

HCAHPS Performance of Maryland Hospitals

Report prepared for the Maryland Hospital Association
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How to Use This Report

This report is designed to assist the Maryland Hospital Association in understanding the HCAHPS performance of its member hospitals and determining how best to support the members in improving performance. The report is organized by HCAHPS topic and identifies the hospitals that are performing at or above the national average or above the state average. In addition, the report highlights hospitals that have demonstrated recent improvements in performance that may reflect a successful improvement strategy, even if those hospitals are not yet above the state or national average.

In assessing which hospitals to include in the recent improvements section, the report considers the degree of improvement over the past two reporting periods in combination with variation in hospital performance over the past eight Hospital Compare reporting periods (reflecting three years of data from July 2011 to the June 2014). Hospitals that had an improvement of several points in their "top box" score over the past two reporting periods are included if, based on historical performance, that change appeared to be indicative of an improvement strategy.

It is important to note that this is not an analysis of statistical significance, but rather a common sense review of the data. A change over two reporting periods could be the result of expected variation, but if the most recent score was several points higher than the prior reporting period and was the highest score the hospital has reported on the measure over the past six to eight reporting periods, it may be the result of a successful intervention that could be shared with other members.

In addition to listing those hospitals with recent improvements in performance, the report also includes hospitals that have made small but steady improvements in performance over several reporting periods. Although their gains from one reporting period to another are less dramatic, these hospitals show consistent progress and may have some ideas and insights to share with their peers.

As of the date of this report, the publicly available HCAHPS data on Hospital Compare reflects discharges through June 2014, one year ago. Member hospitals have more recent performance data available to them from their survey vendors. When contacting hospitals to determine if they have success stories and strategies to share, it will be important to inquire about their recent performance to determine if it has been maintained or continued to improve over the past year.

Statewide Performance Overview

As a state, Maryland hospitals are performing below the national average in every publicly reported HCAHPS measure, as well as below the South Atlantic region¹ average in every publicly reported HCAHPS measure other than discharge information. Maryland hospitals are doing relatively well in discharge information, with 85% of patients reporting that they did receive information prior to discharge, which is only 1% below the national average of 86%. There is ample opportunity for improvement in all other measures, with the greatest potential in responsiveness and cleanliness (each 9 points below the national average), as well as medication communication and overall rating, which are 6 points below the national average.

Comparative HCAHPS Performance: National, Regional, and Maryland (July 2013-June 2014 discharges)

	RN Comm	MD Comm	Responsiveness	Pain Mgmt	Rx Comm	Clean	Quiet	Discharge Info	Care Transition	Overall	Recommend
National	79%	82%	68%	71%	65%	74%	62%	86%	52%	71%	71%
South Atlantic Region	78%	81%	65%	70%	63%	71%	62%	85%	50%	69%	69%
Maryland	75%	78%	59%	67%	59%	65%	57%	85%	48%	65%	67%
Differential between Maryland and National Avg	-4	-4	-9	-4	-6	-9	-5	-1	-4	-6	-4

Source: HCAHPS Hospital Characteristics Comparison Charts, www.hcahpsonline.org. Centers for Medicare & Medicaid Services, Baltimore, MD. [June 2013 - July 2014]

Maryland hospitals' performance as a whole has been fairly consistent over the past four reporting periods (reflecting two years of discharges between July 2012 and June 2014) with very little variation on a statewide basis.

State of Maryland Hospitals' Performance Over Time

Reporting Period	RN Comm	MD Comm	Responsiveness	Pain Mgmt	Rx Comm	Clean	Quiet	Discharge Info	Care Transition	Overall	Recommend
7/13-6/14	75%	78%	59%	67%	59%	65%	57%	85%	48%	65%	67%
1/13-12/13	75%	77%	58%	66%	58%	65%	57%	85%	46%	64%	66%
10/12-9/13	75%	78%	58%	67%	58%	64%	57%	85%	n/a	65%	67%
7/12-6/13	75%	78%	58%	67%	58%	64%	57%	84%	n/a	65%	67%

Source: Summary of HCAHPS Survey Results. Hcahpsonline.org/HCAHPS_Executive_Insight. Centers for Medicare and Medicaid Services, Baltimore, MD.

¹ The Southern Atlantic Region consists of Maryland, Washington DC, Delaware, Florida, Georgia, North Carolina, South Carolina, Virginia, and West Virginia.

