%
	50-99 Beds	555	3%	1,827	8%	4,444	20%	15,109	69%	21,935	100%
	100-199 Beds	1,784	3%	5,570	10%	12,646	22%	36,241	64%	56,241	100%
	200-299 Beds	1,153	3%	3,917	10%	9,038	24%	23,952	63%	38,060	100%
	300-399 Beds	729	3%	2,678	10%	6,098	23%	17,425	65%	26,930	100%
	400-499 Beds	542	3%	1,863	12%	3,672	23%	9,965	62%	16,042	100%
	500+ Beds	578	3%	1,999	10%	4,496	23%	12,087	63%	19,160	100%
		<i>Total</i>	<i>5,471</i>	<i>3%</i>	<i>18,267</i>	<i>10%</i>	<i>41,746</i>	<i>22%</i>	<i>120,840</i>	<i>65%</i>	<i>186,324</i>
<b>Teaching Status</b>	Major Teaching	498	3%	1,822	10%	4,023	22%	11,604	65%	17,947	100%
	Minor Teaching	832	3%	2,747	10%	6,925	25%	17,375	62%	27,879	100%
	Non-Teaching	4,141	3%	13,698	10%	30,798	22%	91,861	65%	140,498	100%
		<i>Total</i>	<i>5,471</i>	<i>3%</i>	<i>18,267</i>	<i>10%</i>	<i>41,746</i>	<i>22%</i>	<i>120,840</i>	<i>65%</i>	<i>186,324</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	2,648	2%	9,356	9%	25,041	23%	69,946	65%	106,991	100%
	Proprietary (investor owned)	2,477	4%	7,833	12%	14,167	21%	43,036	64%	67,513	100%
	Govt Non-Federal	314	3%	956	9%	2,154	21%	6,869	67%	10,293	100%
	Govt Federal	32	2%	122	8%	384	25%	989	65%	1,527	100%
		<i>Total</i>	<i>5,471</i>	<i>3%</i>	<i>18,267</i>	<i>10%</i>	<i>41,746</i>	<i>22%</i>	<i>120,840</i>	<i>65%</i>	<i>186,324</i>

		Q9. During this hospital stay, how often was the area around your room quiet at night?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	124	3%	421	10%	1,549	36%	2,233	52%	4,327	100%
	Mid-Atlantic	574	5%	1,497	14%	3,661	33%	5,326	48%	11,058	100%
	South Atlantic	1,551	4%	4,208	12%	10,537	29%	20,145	55%	36,441	100%
	East North Central	719	4%	2,160	12%	6,042	33%	9,350	51%	18,271	100%
	East South Central	289	3%	987	9%	2,976	28%	6,252	60%	10,504	100%
	West North Central	285	4%	785	12%	2,320	35%	3,309	49%	6,699	100%
	West South Central	542	3%	1,463	9%	3,964	25%	9,751	62%	15,720	100%
	Mountain	425	3%	1,405	10%	4,338	32%	7,248	54%	13,416	100%
	Pacific	4,338	6%	11,025	16%	23,862	34%	31,193	44%	70,418	100%
	<i>Total</i>	<i>8,847</i>	<i>5%</i>	<i>23,951</i>	<i>13%</i>	<i>59,249</i>	<i>32%</i>	<i>94,807</i>	<i>51%</i>	<i>186,854</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	12	2%	52	7%	170	24%	469	67%	703	100%
	25-49 Beds	166	2%	613	8%	2,348	32%	4,123	57%	7,250	100%
	50-99 Beds	783	4%	2,308	10%	7,104	32%	11,856	54%	22,051	100%
	100-199 Beds	2,632	5%	7,185	13%	17,597	31%	29,000	51%	56,414	100%
	200-299 Beds	2,045	5%	5,291	14%	12,708	33%	18,125	47%	38,169	100%
	300-399 Beds	1,380	5%	3,714	14%	8,449	31%	13,525	50%	27,068	100%
	400-499 Beds	875	5%	2,261	14%	4,834	30%	8,124	50%	16,094	100%
	500+ Beds	954	5%	2,527	13%	6,039	32%	9,585	50%	19,105	100%
	<i>Total</i>	<i>8,847</i>	<i>5%</i>	<i>23,951</i>	<i>13%</i>	<i>59,249</i>	<i>32%</i>	<i>94,807</i>	<i>51%</i>	<i>186,854</i>	<i>100%</i>
<b>Teaching Status</b>	Major Teaching	823	5%	2,368	13%	5,658	32%	9,101	51%	17,950	100%
	Minor Teaching	1,703	6%	3,980	14%	9,647	35%	12,567	45%	27,897	100%
	Non-Teaching	6,321	4%	17,603	12%	43,944	31%	73,139	52%	141,007	100%
	<i>Total</i>	<i>8,847</i>	<i>5%</i>	<i>23,951</i>	<i>13%</i>	<i>59,249</i>	<i>32%</i>	<i>94,807</i>	<i>51%</i>	<i>186,854</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	5,206	5%	14,101	13%	36,794	34%	51,000	48%	107,101	100%
	Proprietary (investor owned)	3,104	5%	8,510	13%	18,802	28%	37,513	55%	67,929	100%
	Govt Non-Federal	420	4%	1,082	11%	3,129	30%	5,668	55%	10,299	100%
	Govt Federal	117	8%	258	17%	524	34%	626	41%	1,525	100%
	<i>Total</i>	<i>8,847</i>	<i>5%</i>	<i>23,951</i>	<i>13%</i>	<i>59,249</i>	<i>32%</i>	<i>94,807</i>	<i>51%</i>	<i>186,854</i>	<i>100%</i>

		Q10. During this hospital stay, did you need help from doctors, nurses or other hospital staff in getting to the bathroom or in using a bedpan?					
		Yes		No		Total	
		N	%	N	%	N	%
<b>Region</b>	New England	2,252	53%	1,975	47%	4,227	100%
	Mid-Atlantic	4,929	46%	5,730	54%	10,659	100%
	South Atlantic	17,124	48%	18,341	52%	35,465	100%
	East North Central	9,579	54%	8,052	46%	17,631	100%
	East South Central	4,823	48%	5,211	52%	10,034	100%
	West North Central	3,462	53%	3,074	47%	6,536	100%
	West South Central	7,629	50%	7,737	50%	15,366	100%
	Mountain	7,226	55%	6,025	45%	13,251	100%
	Pacific	35,900	52%	32,614	48%	68,514	100%
	<i>Total</i>	<i>92,924</i>	<i>51%</i>	<i>88,759</i>	<i>49%</i>	<i>181,683</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	393	56%	306	44%	699	100%
	25-49 Beds	3,922	56%	3,133	44%	7,055	100%
	50-99 Beds	10,936	51%	10,466	49%	21,402	100%
	100-199 Beds	27,575	50%	27,226	50%	54,801	100%
	200-299 Beds	19,513	53%	17,595	47%	37,108	100%
	300-399 Beds	13,448	51%	12,780	49%	26,228	100%
	400-499 Beds	7,848	50%	7,848	50%	15,696	100%
	500+ Beds	9,289	50%	9,405	50%	18,694	100%
	<i>Total</i>	<i>92,924</i>	<i>51%</i>	<i>88,759</i>	<i>49%</i>	<i>181,683</i>	<i>100%</i>
<b>Teaching Status</b>	Major Teaching	8,508	49%	9,011	51%	17,519	100%
	Minor Teaching	14,435	53%	12,594	47%	27,029	100%
	Non-Teaching	69,981	51%	67,154	49%	137,135	100%
	<i>Total</i>	<i>92,924</i>	<i>51%</i>	<i>88,759</i>	<i>49%</i>	<i>181,683</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	54,806	53%	48,983	47%	103,789	100%
	Proprietary (investor owned)	32,223	49%	34,212	51%	66,435	100%
	Govt Non-Federal	5,180	52%	4,820	48%	10,000	100%
	Govt Federal	715	49%	744	51%	1,459	100%
	<i>Total</i>	<i>92,924</i>	<i>51%</i>	<i>88,759</i>	<i>49%</i>	<i>181,683</i>	<i>100%</i>

		Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	25	1%	180	8%	558	24%	1,515	67%	2,278	100%
	Mid-Atlantic	173	3%	610	12%	1,241	25%	2,948	59%	4,972	100%
	South Atlantic	578	3%	2,225	13%	4,038	24%	10,196	60%	17,037	100%
	East North Central	266	3%	961	10%	2,460	26%	5,939	62%	9,626	100%
	East South Central	213	4%	681	14%	1,136	24%	2,788	58%	4,818	100%
	West North Central	83	2%	381	11%	865	25%	2,150	62%	3,479	100%
	West South Central	280	4%	959	13%	1,704	22%	4,682	61%	7,625	100%
	Mountain	143	2%	631	9%	1,769	24%	4,724	65%	7,267	100%
	Pacific	1,016	3%	4,889	14%	9,763	27%	20,005	56%	35,673	100%
	<i>Total</i>	<i>2,777</i>	<i>3%</i>	<i>11,517</i>	<i>12%</i>	<i>23,534</i>	<i>25%</i>	<i>54,947</i>	<i>59%</i>	<i>92,775</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	3	1%	22	6%	73	19%	292	75%	390	100%
	25-49 Beds	69	2%	300	8%	863	22%	2,704	69%	3,936	100%
	50-99 Beds	250	2%	1,103	10%	2,662	24%	6,910	63%	10,925	100%
	100-199 Beds	822	3%	3,381	12%	6,870	25%	16,416	60%	27,489	100%
	200-299 Beds	606	3%	2,567	13%	5,291	27%	10,997	57%	19,461	100%
	300-399 Beds	456	3%	1,768	13%	3,522	26%	7,690	57%	13,436	100%
	400-499 Beds	255	3%	1,084	14%	1,917	24%	4,585	58%	7,841	100%
	500+ Beds	316	3%	1,292	14%	2,336	25%	5,353	58%	9,297	100%
		<i>Total</i>	<i>2,777</i>	<i>3%</i>	<i>11,517</i>	<i>12%</i>	<i>23,534</i>	<i>25%</i>	<i>54,947</i>	<i>59%</i>	<i>92,775</i>
<b>Teaching Status</b>	Major Teaching	282	3%	1,122	13%	2,215	26%	4,911	58%	8,530	100%
	Minor Teaching	466	3%	2,014	14%	4,121	29%	7,838	54%	14,439	100%
	Non-Teaching	2,029	3%	8,381	12%	17,198	25%	42,198	60%	69,806	100%
		<i>Total</i>	<i>2,777</i>	<i>3%</i>	<i>11,517</i>	<i>12%</i>	<i>23,534</i>	<i>25%</i>	<i>54,947</i>	<i>59%</i>	<i>92,775</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	1,450	3%	6,664	12%	14,784	27%	31,941	58%	54,839	100%
	Proprietary (investor owned)	1,132	4%	4,164	13%	7,361	23%	19,383	60%	32,040	100%
	Govt Non-Federal	168	3%	588	11%	1,220	24%	3,208	62%	5,184	100%
	Govt Federal	27	4%	101	14%	169	24%	415	58%	712	100%
		<i>Total</i>	<i>2,777</i>	<i>3%</i>	<i>11,517</i>	<i>12%</i>	<i>23,534</i>	<i>25%</i>	<i>54,947</i>	<i>59%</i>	<i>92,775</i>

		Q12. During this hospital stay, did you need medicine for pain?					
		Yes		No		Total	
		N	%	N	%	N	%
<b>Region</b>	New England	2,907	69%	1,326	31%	4,233	100%
	Mid-Atlantic	6,756	63%	4,052	37%	10,808	100%
	South Atlantic	25,092	70%	10,693	30%	35,785	100%
	East North Central	12,999	72%	4,958	28%	17,957	100%
	East South Central	7,624	75%	2,565	25%	10,189	100%
	West North Central	4,734	72%	1,845	28%	6,579	100%
	West South Central	11,828	76%	3,773	24%	15,601	100%
	Mountain	10,293	77%	2,997	23%	13,290	100%
	Pacific	50,156	72%	19,128	28%	69,284	100%
	<i>Total</i>	<i>132,389</i>	<i>72%</i>	<i>51,337</i>	<i>28%</i>	<i>183,726</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	509	73%	186	27%	695	100%
	25-49 Beds	5,185	73%	1,911	27%	7,096	100%
	50-99 Beds	15,420	71%	6,160	29%	21,580	100%
	100-199 Beds	39,726	72%	15,629	28%	55,355	100%
	200-299 Beds	26,942	72%	10,625	28%	37,567	100%
	300-399 Beds	18,858	71%	7,720	29%	26,578	100%
	400-499 Beds	11,658	73%	4,240	27%	15,898	100%
	500+ Beds	14,091	74%	4,866	26%	18,957	100%
		<i>Total</i>	<i>132,389</i>	<i>72%</i>	<i>51,337</i>	<i>28%</i>	<i>183,726</i>
<b>Teaching Status</b>	Major Teaching	13,034	73%	4,751	27%	17,785	100%
	Minor Teaching	19,863	73%	7,508	27%	27,371	100%
	Non-Teaching	99,492	72%	39,078	28%	138,570	100%
		<i>Total</i>	<i>132,389</i>	<i>72%</i>	<i>51,337</i>	<i>28%</i>	<i>183,726</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	75,276	72%	29,843	28%	105,119	100%
	Proprietary (investor owned)	48,531	72%	18,500	28%	67,031	100%
	Govt Non-Federal	7,535	75%	2,561	25%	10,096	100%
	Govt Federal	1,047	71%	433	29%	1,480	100%
		<i>Total</i>	<i>132,389</i>	<i>72%</i>	<i>51,337</i>	<i>28%</i>	<i>183,726</i>

		Q13. During this hospital stay, how often was your pain well controlled?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	25	1%	167	6%	890	30%	1,865	63%	2,947	100%
	Mid-Atlantic	104	2%	702	10%	2,103	31%	3,870	57%	6,779	100%
	South Atlantic	425	2%	2,458	10%	6,992	28%	15,262	61%	25,137	100%
	East North Central	168	1%	1,076	8%	4,204	32%	7,521	58%	12,969	100%
	East South Central	150	2%	797	10%	2,343	30%	4,405	57%	7,695	100%
	West North Central	71	1%	429	9%	1,630	34%	2,624	55%	4,754	100%
	West South Central	189	2%	1,117	9%	3,180	27%	7,290	62%	11,776	100%
	Mountain	112	1%	703	7%	3,129	30%	6,414	62%	10,358	100%
	Pacific	591	1%	4,422	9%	15,369	31%	29,402	59%	49,784	100%
	<i>Total</i>	<i>1,835</i>	<i>1%</i>	<i>11,871</i>	<i>9%</i>	<i>39,840</i>	<i>30%</i>	<i>78,653</i>	<i>59%</i>	<i>132,199</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	2	0%	18	4%	142	28%	350	68%	512	100%
	25-49 Beds	59	1%	315	6%	1,537	29%	3,320	63%	5,231	100%
	50-99 Beds	220	1%	1,182	8%	4,728	31%	9,312	60%	15,442	100%
	100-199 Beds	596	2%	3,663	9%	11,844	30%	23,630	59%	39,733	100%
	200-299 Beds	376	1%	2,493	9%	8,495	32%	15,457	58%	26,821	100%
	300-399 Beds	226	1%	1,770	9%	5,482	29%	11,263	60%	18,741	100%
	400-499 Beds	164	1%	1,118	10%	3,368	29%	6,992	60%	11,642	100%
	500+ Beds	192	1%	1,312	9%	4,244	30%	8,329	59%	14,077	100%
		<i>Total</i>	<i>1,835</i>	<i>1%</i>	<i>11,871</i>	<i>9%</i>	<i>39,840</i>	<i>30%</i>	<i>78,653</i>	<i>59%</i>	<i>132,199</i>
<b>Teaching Status</b>	Major Teaching	174	1%	1,196	9%	3,868	30%	7,767	60%	13,005	100%
	Minor Teaching	248	1%	1,845	9%	6,460	33%	11,212	57%	19,765	100%
	Non-Teaching	1,413	1%	8,830	9%	29,512	30%	59,674	60%	99,429	100%
		<i>Total</i>	<i>1,835</i>	<i>1%</i>	<i>11,871</i>	<i>9%</i>	<i>39,840</i>	<i>30%</i>	<i>78,653</i>	<i>59%</i>	<i>132,199</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	874	1%	6,264	8%	24,145	32%	43,884	58%	75,167	100%
	Proprietary (investor owned)	847	2%	4,847	10%	13,121	27%	29,601	61%	48,416	100%
	Govt Non-Federal	99	1%	666	9%	2,226	29%	4,589	61%	7,580	100%
	Govt Federal	15	1%	94	9%	348	34%	579	56%	1,036	100%
		<i>Total</i>	<i>1,835</i>	<i>1%</i>	<i>11,871</i>	<i>9%</i>	<i>39,840</i>	<i>30%</i>	<i>78,653</i>	<i>59%</i>	<i>132,199</i>

		Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	12	0%	99	3%	552	19%	2,297	78%	2,960	100%
	Mid-Atlantic	85	1%	466	7%	1,417	21%	4,811	71%	6,779	100%
	South Atlantic	315	1%	1,888	8%	4,663	19%	18,274	73%	25,140	100%
	East North Central	110	1%	744	6%	2,618	20%	9,517	73%	12,989	100%
	East South Central	127	2%	606	8%	1,472	19%	5,500	71%	7,705	100%
	West North Central	40	1%	336	7%	952	20%	3,419	72%	4,747	100%
	West South Central	147	1%	846	7%	2,100	18%	8,681	74%	11,774	100%
	Mountain	83	1%	490	5%	2,004	19%	7,785	75%	10,362	100%
	Pacific	456	1%	3,224	6%	10,695	21%	35,549	71%	49,924	100%
	<i>Total</i>	<i>1,375</i>	<i>1%</i>	<i>8,699</i>	<i>7%</i>	<i>26,473</i>	<i>20%</i>	<i>95,833</i>	<i>72%</i>	<i>132,380</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	4	1%	12	2%	74	14%	428	83%	518	100%
	25-49 Beds	43	1%	235	4%	877	17%	4,072	78%	5,227	100%
	50-99 Beds	157	1%	854	6%	2,882	19%	11,571	75%	15,464	100%
	100-199 Beds	448	1%	2,690	7%	7,872	20%	28,825	72%	39,835	100%
	200-299 Beds	271	1%	1,870	7%	5,822	22%	18,895	70%	26,858	100%
	300-399 Beds	185	1%	1,224	7%	3,777	20%	13,547	72%	18,733	100%
	400-499 Beds	125	1%	834	7%	2,291	20%	8,416	72%	11,666	100%
	500+ Beds	142	1%	980	7%	2,878	20%	10,079	72%	14,079	100%
		<i>Total</i>	<i>1,375</i>	<i>1%</i>	<i>8,699</i>	<i>7%</i>	<i>26,473</i>	<i>20%</i>	<i>95,833</i>	<i>72%</i>	<i>132,380</i>
<b>Teaching Status</b>	Major Teaching	110	1%	856	7%	2,655	20%	9,411	72%	13,032	100%
	Minor Teaching	192	1%	1,363	7%	4,560	23%	13,684	69%	19,799	100%
	Non-Teaching	1,073	1%	6,480	7%	19,258	19%	72,738	73%	99,549	100%
		<i>Total</i>	<i>1,375</i>	<i>1%</i>	<i>8,699</i>	<i>7%</i>	<i>26,473</i>	<i>20%</i>	<i>95,833</i>	<i>72%</i>	<i>132,380</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	639	1%	4,399	6%	16,053	21%	54,167	72%	75,258	100%
	Proprietary (investor owned)	659	1%	3,743	8%	8,750	18%	35,369	73%	48,521	100%
	Govt Non-Federal	67	1%	490	6%	1,428	19%	5,589	74%	7,574	100%
	Govt Federal	10	1%	67	7%	242	24%	708	69%	1,027	100%
		<i>Total</i>	<i>1,375</i>	<i>1%</i>	<i>8,699</i>	<i>7%</i>	<i>26,473</i>	<i>20%</i>	<i>95,833</i>	<i>72%</i>	<i>132,380</i>

		Q15. During this hospital stay, were you given any medicine that you had not taken before?					
		Yes		No		Total	
		N	%	N	%	N	%
<b>Region</b>	New England	2,500	61%	1,603	39%	4,103	100%
	Mid-Atlantic	5,968	57%	4,509	43%	10,477	100%
	South Atlantic	19,529	57%	14,901	43%	34,430	100%
	East North Central	10,439	59%	7,174	41%	17,613	100%
	East South Central	5,670	57%	4,247	43%	9,917	100%
	West North Central	3,863	60%	2,541	40%	6,404	100%
	West South Central	8,553	57%	6,330	43%	14,883	100%
	Mountain	7,617	59%	5,334	41%	12,951	100%
	Pacific	38,755	58%	28,262	42%	67,017	100%
	<i>Total</i>	<i>102,894</i>	<i>58%</i>	<i>74,901</i>	<i>42%</i>	<i>177,795</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	379	56%	296	44%	675	100%
	25-49 Beds	3,988	58%	2,890	42%	6,878	100%
	50-99 Beds	11,945	57%	8,880	43%	20,825	100%
	100-199 Beds	30,605	57%	22,928	43%	53,533	100%
	200-299 Beds	21,471	59%	14,912	41%	36,383	100%
	300-399 Beds	14,519	56%	11,216	44%	25,735	100%
	400-499 Beds	8,922	58%	6,398	42%	15,320	100%
	500+ Beds	11,065	60%	7,381	40%	18,446	100%
		<i>Total</i>	<i>102,894</i>	<i>58%</i>	<i>74,901</i>	<i>42%</i>	<i>177,795</i>
<b>Teaching Status</b>	Major Teaching	10,455	60%	6,914	40%	17,369	100%
	Minor Teaching	15,609	58%	11,085	42%	26,694	100%
	Non-Teaching	76,830	57%	56,902	43%	133,732	100%
		<i>Total</i>	<i>102,894</i>	<i>58%</i>	<i>74,901</i>	<i>42%</i>	<i>177,795</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	60,658	59%	41,696	41%	102,354	100%
	Proprietary (investor owned)	35,840	56%	28,316	44%	64,156	100%
	Govt Non-Federal	5,570	57%	4,275	43%	9,845	100%
	Govt Federal	826	57%	614	43%	1,440	100%
		<i>Total</i>	<i>102,894</i>	<i>58%</i>	<i>74,901</i>	<i>42%</i>	<i>177,795</i>

		Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	84	3%	158	6%	436	17%	1,881	74%	2,559	100%
	Mid-Atlantic	319	5%	581	10%	1,047	17%	4,079	68%	6,026	100%
	South Atlantic	1,183	6%	2,061	11%	3,386	17%	12,997	66%	19,627	100%
	East North Central	406	4%	944	9%	1,918	18%	7,265	69%	10,533	100%
	East South Central	362	6%	578	10%	942	16%	3,862	67%	5,744	100%
	West North Central	198	5%	382	10%	767	20%	2,545	65%	3,892	100%
	West South Central	495	6%	818	10%	1,349	16%	5,923	69%	8,585	100%
	Mountain	309	4%	641	8%	1,272	17%	5,446	71%	7,668	100%
	Pacific	2,009	5%	3,906	10%	7,524	19%	25,864	66%	39,303	100%
	<i>Total</i>	<i>5,365</i>	<i>5%</i>	<i>10,069</i>	<i>10%</i>	<i>18,641</i>	<i>18%</i>	<i>69,862</i>	<i>67%</i>	<i>103,937</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	6	2%	17	4%	54	14%	312	80%	389	100%
	25-49 Beds	150	4%	286	7%	690	17%	2,952	72%	4,078	100%
	50-99 Beds	628	5%	1,025	8%	2,090	17%	8,430	69%	12,173	100%
	100-199 Beds	1,711	6%	3,015	10%	5,499	18%	20,687	67%	30,912	100%
	200-299 Beds	1,192	6%	2,250	10%	4,164	19%	14,048	65%	21,654	100%
	300-399 Beds	699	5%	1,508	10%	2,587	18%	9,766	67%	14,560	100%
	400-499 Beds	475	5%	862	10%	1,564	17%	6,102	68%	9,003	100%
	500+ Beds	504	5%	1,106	10%	1,993	18%	7,565	68%	11,168	100%
		<i>Total</i>	<i>5,365</i>	<i>5%</i>	<i>10,069</i>	<i>10%</i>	<i>18,641</i>	<i>18%</i>	<i>69,862</i>	<i>67%</i>	<i>103,937</i>
<b>Teaching Status</b>	Major Teaching	431	4%	956	9%	1,884	18%	7,235	69%	10,506	100%
	Minor Teaching	828	5%	1,744	11%	3,079	19%	10,155	64%	15,806	100%
	Non-Teaching	4,106	5%	7,369	9%	13,678	18%	52,472	68%	77,625	100%
		<i>Total</i>	<i>5,365</i>	<i>5%</i>	<i>10,069</i>	<i>10%</i>	<i>18,641</i>	<i>18%</i>	<i>69,862</i>	<i>67%</i>	<i>103,937</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	2,784	5%	5,791	9%	11,636	19%	41,403	67%	61,614	100%
	Proprietary (investor owned)	2,280	6%	3,697	10%	5,932	17%	23,932	67%	35,841	100%
	Govt Non-Federal	262	5%	488	9%	922	16%	3,982	70%	5,654	100%
	Govt Federal	39	5%	93	11%	151	18%	545	66%	828	100%
		<i>Total</i>	<i>5,365</i>	<i>5%</i>	<i>10,069</i>	<i>10%</i>	<i>18,641</i>	<i>18%</i>	<i>69,862</i>	<i>67%</i>	<i>103,937</i>

		Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?									
		Never		Sometimes		Usually		Always		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	457	18%	293	12%	555	22%	1,203	48%	2,508	100%
	Mid-Atlantic	1,640	28%	801	13%	1,212	20%	2,305	39%	5,958	100%
	South Atlantic	5,543	29%	2,473	13%	3,531	18%	7,741	40%	19,288	100%
	East North Central	2,427	23%	1,441	14%	2,365	23%	4,148	40%	10,381	100%
	East South Central	1,608	29%	703	12%	1,045	19%	2,284	40%	5,640	100%
	West North Central	948	25%	553	14%	833	22%	1,494	39%	3,828	100%
	West South Central	2,294	27%	1,076	13%	1,462	17%	3,615	43%	8,447	100%
	Mountain	1,633	22%	1,019	14%	1,669	22%	3,193	42%	7,514	100%
	Pacific	9,969	26%	5,424	14%	8,187	21%	15,021	39%	38,601	100%
	<i>Total</i>	<i>26,519</i>	<i>26%</i>	<i>13,783</i>	<i>13%</i>	<i>20,859</i>	<i>20%</i>	<i>41,004</i>	<i>40%</i>	<i>102,165</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	55	15%	34	9%	71	19%	215	57%	375	100%
	25-49 Beds	735	18%	461	12%	878	22%	1,911	48%	3,985	100%
	50-99 Beds	2,850	24%	1,518	13%	2,454	21%	5,063	43%	11,885	100%
	100-199 Beds	8,145	27%	4,026	13%	6,151	20%	12,047	40%	30,369	100%
	200-299 Beds	5,796	27%	2,879	13%	4,496	21%	8,176	38%	21,347	100%
	300-399 Beds	3,762	26%	1,969	14%	2,891	20%	5,736	40%	14,358	100%
	400-499 Beds	2,387	27%	1,288	15%	1,687	19%	3,508	40%	8,870	100%
	500+ Beds	2,789	25%	1,608	15%	2,231	20%	4,348	40%	10,976	100%
		<i>Total</i>	<i>26,519</i>	<i>26%</i>	<i>13,783</i>	<i>13%</i>	<i>20,859</i>	<i>20%</i>	<i>41,004</i>	<i>40%</i>	<i>102,165</i>
<b>Teaching Status</b>	Major Teaching	2,466	24%	1,486	14%	2,182	21%	4,201	41%	10,335	100%
	Minor Teaching	4,028	26%	2,198	14%	3,391	22%	5,952	38%	15,569	100%
	Non-Teaching	20,025	26%	10,099	13%	15,286	20%	30,851	40%	76,261	100%
		<i>Total</i>	<i>26,519</i>	<i>26%</i>	<i>13,783</i>	<i>13%</i>	<i>20,859</i>	<i>20%</i>	<i>41,004</i>	<i>40%</i>	<i>102,165</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	14,774	24%	8,429	14%	13,277	22%	24,075	40%	60,555	100%
	Proprietary (investor owned)	10,275	29%	4,521	13%	6,262	18%	14,182	40%	35,240	100%
	Govt Non-Federal	1,263	23%	731	13%	1,153	21%	2,412	43%	5,559	100%
	Govt Federal	207	26%	102	13%	167	21%	335	41%	811	100%
		<i>Total</i>	<i>26,519</i>	<i>26%</i>	<i>13,783</i>	<i>13%</i>	<i>20,859</i>	<i>20%</i>	<i>41,004</i>	<i>40%</i>	<i>102,165</i>

		Q18. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?							
		Own Home		Someone else's		Health Facility		Total	
		N	%	N	%	N	%	N	%
<b>Region</b>	New England	3,541	82%	179	4%	589	14%	4,309	100%
	Mid-Atlantic	9,742	87%	473	4%	922	8%	11,137	100%
	South Atlantic	32,006	88%	1,711	5%	2,857	8%	36,574	100%
	East North Central	15,440	85%	1,195	7%	1,453	8%	18,088	100%
	East South Central	9,117	87%	612	6%	782	7%	10,511	100%
	West North Central	5,809	86%	342	5%	589	9%	6,740	100%
	West South Central	13,744	87%	958	6%	1,064	7%	15,766	100%
	Mountain	11,690	87%	779	6%	975	7%	13,444	100%
	Pacific	61,528	87%	3,864	5%	5,080	7%	70,472	100%
	<i>Total</i>	<i>162,617</i>	<i>87%</i>	<i>10,113</i>	<i>5%</i>	<i>14,311</i>	<i>8%</i>	<i>187,041</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	633	89%	34	5%	45	6%	712	100%
	25-49 Beds	6,075	84%	406	6%	743	10%	7,224	100%
	50-99 Beds	18,905	86%	1,144	5%	1,996	9%	22,045	100%
	100-199 Beds	49,121	87%	2,853	5%	4,613	8%	56,587	100%
	200-299 Beds	33,291	87%	1,944	5%	2,976	8%	38,211	100%
	300-399 Beds	23,566	87%	1,597	6%	1,772	7%	26,935	100%
	400-499 Beds	14,369	89%	862	5%	958	6%	16,189	100%
	500+ Beds	16,657	87%	1,273	7%	1,208	6%	19,138	100%
		<i>Total</i>	<i>162,617</i>	<i>87%</i>	<i>10,113</i>	<i>5%</i>	<i>14,311</i>	<i>8%</i>	<i>187,041</i>
<b>Teaching Status</b>	Major Teaching	15,630	87%	1,294	7%	985	6%	17,909	100%
	Minor Teaching	23,956	86%	1,546	6%	2,279	8%	27,781	100%
	Non-Teaching	123,031	87%	7,273	5%	11,047	8%	141,351	100%
		<i>Total</i>	<i>162,617</i>	<i>87%</i>	<i>10,113</i>	<i>5%</i>	<i>14,311</i>	<i>8%</i>	<i>187,041</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	92,475	86%	5,985	6%	8,630	8%	107,090	100%
	Proprietary (investor owned)	60,055	88%	3,338	5%	4,855	7%	68,248	100%
	Govt Non-Federal	8,741	86%	715	7%	716	7%	10,172	100%
	Govt Federal	1,346	88%	75	5%	110	7%	1,531	100%
		<i>Total</i>	<i>162,617</i>	<i>87%</i>	<i>10,113</i>	<i>5%</i>	<i>14,311</i>	<i>8%</i>	<i>187,041</i>