Summary Star Rating

HCAHPS star ratings were added to the Hospital Compare website in April 2015. Hospitals receive a star rating for each publicly reported HCAHPS measure, as well as a summary star rating that integrates the hospitals' performance on all of the HCAHPS measures. The star rating scale is between 1 and 5 stars, with 5 being the best. The following Maryland hospitals received a star rating of 3 or more in the April 2015 public reporting period, which is based on discharges from July 2013 through June 2014.

Top Maryland Hospital Performers in Overall Star Rating (based on discharges 7/1/13 - 6/30/14)	
Mercy Medical Center	4
The Johns Hopkins Hospital	4
Anne Arundel Medical Center	3
Atlantic General Hospital	3
Baltimore Washington Medical Center	3
Calvert Memorial Hospital	3
Carroll Hospital Center	3
Franklin Square Hospital Center	3
Frederick Memorial Hospital	3
Garrett County Memorial Hospital	3
Greater Baltimore Medical Center	3
Harbor Hospital	3
Harford Memorial Hospital	3
Howard County General Hospital	3
Johns Hopkins Bayview Medical Center	3
University of Maryland Shore Medical Center at Easton	3
Meritus Medical Center	3
Saint Mary's Hospital	3
Union Memorial Hospital	3
University of Maryland Medical Center	3
University of Maryland St. Joseph Medical Center	3
Western Maryland Regional Medical Center	3

Since the star ratings are a new addition to Hospital Compare, recent changes in performance are not yet available.

Communication with Nurses

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 79% or above the state average "top box" score of 75% in nurse communication in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Nurse Communication (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ²	90%
95th Percentile	89%
Top Quartile	82%
The Johns Hopkins Hospital	81%
Carroll Hospital Center	81%
Mercy Medical Center	80%
Franklin Square Hospital Center	80%
Garrett County Memorial Hospital	80%
Saint Mary's Hospital	80%
Frederick Memorial Hospital	79%
Harford Memorial Hospital	79%
Western Maryland Regional Medical Center	79%
National Average	79%
Anne Arundel Medical Center	78%
Harbor Hospital	78%
Johns Hopkins Bayview Medical Center	78%
University of Maryland Shore Medical Center at Easton	78%
University of Maryland St. Joseph Medical Center	78%
Atlantic General Hospital	77%
Baltimore Washington Medical Center	77%
University of Maryland Shore Medical Center at Chestertown	77%
Greater Baltimore Medical Center	77%
Union Memorial Hospital	77%
Upper Chesapeake Medical Center	77%
Meritus Medical Center	77%
Calvert Memorial Hospital	76%
Howard County General Hospital	76%
Good Samaritan Hospital	76%
University of Maryland Medical Center	76%
State Average	75%

² Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Recent Improvements in Performance in Communication with Nurses

Franklin Square Hospital Center achieved an increase of 4% between the last two reporting periods, from 76% for calendar year 2013 to 80% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure for the past eight reporting periods (reflecting three years of discharges).

Johns Hopkins Bayview Medical Center has been making slow but steady improvement throughout the most recent eight reporting periods on Hospital Compare, starting with 74% for the reporting period of July 2011 through June 2012 and ending with 78% for the most recent reporting period of July 2013 through June 2014. The positive trend is fairly consistent (74%, 74%, 75%, 75%, 74%, 76%, 76%, 78%).

Calvert Memorial Hospital has been making slow but steady improvement throughout the most recent eight reporting periods on Hospital Compare, starting with 71% for the reporting period of July 2011 through June 2012 and ending with 76% for the most recent reporting period of July 2013 through June 2014. The positive trend is fairly consistent (71%, 72%, 73%, 72%, 74%, 74%, 75%, 76%).

Communication with Doctors

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 82% or above the state average "top box" score of 78% in physician communication in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Physician Communication (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ³	92%
95th Percentile	91%
Top Quartile	85%
Mercy Medical Center	83%
Garrett County Memorial Hospital	83%
*Suburban Hospital	83%
National Average	82%
University of Maryland Shore Medical Center at Chestertown	81%
Harbor Hospital	81%
University of Maryland Shore Medical Center at Easton	81%
Saint Mary's Hospital	81%
The Johns Hopkins Hospital	81%
Union Memorial Hospital	81%
University of Maryland St. Joseph Medical Center	81%
Anne Arundel Medical Center	80%
Franklin Square Hospital Center	80%
Good Samaritan Hospital	80%
Harford Memorial Hospital	80%
Johns Hopkins Bayview Medical Center	80%
Union Hospital of Cecil County	80%
University of Maryland Medical Center	80%
Western Maryland Regional Medical Center	80%
Baltimore Washington Medical Center	79%
Carroll Hospital Center	79%
Greater Baltimore Medical Center	79%
State Average	78%

³ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Recent Improvements in Performance in Communication with Doctors

Suburban Hospital achieved an increase of 4% between the last two reporting periods, from 79% for calendar year 2013 to 83% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure for the past eight reporting periods (reflecting three years of discharges). The hospital had been consistently reporting 77% for the prior six reporting periods so the increase may represent a successful improvement strategy.

Northwest Hospital Center has been making slow but steady improvement throughout all eight of the most recent reporting periods on Hospital Compare, starting with 71% for the first reporting period of July 2011 through June 2012 and ending with 78% for the most recent reporting period of July 2013 through June 2014. The positive trend is consistent (71%, 72%, 73%, 73%, 74%, 76%, 77%, 78%).

Southern Maryland Hospital Center achieved an increase of 6% between the last two reporting periods, from 68% for calendar year 2013 to 74% from July 2013 through June 2014. The hospital did not publicly report data for the prior four reporting periods, however, so it is difficult to evaluate the significance of this increase.

Responsiveness

Top Performers

The following Maryland hospital performed at or above the national average "top box" score of 68% or above the state average "top box" score of 59% in responsiveness in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Responsiveness (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ⁴	89%
95th Percentile	85%
Top Quartile	73%
University of Maryland Shore Medical Center at Chestertown	68%
National Average	68%
Carroll Hospital Center	67%
Garrett County Memorial Hospital	66%
Mercy Medical Center	66%
Western Maryland Regional Medical Center*	65%
Anne Arundel Medical Center	64%
University of Maryland Shore Medical Center at Easton	64%
Union Memorial Hospital	64%
Saint Mary's Hospital	63%
University of Maryland St. Joseph Medical Center	63%
Greater Baltimore Medical Center	63%
Harbor Hospital	63%
Frederick Memorial Hospital	62%
Johns Hopkins Bayview Medical Center	62%
The Johns Hopkins Hospital	62%
Union Hospital of Cecil County	62%
Harford Memorial Hospital	61%
Howard County General Hospital	61%
Atlantic General Hospital	60%
State Average	59%

Recent Improvements in Performance on Responsiveness

Johns Hopkins Bayview Medical Center achieved an increase of 4% between the last two reporting periods, from 58% for calendar year 2013 to 62% from July 2013 through June 2014. This is the highest

⁴ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

rating the hospital reported in the past eight reporting periods (reflecting three years of discharges) on this HCAHPS measure.

Western Maryland Regional Medical Center has been making slow but steady improvements throughout the last several reporting periods on Hospital Compare, achieving 65% for the most recent reporting period reflecting discharges from July 2013 through June 2014. This is the highest rating the hospital reported in the past eight reporting periods (reflecting three years of discharges) on this HCAHPS measure. The hospital's performance had been at 61% or 62% for five reporting periods and then improved to 63%, 63%, and 65% in the past three periods.

Doctors Community Hospital also has experienced small improvements in performance. In the most recent four reporting periods the hospital has slowly but fairly steadily improved from 57%, 58%, 59%, 58%, compared to the performance in the prior four reporting periods of 53% and 54%, suggesting that an improvement strategy may have been implemented.

Southern Maryland Hospital Center achieved an increase of 3% between the last two reporting periods, from 52% for calendar year 2013 to 55% from July 2013 through June 2014. The hospital did not publicly report data for the prior four reporting periods, but before it stopped public reporting it was at 45% for discharges from October 2011 to September 2012. Given the reporting gap, it is difficult to evaluate the significance of this increase but it may represent an effective improvement strategy.

Greater Baltimore Medical Center achieved an increase of 7% between the last two reporting periods, from 56% for calendar year 2013 to 63% from July 2013 through June 2014. Although the hospital had achieved 67% eight reporting periods ago (for discharges from July 2011 through June 2012), 63% is the highest it has been for the last six reporting periods.