		Q19. During your hospital stay, did hospital staff talk with you about whether you would have the help you needed when you left the hospital?					
		Yes		No		Total	
		N	%	N	%	N	%
<b>Region</b>	New England	2,896	81%	676	19%	3,572	100%
	Mid-Atlantic	7,312	76%	2,367	24%	9,679	100%
	South Atlantic	23,109	72%	8,788	28%	31,897	100%
	East North Central	12,690	80%	3,226	20%	15,916	100%
	East South Central	6,440	71%	2,667	29%	9,107	100%
	West North Central	4,457	76%	1,429	24%	5,886	100%
	West South Central	10,314	73%	3,747	27%	14,061	100%
	Mountain	9,465	78%	2,621	22%	12,086	100%
	Pacific	46,136	74%	16,301	26%	62,437	100%
	<i>Total</i>	<i>122,819</i>	<i>75%</i>	<i>41,822</i>	<i>25%</i>	<i>164,641</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	507	81%	121	19%	628	100%
	25-49 Beds	4,912	79%	1,290	21%	6,202	100%
	50-99 Beds	14,442	76%	4,622	24%	19,064	100%
	100-199 Beds	36,121	73%	13,154	27%	49,275	100%
	200-299 Beds	25,027	74%	8,691	26%	33,718	100%
	300-399 Beds	17,857	74%	6,126	26%	23,983	100%
	400-499 Beds	10,794	74%	3,805	26%	14,599	100%
	500+ Beds	13,159	77%	4,013	23%	17,172	100%
	<i>Total</i>	<i>122,819</i>	<i>75%</i>	<i>41,822</i>	<i>25%</i>	<i>164,641</i>	<i>100%</i>
<b>Teaching Status</b>	Major Teaching	12,559	78%	3,631	22%	16,190	100%
	Minor Teaching	18,068	74%	6,326	26%	24,394	100%
	Non-Teaching	92,192	74%	31,865	26%	124,057	100%
	<i>Total</i>	<i>122,819</i>	<i>75%</i>	<i>41,822</i>	<i>25%</i>	<i>164,641</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	71,914	76%	22,441	24%	94,355	100%
	Proprietary (investor owned)	43,169	72%	16,779	28%	59,948	100%
	Govt Non-Federal	6,793	75%	2,220	25%	9,013	100%
	Govt Federal	943	71%	382	29%	1,325	100%
	<i>Total</i>	<i>122,819</i>	<i>75%</i>	<i>41,822</i>	<i>25%</i>	<i>164,641</i>	<i>100%</i>

		Q20. During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?					
		Yes		No		Total	
		N	%	N	%	N	%
<b>Region</b>	New England	3,000	84%	575	16%	3,575	100%
	Mid-Atlantic	7,555	78%	2,129	22%	9,684	100%
	South Atlantic	24,719	78%	6,894	22%	31,613	100%
	East North Central	11,009	84%	2,149	16%	13,158	100%
	East South Central	7,137	78%	1,978	22%	9,115	100%
	West North Central	4,786	81%	1,114	19%	5,900	100%
	West South Central	11,123	81%	2,551	19%	13,674	100%
	Mountain	10,242	84%	1,879	16%	12,121	100%
	Pacific	48,558	78%	13,506	22%	62,064	100%
	<i>Total</i>	<i>128,129</i>	<i>80%</i>	<i>32,775</i>	<i>20%</i>	<i>160,904</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	548	85%	94	15%	642	100%
	25-49 Beds	5,086	83%	1,077	17%	6,163	100%
	50-99 Beds	15,318	80%	3,736	20%	19,054	100%
	100-199 Beds	38,512	78%	10,567	22%	49,079	100%
	200-299 Beds	26,355	80%	6,751	20%	33,106	100%
	300-399 Beds	17,847	79%	4,661	21%	22,508	100%
	400-499 Beds	11,691	80%	2,906	20%	14,597	100%
	500+ Beds	12,772	81%	2,983	19%	15,755	100%
	<i>Total</i>	<i>128,129</i>	<i>80%</i>	<i>32,775</i>	<i>20%</i>	<i>160,904</i>	<i>100%</i>
<b>Teaching Status</b>	Major Teaching	11,836	82%	2,564	18%	14,400	100%
	Minor Teaching	19,206	79%	5,097	21%	24,303	100%
	Non-Teaching	97,087	79%	25,114	21%	122,201	100%
	<i>Total</i>	<i>128,129</i>	<i>80%</i>	<i>32,775</i>	<i>20%</i>	<i>160,904</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	73,517	80%	18,186	20%	91,703	100%
	Proprietary (investor owned)	47,322	79%	12,828	21%	60,150	100%
	Govt Non-Federal	6,239	81%	1,492	19%	7,731	100%
	Govt Federal	1,051	80%	269	20%	1,320	100%
	<i>Total</i>	<i>128,129</i>	<i>80%</i>	<i>32,775</i>	<i>20%</i>	<i>160,904</i>	<i>100%</i>

		Q21. Using any number from 0 to 10 where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate the hospital?											
		0		1		2		3		4		5	
		N	%	N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	10	0%	11	0%	20	0%	25	1%	29	1%	117	3%
	Mid-Atlantic	109	1%	76	1%	117	1%	161	1%	162	1%	511	5%
	South Atlantic	404	1%	289	1%	376	1%	557	2%	579	2%	1,660	5%
	East North Central	112	1%	91	1%	223	1%	189	1%	247	1%	654	4%
	East South Central	145	1%	101	1%	112	1%	175	2%	180	2%	456	4%
	West North Central	63	1%	48	1%	54	1%	99	1%	105	2%	299	4%
	West South Central	183	1%	112	1%	170	1%	198	1%	293	2%	605	4%
	Mountain	83	1%	66	0%	109	1%	140	1%	160	1%	370	3%
	Pacific	865	1%	378	1%	565	1%	948	1%	1,099	2%	2,543	4%
	<i>Total</i>	<i>1,974</i>	<i>1%</i>	<i>1,172</i>	<i>1%</i>	<i>1,746</i>	<i>1%</i>	<i>2,492</i>	<i>1%</i>	<i>2,854</i>	<i>2%</i>	<i>7,215</i>	<i>4%</i>
<b>Bed Size</b>	6-24 Beds	2	0%	3	0%	3	0%	2	0%	9	1%	13	2%
	25-49 Beds	44	1%	34	0%	38	1%	56	1%	66	1%	172	2%
	50-99 Beds	220	1%	137	1%	166	1%	266	1%	298	1%	800	4%
	100-199 Beds	608	1%	412	1%	576	1%	804	1%	882	2%	2,322	4%
	200-299 Beds	421	1%	238	1%	384	1%	540	1%	676	2%	1,639	4%
	300-399 Beds	294	1%	147	1%	228	1%	353	1%	395	1%	954	4%
	400-499 Beds	215	1%	100	1%	145	1%	223	1%	242	1%	610	4%
	500+ Beds	170	1%	101	1%	206	1%	248	1%	286	1%	705	4%
	<i>Total</i>	<i>1,974</i>	<i>1%</i>	<i>1,172</i>	<i>1%</i>	<i>1,746</i>	<i>1%</i>	<i>2,492</i>	<i>1%</i>	<i>2,854</i>	<i>2%</i>	<i>7,215</i>	<i>4%</i>
<b>Teaching Status</b>	Major Teaching	116	1%	87	0%	189	1%	214	1%	245	1%	629	4%
	Minor Teaching	358	1%	179	1%	274	1%	429	2%	526	2%	1,083	4%
	Non-Teaching	1,500	1%	906	1%	1,283	1%	1,849	1%	2,083	1%	5,503	4%
	<i>Total</i>	<i>1,974</i>	<i>1%</i>	<i>1,172</i>	<i>1%</i>	<i>1,746</i>	<i>1%</i>	<i>2,492</i>	<i>1%</i>	<i>2,854</i>	<i>2%</i>	<i>7,215</i>	<i>4%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	1,036	1%	558	1%	910	1%	1,313	1%	1,461	1%	3,748	4%
	Proprietary (investor owned)	862	1%	551	1%	704	1%	1,045	2%	1,190	2%	3,019	4%
	Govt Non-Federal	62	1%	57	1%	118	1%	114	1%	172	2%	375	4%
	Govt Federal	14	1%	6	0%	14	1%	20	1%	31	2%	73	5%
	<i>Total</i>	<i>1,974</i>	<i>1%</i>	<i>1,172</i>	<i>1%</i>	<i>1,746</i>	<i>1%</i>	<i>2,492</i>	<i>1%</i>	<i>2,854</i>	<i>2%</i>	<i>7,215</i>	<i>4%</i>