Edward McCready Memorial Hospital began publicly reporting HCAHPS data again in April 2014 after not publicly reporting for four reporting periods. CMS notes that the hospital's performance is based on less than 100 surveys and reflects less than a full year of discharges but it is worth noting that between the most recent public reporting period and the last time the hospital publicly reported its data (reflecting discharges for calendar year 2012), the hospital's performance has significantly improved in responsiveness (from 78% to 89%).

Medication Communication

Top Performers

The following Maryland hospital performed at or above the national average "top box" score of 65% or above the state average "top box" score of 59% in medication communication in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Medication Communication (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ⁵	70%
Top Quartile	68%
Harford Memorial Hospital	65%
Mercy Medical Center	65%
The Johns Hopkins Hospital	65%
Western Maryland Regional Medical Center	65%
Saint Mary's Hospital	65%
Carroll Hospital Center	65%
National Average	65%
Franklin Square Hospital Center	64%
University of Maryland Medical Center	63%
Frederick Memorial Hospital	63%
University of Maryland Shore Medical Center at Easton	63%
Garrett County Memorial Hospital	62%
Anne Arundel Medical Center	62%
Union Hospital of Cecil County	62%
Meritus Medical Center	61%
Sinai Hospital of Baltimore	61%
Union Memorial Hospital	61%
Johns Hopkins Bayview Medical Center	61%
Calvert Memorial Hospital	60%
Baltimore Washington Medical Center	60%
Upper Chesapeake Medical Center	60%
State Average	59%

⁵ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Recent Improvements in Performance in Medication Communication

Union Hospital of Cecil County achieved an increase of 9% between the last two reporting periods, from 53% for calendar year 2013 to 62% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure for the past eight reporting periods (reflecting three years of discharges).

Sinai Hospital of Baltimore has been making slow but steady improvement throughout the most recent seven reporting periods on Hospital Compare, starting with 51% for the reporting period of October 2011 through September 2012 and ending with 61% for the most recent reporting period of July 2013 through June 2014. The positive trend is consistent (51%, 52%, 53%, 55%, 58%, 59%, 61%).

Pain Management

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 71% or above the state average "top box" score of 67% in pain management in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Pain Management (based on discharges 7/1/13 - 6/30/14)	
Frederick Memorial Hospital	74%
Top Quartile	74%
Harford Memorial Hospital	72%
Mercy Medical Center	72%
The Johns Hopkins Hospital	72%
Anne Arundel Medical Center	72%
Carroll Hospital Center	72%
Greater Baltimore Medical Center	71%
National Average	71%
University of Maryland St. Joseph Medical Center	70%
Franklin Square Hospital Center	70%
Garrett County Memorial Hospital	70%
Union Memorial Hospital	70%
University of Maryland Shore Medical Center at Easton	70%
Baltimore Washington Medical Center	70%
Howard County General Hospital	70%
Western Maryland Regional Medical Center	69%
Saint Mary's Hospital	69%
Harbor Hospital	69%
Atlantic General Hospital	69%
Sinai Hospital of Baltimore	68%
University of Maryland Shore Medical Center at Chestertown	68%
State Average	67%

Recent Improvements in Performance in Pain Management

Greater Baltimore Medical Center has been making slow but steady improvement throughout the most recent five reporting periods on Hospital Compare, starting with 63% for the reporting period of April 2012 through March 2013 and ending with 71% for the most recent reporting period of July 2013 through June 2014. Although the hospital's performance was at 70% previously for July 2011 to June 2012 discharges and declined in the three subsequent reporting periods, the recent positive trend is consistent (63%, 65%, 65%, 67%, 71%).

Baltimore Washington Medical Center has been making slow but steady improvement throughout the eight most recent reporting periods on Hospital Compare, starting with 67% for the reporting period of July 2011 through June 2012 and ending with 70% for the most recent reporting period of July 2013 through June 2014. The positive trend is consistent (67%, 67%, 68%, 68%, 68%, 69%, 69%, 70%).