		Q21(Cont). Using any number from 0 to 10 where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate the hospital?											
		6		7		8		9		10		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	108	3%	255	6%	757	18%	1,006	23%	1,948	45%	4,286	100%
	Mid-Atlantic	391	4%	921	8%	2,313	21%	2,322	21%	3,994	36%	11,077	100%
	South Atlantic	1,235	3%	2,823	8%	7,257	20%	8,002	22%	13,291	36%	36,473	100%
	East North Central	525	3%	1,278	7%	3,632	20%	4,191	23%	6,896	38%	18,038	100%
	East South Central	360	3%	788	8%	2,077	20%	2,112	20%	3,891	37%	10,397	100%
	West North Central	211	3%	495	7%	1,377	21%	1,524	23%	2,436	36%	6,711	100%
	West South Central	474	3%	1,108	7%	2,962	19%	3,296	21%	6,301	40%	15,702	100%
	Mountain	375	3%	949	7%	2,710	20%	3,478	26%	4,942	37%	13,382	100%
	Pacific	2,335	3%	5,786	8%	13,822	20%	16,120	23%	26,149	37%	70,610	100%
	<i>Total</i>	<i>6,014</i>	<i>3%</i>	<i>14,403</i>	<i>8%</i>	<i>36,907</i>	<i>20%</i>	<i>42,051</i>	<i>23%</i>	<i>69,848</i>	<i>37%</i>	<i>186,676</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	17	2%	46	6%	114	16%	167	23%	335	47%	711	100%
	25-49 Beds	184	3%	417	6%	1,351	19%	1,689	24%	3,135	44%	7,186	100%
	50-99 Beds	694	3%	1,533	7%	4,317	20%	5,011	23%	8,572	39%	22,014	100%
	100-199 Beds	1,875	3%	4,534	8%	11,395	20%	12,555	22%	20,390	36%	56,353	100%
	200-299 Beds	1,323	3%	3,181	8%	7,844	21%	8,566	22%	13,344	35%	38,156	100%
	300-399 Beds	875	3%	2,001	7%	5,229	19%	6,123	23%	10,354	38%	26,953	100%
	400-499 Beds	510	3%	1,252	8%	3,063	19%	3,716	23%	6,098	38%	16,174	100%
	500+ Beds	536	3%	1,439	8%	3,594	19%	4,224	22%	7,620	40%	19,129	100%
	<i>Total</i>	<i>6,014</i>	<i>3%</i>	<i>14,403</i>	<i>8%</i>	<i>36,907</i>	<i>20%</i>	<i>42,051</i>	<i>23%</i>	<i>69,848</i>	<i>37%</i>	<i>186,676</i>	<i>100%</i>
<b>Teaching Status</b>	Major Teaching	467	3%	1,324	7%	3,256	18%	4,073	23%	7,278	41%	17,878	100%
	Minor Teaching	1,016	4%	2,433	9%	5,542	20%	6,216	22%	9,751	35%	27,807	100%
	Non-Teaching	4,531	3%	10,646	8%	28,109	20%	31,762	23%	52,819	37%	140,991	100%
	<i>Total</i>	<i>6,014</i>	<i>3%</i>	<i>14,403</i>	<i>8%</i>	<i>36,907</i>	<i>20%</i>	<i>42,051</i>	<i>23%</i>	<i>69,848</i>	<i>37%</i>	<i>186,676</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	3,321	3%	8,270	8%	21,152	20%	24,708	23%	40,544	38%	107,021	100%
	Proprietary (investor owned)	2,295	3%	5,225	8%	13,416	20%	14,816	22%	24,960	37%	68,083	100%
	Govt Non-Federal	337	3%	774	8%	2,040	20%	2,210	22%	3,791	38%	10,050	100%
	Govt Federal	61	4%	134	9%	299	20%	317	21%	553	36%	1,522	100%
	<i>Total</i>	<i>6,014</i>	<i>3%</i>	<i>14,403</i>	<i>8%</i>	<i>36,907</i>	<i>20%</i>	<i>42,051</i>	<i>23%</i>	<i>69,848</i>	<i>37%</i>	<i>186,676</i>	<i>100%</i>

		Q22. Would you recommend this hospital to your friends and family?									
		Def No		Prob No		Prob Yes		Def Yes		Total	
		N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	41	1%	95	2%	924	21%	3,243	75%	4,303	100%
	Mid-Atlantic	376	3%	547	5%	3,335	30%	6,820	62%	11,078	100%
	South Atlantic	1,436	4%	1,779	5%	9,879	27%	23,276	64%	36,370	100%
	East North Central	378	2%	662	4%	4,917	27%	12,063	67%	18,020	100%
	East South Central	451	4%	521	5%	2,893	28%	6,624	63%	10,489	100%
	West North Central	211	3%	319	5%	1,962	29%	4,217	63%	6,709	100%
	West South Central	596	4%	749	5%	3,762	24%	10,532	67%	15,639	100%
	Mountain	293	2%	445	3%	3,117	23%	9,568	71%	13,423	100%
	Pacific	1,917	3%	3,058	4%	18,168	26%	47,194	67%	70,337	100%
	<i>Total</i>	<i>5,699</i>	<i>3%</i>	<i>8,175</i>	<i>4%</i>	<i>48,957</i>	<i>26%</i>	<i>123,537</i>	<i>66%</i>	<i>186,368</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	8	1%	19	3%	171	24%	517	72%	715	100%
	25-49 Beds	145	2%	176	2%	1,716	24%	5,204	72%	7,241	100%
	50-99 Beds	678	3%	867	4%	5,620	26%	14,815	67%	21,980	100%
	100-199 Beds	1,984	4%	2,711	5%	15,531	28%	36,129	64%	56,355	100%
	200-299 Beds	1,104	3%	1,840	5%	10,830	28%	24,275	64%	38,049	100%
	300-399 Beds	731	3%	1,074	4%	6,704	25%	18,329	68%	26,838	100%
	400-499 Beds	538	3%	690	4%	3,898	24%	10,960	68%	16,086	100%
	500+ Beds	511	3%	798	4%	4,487	23%	13,308	70%	19,104	100%
		<i>Total</i>	<i>5,699</i>	<i>3%</i>	<i>8,175</i>	<i>4%</i>	<i>48,957</i>	<i>26%</i>	<i>123,537</i>	<i>66%</i>	<i>186,368</i>
<b>Teaching Status</b>	Major Teaching	413	2%	648	4%	3,958	22%	12,821	72%	17,840	100%
	Minor Teaching	897	3%	1,334	5%	7,923	29%	17,623	63%	27,777	100%
	Non-Teaching	4,389	3%	6,193	4%	37,076	26%	93,093	66%	140,751	100%
		<i>Total</i>	<i>5,699</i>	<i>3%</i>	<i>8,175</i>	<i>4%</i>	<i>48,957</i>	<i>26%</i>	<i>123,537</i>	<i>66%</i>	<i>186,368</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	2,515	2%	4,090	4%	27,765	26%	72,626	68%	106,996	100%
	Proprietary (investor owned)	2,909	4%	3,587	5%	17,891	26%	43,342	64%	67,729	100%
	Govt Non-Federal	222	2%	421	4%	2,863	28%	6,611	65%	10,117	100%
	Govt Federal	53	3%	77	5%	438	29%	958	63%	1,526	100%
		<i>Total</i>	<i>5,699</i>	<i>3%</i>	<i>8,175</i>	<i>4%</i>	<i>48,957</i>	<i>26%</i>	<i>123,537</i>	<i>66%</i>	<i>186,368</i>