Quiet at Night

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 62% or above the state average "top box" score of 57% for quiet at night in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Quiet at Night (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ⁶	71%
Mercy Medical Center	70%
Top Quartile	68%
The Johns Hopkins Hospital	67%
Union Memorial Hospital	65%
University of Maryland Medical Center Midtown Campus	64%
Doctors Community Hospital	63%
Good Samaritan Hospital	63%
Bon Secours Hospital	62%
National Average	62%
Saint Agnes Hospital	61%
Anne Arundel Medical Center	61%
University of Maryland St. Joseph Medical Center	60%
Western Maryland Regional Medical Center	59%
Harbor Hospital	59%
University of Maryland Charles Regional Medical Center ⁷	59%
Saint Mary's Hospital	58%
State Average	57%

Recent Improvements in Performance in Quiet at Night

The Johns Hopkins Hospital has been making slow but steady improvement throughout the most recent eight reporting periods on Hospital Compare, starting with 59% for the reporting period of July 2011 through June 2012 and ending with 67% for the most recent reporting period of July 2013 through June 2014. The positive trend is consistent (59%, 62%, 63%, 65%, 65%, 66%, 66%, 67%).

⁶ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

⁷ Although University of Maryland Charles Regional Medical Center's data is published on Hospital Compare, there is a footnote indicating "there were discrepancies in the data collection process" so this data should be used with caution.

Cleanliness of Hospital Environment

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 74% or above the state average "top box" score of 65% for cleanliness in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Cleanliness (based on discharges 7/1/13 - 6/30/14)	
Edward McCready Memorial Hospital ⁸	78%
Frederick Memorial Hospital	75%
Saint Mary's Hospital	74%
National Average	74%
<i>*University of Maryland Charles Regional Medical Center⁹</i>	72%
Western Maryland Regional Medical Center	72%
Garrett County Memorial Hospital	71%
Anne Arundel Medical Center	70%
Carroll Hospital Center	70%
Doctors Community Hospital	70%
Harford Memorial Hospital	70%
Mercy Medical Center	69%
The Johns Hopkins Hospital	69%
Meritus Medical Center	69%
Calvert Memorial Hospital	68%
Harbor Hospital	68%
University of Maryland Shore Medical Center at Easton	68%
Howard County General Hospital	67%
University of Maryland St. Joseph Medical Center	67%
Sinai Hospital of Baltimore	66%
Union Memorial Hospital	66%
Upper Chesapeake Medical Center	66%
<i>*Washington Adventist Hospital</i>	66%
State Average	65%

⁸ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

⁹ Although University of Maryland Charles Regional Medical Center's data is published on Hospital Compare, there is a footnote indicating "there were discrepancies in the data collection process" so this data should be used with caution.

Recent Improvements in Performance in Cleanliness

Johns Hopkins Bayview Medical Center achieved an increase of 7% in cleanliness between the last two reporting periods, from 57% for patients discharged in 2013 to 64% for patients discharged from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight public reporting periods.

Washington Adventist Hospital achieved an increase of 6% in cleanliness between the last two reporting periods, from 60% in 2013 to 66% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight public reporting periods. Washington Adventist Hospital's performance on this measure had been maintained steadily at 59% for the prior five reporting periods so the increase to 66% may reflect a specific improvement strategy.

Laurel Regional Medical Center achieved an increase of 5% in cleanliness between the last two reporting periods, from 54% in 2013 to 59% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods although it was at 58% for discharges from July 2011 through June 2012 before declining in the subsequent three reporting periods. The hospital's performance has been trending positive recently (51%, 53%, 54%, 59%).

University of Maryland Charles Regional Medical Center achieved an increase of 4% in cleanliness between the last two reporting periods, from 68% in 2013 to 72% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods. The hospital's performance on this measure has been trending up for the past three reporting periods (65%, 66%, 68%, 72%). There is a footnote on Hospital Compare indicating there were discrepancies in the data collection process, however, which would need to be explained before relying on the data.

Greater Baltimore Medical Center achieved an increase of 4% in cleanliness between the last two reporting periods, from 60% in 2013 to 64% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods.

Discharge Information

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 86% or above the state average "top box" score of 85% on discharge information in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Discharge Information (based on discharges 7/1/13 - 6/30/14)	
Western Maryland Regional Medical Center	92%
95th Percentile	92%
Atlantic General Hospital	91%
Saint Mary's Hospital	91%
Top Decile	91%
Union Hospital of Cecil County	90%
Union Memorial Hospital	90%
Johns Hopkins Bayview Medical Center	89%
Mercy Medical Center	89%
Top Quartile	89%
Calvert Memorial Hospital	88%
Franklin Square Hospital Center	88%
Frederick Memorial Hospital	88%
Good Samaritan Hospital	88%
Montgomery General Hospital	88%
Peninsula Regional Medical Center	88%
University of Maryland Medical Center	88%
Anne Arundel Medical Center	87%
Baltimore Washington Medical Center	87%
University of Maryland Shore Medical Center at Chestertown	87%
University of Maryland Charles Regional Medical Center ¹⁰	87%
Garrett County Memorial Hospital	87%
Harbor Hospital	87%
University of Maryland Shore Medical Center at Easton	87%
The Johns Hopkins Hospital	87%
University of Maryland St. Joseph Medical Center	87%
Carroll Hospital Center	86%
Doctors Community Hospital	86%
Meritus Medical Center	86%
National Average	86%
State Average	85%

¹⁰ Although University of Maryland Charles Regional Medical Center's data is published on Hospital Compare, there is a footnote indicating "there were discrepancies in the data collection process" so this data should be used with caution.

Recent Improvements in Performance in Discharge Information

Bon Secours Hospital achieved an increase of 5% between the last two reporting periods, from 80% for calendar year 2013 to 85% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods.

Suburban Hospital achieved an increase of 4% between the last two reporting periods, from 79% for calendar year 2013 to 83% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods.

Several hospitals have demonstrated small but steady gains in performance in discharge information over the past several reporting periods, including: Atlantic General Hospital (from 85% to 91% over the last eight reporting periods); Saint Mary's Hospital (from 86% to 91% over the last eight reporting periods); Union Hospital of Cecil County (from 83% to 90% over the last eight reporting periods); Harbor Hospital (from 81% to 87% over the last seven reporting periods); University of Maryland Charles Regional Medical Center (from 76% to 87% in the past six reporting periods); Doctors Community Hospital (from 77% to 86% in the past seven reporting periods); and Laurel Regional Medical Center (from 75% to 80% in the last five reporting periods).

Care Transitions

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 52% or above the state average "top box" score of 48% in care transitions the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Care Transitions (based on discharges 7/1/13 - 6/30/14)	
The Johns Hopkins Hospital	58%
Anne Arundel Medical Center	57%
Mercy Medical Center	56%
Top Quartile	56%
Johns Hopkins Bayview Medical Center	55%
Edward McCready Memorial Hospital ¹¹	54%
Saint Mary's Hospital	53%
University of Maryland St. Joseph Medical Center	53%
Western Maryland Regional Medical Center	52%
National Average	52%
Franklin Square Hospital Center	51%
University of Maryland Shore Medical Center at Easton	51%
Suburban Hospital	51%
Union Memorial Hospital	51%
University of Maryland Medical Center	51%
Baltimore Washington Medical Center	50%
Calvert Memorial Hospital	50%
Carroll Hospital Center	50%
Frederick Memorial Hospital	50%
Harford Memorial Hospital	50%
Atlantic General Hospital	49%
Howard County General Hospital	49%
Sinai Hospital of Baltimore	49%
State Average	48%

Since the Care Transitions composite has only recently been added to Hospital Compare, this report does not include an analysis of recent changes in performance.

¹¹ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Overall Rating

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 71% or above the state average "top box" score of 65% in overall rating in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Overall Rating (based on discharges 7/1/13 - 6/30/14)	
The Johns Hopkins Hospital	82%
Top Decile	82%
Edward McCready Memorial Hospital ¹²	78%
Mercy Medical Center	77%
Anne Arundel Medical Center	77%
Top Quartile	76%
Union Memorial Hospital	72%
Saint Mary's Hospital	72%
Greater Baltimore Medical Center	72%
Franklin Square Hospital Center	71%
University of Maryland St. Joseph Medical Center	71%
National Average	71%
Garrett County Memorial Hospital	70%
Harbor Hospital	70%
Johns Hopkins Bayview Medical Center	70%
Carroll Hospital Center	69%
Howard County General Hospital	69%
Meritus Medical Center	69%
Western Maryland Regional Medical Center	69%
Atlantic General Hospital	68%
Doctors Community Hospital	68%
Frederick Memorial Hospital	68%
Suburban Hospital	68%
Baltimore Washington Medical Center	67%
Sinai Hospital of Baltimore	67%
University of Maryland Medical Center	67%
Good Samaritan Hospital	66%
State Average	65%

¹² Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Recent Improvements in Performance in Overall Rating

Johns Hopkins Bayview Medical Center achieved an increase of 6% between the last two reporting periods, from 64% for calendar year 2013 to 70% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure for the past eight reporting periods (reflecting three years of discharges). The hospital had been consistently reporting 63%-64% for the prior five reporting periods so the increase may represent a successful improvement strategy.