		Q23. In General how would you rate your overall health?											
		Excellent		Very Good		Good		Fair		Poor		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	516	12%	1,218	28%	1,342	31%	958	22%	256	6%	4,290	100%
	Mid-Atlantic	1,163	11%	2,586	24%	3,832	35%	2,703	25%	709	6%	10,993	100%
	South Atlantic	5,157	14%	9,153	25%	11,588	32%	7,702	21%	2,695	7%	36,295	100%
	East North Central	2,293	13%	4,926	28%	5,705	32%	3,746	21%	1,169	7%	17,839	100%
	East South Central	1,344	13%	2,502	24%	3,007	29%	2,532	24%	1,031	10%	10,416	100%
	West North Central	682	10%	1,726	26%	2,260	34%	1,505	22%	526	8%	6,699	100%
	West South Central	2,518	16%	3,892	25%	4,822	31%	3,180	20%	1,216	8%	15,628	100%
	Mountain	1,940	14%	3,592	27%	3,840	29%	2,766	21%	1,244	9%	13,382	100%
	Pacific	12,225	17%	19,712	28%	21,010	30%	12,705	18%	4,323	6%	69,975	100%
	<i>Total</i>	<i>27,838</i>	<i>15%</i>	<i>49,307</i>	<i>27%</i>	<i>57,406</i>	<i>31%</i>	<i>37,797</i>	<i>20%</i>	<i>13,169</i>	<i>7%</i>	<i>185,517</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	79	11%	129	18%	177	25%	224	31%	105	15%	714	100%
	25-49 Beds	1,040	14%	1,950	27%	2,124	30%	1,535	21%	545	8%	7,194	100%
	50-99 Beds	3,094	14%	5,691	26%	6,744	31%	4,699	21%	1,684	8%	21,912	100%
	100-199 Beds	8,457	15%	14,747	26%	17,441	31%	11,291	20%	4,077	7%	56,013	100%
	200-299 Beds	5,535	15%	10,059	27%	11,846	31%	7,855	21%	2,643	7%	37,938	100%
	300-399 Beds	4,147	16%	7,095	27%	8,325	31%	5,363	20%	1,812	7%	26,742	100%
	400-499 Beds	2,615	16%	4,351	27%	5,013	31%	3,033	19%	1,015	6%	16,027	100%
	500+ Beds	2,871	15%	5,285	28%	5,736	30%	3,797	20%	1,288	7%	18,977	100%
		<i>Total</i>	<i>27,838</i>	<i>15%</i>	<i>49,307</i>	<i>27%</i>	<i>57,406</i>	<i>31%</i>	<i>37,797</i>	<i>20%</i>	<i>13,169</i>	<i>7%</i>	<i>185,517</i>
<b>Teaching Status</b>	Major Teaching	2,659	15%	4,813	27%	5,409	30%	3,638	20%	1,242	7%	17,761	100%
	Minor Teaching	4,383	16%	7,678	28%	8,301	30%	5,463	20%	1,793	6%	27,618	100%
	Non-Teaching	20,796	15%	36,816	26%	43,696	31%	28,696	20%	10,134	7%	140,138	100%
		<i>Total</i>	<i>27,838</i>	<i>15%</i>	<i>49,307</i>	<i>27%</i>	<i>57,406</i>	<i>31%</i>	<i>37,797</i>	<i>20%</i>	<i>13,169</i>	<i>7%</i>	<i>185,517</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	15,894	15%	29,250	28%	32,292	30%	21,461	20%	7,298	7%	106,195	100%
	Proprietary (investor owned)	10,132	15%	16,963	25%	21,789	32%	13,838	20%	5,023	7%	67,745	100%
	Govt Non-Federal	1,547	15%	2,676	27%	2,896	29%	2,189	22%	753	7%	10,061	100%
	Govt Federal	265	17%	418	28%	429	28%	309	20%	95	6%	1,516	100%
		<i>Total</i>	<i>27,838</i>	<i>15%</i>	<i>49,307</i>	<i>27%</i>	<i>57,406</i>	<i>31%</i>	<i>37,797</i>	<i>20%</i>	<i>13,169</i>	<i>7%</i>	<i>185,517</i>

		Q24. What is the highest grade or level of school that you have completed?													
		8th Grade or Less		Some High		High School		Some College or		4 Yr College		More than 4 Year		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	298	7%	433	10%	1,567	37%	1,021	24%	441	10%	465	11%	4,225	100%
	Mid-Atlantic	625	6%	1,457	13%	4,323	40%	2,373	22%	986	9%	1,038	10%	10,802	100%
	South Atlantic	2,552	7%	4,210	12%	11,690	33%	9,437	26%	4,292	12%	3,609	10%	35,790	100%
	East North Central	840	5%	1,790	10%	6,218	36%	4,661	27%	2,006	12%	1,903	11%	17,418	100%
	East South Central	947	9%	1,308	13%	3,296	32%	2,693	26%	1,099	11%	902	9%	10,245	100%
	West North Central	504	8%	693	11%	2,360	36%	1,787	27%	659	10%	582	9%	6,585	100%
	West South Central	1,079	7%	1,667	11%	4,716	31%	4,374	28%	1,998	13%	1,535	10%	15,369	100%
	Mountain	456	3%	842	6%	3,648	28%	4,450	34%	2,012	15%	1,781	14%	13,189	100%
	Pacific	4,646	7%	6,056	9%	16,692	24%	21,430	31%	9,417	14%	10,058	15%	68,299	100%
	<i>Total</i>	<i>11,947</i>	<i>7%</i>	<i>18,456</i>	<i>10%</i>	<i>54,510</i>	<i>30%</i>	<i>52,226</i>	<i>29%</i>	<i>22,910</i>	<i>13%</i>	<i>21,873</i>	<i>12%</i>	<i>181,922</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	56	8%	68	10%	228	32%	173	25%	93	13%	84	12%	702	100%
	25-49 Beds	543	8%	769	11%	2,306	33%	1,905	27%	792	11%	730	10%	7,045	100%
	50-99 Beds	1,500	7%	2,158	10%	6,764	32%	6,254	29%	2,381	11%	2,366	11%	21,423	100%
	100-199 Beds	3,803	7%	5,791	11%	16,940	31%	15,677	28%	6,731	12%	6,128	11%	55,070	100%
	200-299 Beds	2,252	6%	3,555	10%	11,020	30%	11,013	30%	4,682	13%	4,614	12%	37,136	100%
	300-399 Beds	1,861	7%	2,688	10%	7,501	29%	7,340	28%	3,443	13%	3,359	13%	26,192	100%
	400-499 Beds	985	6%	1,686	11%	4,393	28%	4,383	28%	2,198	14%	2,084	13%	15,729	100%
	500+ Beds	947	5%	1,741	9%	5,358	29%	5,481	29%	2,590	14%	2,508	13%	18,625	100%
	<i>Total</i>	<i>11,947</i>	<i>7%</i>	<i>18,456</i>	<i>10%</i>	<i>54,510</i>	<i>30%</i>	<i>52,226</i>	<i>29%</i>	<i>22,910</i>	<i>13%</i>	<i>21,873</i>	<i>12%</i>	<i>181,922</i>	<i>100%</i>
	<b>Teaching Statu</b>	Major Teaching	824	5%	1,557	9%	4,866	28%	5,033	29%	2,467	14%	2,702	15%	17,449
Minor Teaching		1,840	7%	2,456	9%	7,438	28%	8,073	30%	3,481	13%	3,684	14%	26,972	100%
Non-Teaching		9,283	7%	14,443	11%	42,206	31%	39,120	28%	16,962	12%	15,487	11%	137,501	100%
<i>Total</i>		<i>11,947</i>	<i>7%</i>	<i>18,456</i>	<i>10%</i>	<i>54,510</i>	<i>30%</i>	<i>52,226</i>	<i>29%</i>	<i>22,910</i>	<i>13%</i>	<i>21,873</i>	<i>12%</i>	<i>181,922</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	6,169	6%	9,514	9%	30,029	29%	30,600	30%	13,367	13%	14,039	14%	103,718	100%
	Proprietary (investor owned)	4,812	7%	7,709	12%	20,979	31%	18,453	28%	8,423	13%	6,619	10%	66,995	100%
	Govt Non-Federal	824	8%	1,081	11%	3,092	32%	2,705	28%	991	10%	1,062	11%	9,755	100%
	Govt Federal	142	10%	152	10%	410	28%	468	32%	129	9%	153	11%	1,454	100%
	<i>Total</i>	<i>11,947</i>	<i>7%</i>	<i>18,456</i>	<i>10%</i>	<i>54,510</i>	<i>30%</i>	<i>52,226</i>	<i>29%</i>	<i>22,910</i>	<i>13%</i>	<i>21,873</i>	<i>12%</i>	<i>181,922</i>	<i>100%</i>