Doctors Community Hospital has been making slow but steady improvement throughout the last six reporting periods on Hospital Compare, starting with 61% for the reporting period representing calendar year 2012 discharges and ending with 68% for the most recent reporting period of July 2013 through June 2014. The positive trend is fairly consistent (61%, 63%, 65%, 67%, 68%, 68%).

Edward McCready Memorial Hospital began publicly reporting HCAHPS data again in April 2014 after not publicly reporting for four reporting periods. CMS notes that the hospital's performance is based on less than 100 surveys and reflects less than a full year of discharges but it is worth noting that between the most recent public reporting period and the last time the hospital publicly reported its data (reflecting discharges for calendar year 2012), the hospital's performance has significantly improved in overall rating (from 68% to 78%).

Willingness to Recommend

Top Performers

The following Maryland hospitals performed at or above the national average "top box" score of 71% or above the state average "top box" score of 67% on willingness to recommend in the most recent reporting period on Hospital Compare (July 2013 - June 2014 discharges).

Top Maryland Hospital Performers in Willingness to Recommend (based on discharges 7/1/13 - 6/30/14)	
The Johns Hopkins Hospital	85%
Top Decile	83%
Anne Arundel Medical Center	81%
Mercy Medical Center	79%
Greater Baltimore Medical Center	78%
Top Quartile	78%
Edward McCready Memorial Hospital ¹³	77%
Union Memorial Hospital	77%
University of Maryland St. Joseph Medical Center	77%
Suburban Hospital	75%
Saint Mary's Hospital	74%
Howard County General Hospital	73%
Harbor Hospital	73%
Johns Hopkins Bayview Medical Center	73%
Franklin Square Hospital Center	72%
University of Maryland Medical Center	72%
Atlantic General Hospital	71%
National Average	71%
Good Samaritan Hospital	70%
Holy Cross Hospital	70%
Carroll Hospital Center	69%
Sinai Hospital of Baltimore	69%
Meritus Medical Center	69%
Doctors Community Hospital	68%
Garrett County Memorial Hospital	68%
Montgomery General Hospital	68%
State Average	67%

¹³ Edward McCready's HCAHPS data is based on less than 100 survey responses and is not based on a full year of data so should be used with caution.

Recent Improvements in Performance in Willingness to Recommend

Johns Hopkins Bayview Medical Center achieved an increase of 8% between the last two reporting periods, from 65% for calendar year 2013 to 73% from July 2013 through June 2014. This is the highest rating the hospital has reported on this HCAHPS measure in the past eight reporting periods.

Maryland Hospitals with HCAHPS Data on Hospital Compare

This report is based on HCAHPS data from CMS' Hospital Compare website, which includes the following 44 Maryland hospitals:

- Anne Arundel Medical Center
- Atlantic General Hospital
- Baltimore Washington Medical Center
- Bon Secours Hospital
- Calvert Memorial Hospital
- Carroll Hospital Center
- Doctors Community Hospital
- Edward McCready Memorial Hospital
- Fort Washington Hospital
- Franklin Square Hospital Center
- Frederick Memorial Hospital
- Garrett County Memorial Hospital
- Good Samaritan Hospital
- Greater Baltimore Medical Center
- Harbor Hospital
- Harford Memorial Hospital
- Holy Cross Hospital
- Howard County General Hospital
- Johns Hopkins Bayview Medical Center
- Laurel Regional Medical Center
- Mercy Medical Center
- Meritus Medical Center
- Montgomery General Hospital
- Northwest Hospital Center
- Peninsula Regional Medical Center
- Prince George's Hospital Center
- Saint Agnes Hospital
- Saint Mary's Hospital
- Shady Grove Adventist Hospital
- Sinai Hospital of Baltimore
- Southern Maryland Hospital Center
- Suburban Hospital
- The Johns Hopkins Hospital
- Union Hospital of Cecil County
- Union Memorial Hospital
- University of Maryland Charles Regional Medical Center
- University of Maryland Medical Center
- University of Maryland Medical Center Midtown Campus
- University of Maryland Shore Medical Center at Chestertown
- University of Maryland Shore Medical Center at Easton
- University of Maryland St. Joseph Medical Center
- Upper Chesapeake Medical Center
- Washington Adventist Hospital
- Western Maryland Regional Medical Center