		Q25. Are you of Hispanic or Latino origin or descent?											
		Not Hispanic		Puerto Rican		Mexican American		Cuban		Other Hispanic		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
<b>Region</b>	New England	3,738	99%	17	0%	13	0%	1	0%	19	1%	3,788	100%
	Mid-Atlantic	7,550	76%	2,231	23%	44	0%	9	0%	78	1%	9,912	100%
	South Atlantic	23,737	70%	8,929	26%	257	1%	371	1%	402	1%	33,696	100%
	East North Central	15,469	97%	111	1%	241	2%	16	0%	170	1%	16,007	100%
	East South Central	7,801	84%	1,391	15%	70	1%	2	0%	38	0%	9,302	100%
	West North Central	4,912	80%	1,113	18%	57	1%	0	0%	28	0%	6,110	100%
	West South Central	9,821	68%	3,615	25%	622	4%	14	0%	308	2%	14,380	100%
	Mountain	9,431	75%	2,399	19%	441	3%	30	0%	300	2%	12,601	100%
	Pacific	49,103	74%	5,231	8%	6,044	9%	131	0%	5,491	8%	66,000	100%
	<i>Total</i>	<i>131,562</i>	<i>77%</i>	<i>25,037</i>	<i>15%</i>	<i>7,789</i>	<i>5%</i>	<i>574</i>	<i>0%</i>	<i>6,834</i>	<i>4%</i>	<i>171,796</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	423	67%	193	31%	6	1%	2	0%	3	0%	627	100%
	25-49 Beds	5,733	87%	287	4%	311	5%	5	0%	248	4%	6,584	100%
	50-99 Beds	16,599	83%	2,391	12%	619	3%	44	0%	455	2%	20,108	100%
	100-199 Beds	39,387	76%	9,082	17%	1,906	4%	133	0%	1,531	3%	52,039	100%
	200-299 Beds	27,470	79%	3,909	11%	1,827	5%	84	0%	1,542	4%	34,832	100%
	300-399 Beds	17,741	71%	3,746	15%	1,726	7%	240	1%	1,488	6%	24,941	100%
	400-499 Beds	10,318	68%	3,305	22%	654	4%	15	0%	799	5%	15,091	100%
	500+ Beds	13,891	79%	2,124	12%	740	4%	51	0%	768	4%	17,574	100%
	<i>Total</i>	<i>131,562</i>	<i>77%</i>	<i>25,037</i>	<i>15%</i>	<i>7,789</i>	<i>5%</i>	<i>574</i>	<i>0%</i>	<i>6,834</i>	<i>4%</i>	<i>171,796</i>	<i>100%</i>
	<b>Teaching Statu</b>	Major Teaching	12,985	78%	2,250	14%	524	3%	48	0%	762	5%	16,569
Minor Teaching		21,086	83%	96	0%	2,601	10%	78	0%	1,447	6%	25,308	100%
Non-Teaching		97,491	75%	22,691	17%	4,664	4%	448	0%	4,625	4%	129,919	100%
<i>Total</i>		<i>131,562</i>	<i>77%</i>	<i>25,037</i>	<i>15%</i>	<i>7,789</i>	<i>5%</i>	<i>574</i>	<i>0%</i>	<i>6,834</i>	<i>4%</i>	<i>171,796</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	81,788	84%	4,410	5%	5,747	6%	337	0%	5,377	6%	97,659	100%
	Proprietary (investor owned)	40,944	64%	20,552	32%	1,028	2%	217	0%	900	1%	63,641	100%
	Govt Non-Federal	7,841	86%	72	1%	710	8%	18	0%	449	5%	9,090	100%
	Govt Federal	989	70%	3	0%	304	22%	2	0%	108	8%	1,406	100%
	<i>Total</i>	<i>131,562</i>	<i>77%</i>	<i>25,037</i>	<i>15%</i>	<i>7,789</i>	<i>5%</i>	<i>574</i>	<i>0%</i>	<i>6,834</i>	<i>4%</i>	<i>171,796</i>	<i>100%</i>

		Q27. What language do you mainly speak at home?							
		1		2		3		Total	
		N	%	N	%	N	%	N	%
<b>Region</b>	New England	4,190	99%	7	0%	46	1%	4,243	100%
	Mid-Atlantic	10,719	98%	97	1%	129	1%	10,945	100%
	South Atlantic	33,607	92%	2,295	6%	455	1%	36,357	100%
	East North Central	17,388	98%	185	1%	188	1%	17,761	100%
	East South Central	10,385	99%	68	1%	40	0%	10,493	100%
	West North Central	6,596	98%	81	1%	29	0%	6,706	100%
	West South Central	14,148	91%	1,174	8%	229	1%	15,551	100%
	Mountain	12,823	97%	359	3%	104	1%	13,286	100%
	Pacific	57,647	85%	7,135	11%	2,647	4%	67,429	100%
	<i>Total</i>	<i>167,503</i>	<i>92%</i>	<i>11,401</i>	<i>6%</i>	<i>3,867</i>	<i>2%</i>	<i>182,771</i>	<i>100%</i>
<b>Bed Size</b>	6-24 Beds	711	99%	4	1%	1	0%	716	100%
	25-49 Beds	6,811	95%	264	4%	60	1%	7,135	100%
	50-99 Beds	20,806	96%	717	3%	227	1%	21,750	100%
	100-199 Beds	51,174	92%	3,360	6%	1,038	2%	55,572	100%
	200-299 Beds	33,960	91%	2,207	6%	967	3%	37,134	100%
	300-399 Beds	22,775	87%	2,718	10%	666	3%	26,159	100%
	400-499 Beds	14,033	89%	1,127	7%	533	3%	15,693	100%
	500+ Beds	17,233	93%	1,004	5%	375	2%	18,612	100%
	<i>Total</i>	<i>167,503</i>	<i>92%</i>	<i>11,401</i>	<i>6%</i>	<i>3,867</i>	<i>2%</i>	<i>182,771</i>	<i>100%</i>
	<b>Teaching Status</b>	Major Teaching	16,293	93%	796	5%	377	2%	17,466
Minor Teaching		23,647	89%	2,133	8%	924	3%	26,704	100%
Non-Teaching		127,563	92%	8,472	6%	2,566	2%	138,601	100%
<i>Total</i>		<i>167,503</i>	<i>92%</i>	<i>11,401</i>	<i>6%</i>	<i>3,867</i>	<i>2%</i>	<i>182,771</i>	<i>100%</i>
<b>Ownership and Control</b>	Voluntary, Non-Profit	95,760	93%	5,330	5%	2,405	2%	103,495	100%
	Proprietary (investor owned)	61,430	90%	5,229	8%	1,270	2%	67,929	100%
	Govt Non-Federal	9,117	92%	621	6%	168	2%	9,906	100%
	Govt Federal	1,196	83%	221	15%	24	2%	1,441	100%
	<i>Total</i>	<i>167,503</i>	<i>92%</i>	<i>11,401</i>	<i>6%</i>	<i>3,867</i>	<i>2%</i>	<i>182,771</i>	<i>100%</i>

**U.S. Department of Health and Human Services**

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