Veterans Health Administration Survey of Healthcare Experier

Provider ID	Hospital Name	Address
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
39012F	VA PITTSBURGH HEALTHCARE SYSTEM - UNIV DR	UNIVERSITY DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE

Veterans Health Administration Survey of Healthcare Experier

City	State	Zip	County Name
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
PITTSBURGH	PA	15240	ALLEGHENY
CLARKSBURG	WV	26301	HARRISON

Veterans Health Administration Survey of Healthcare Experier

Phone Number	Measure ID
4126886100	VA-H_CLEAN_HSP_A_P
4126886100	VA-H_COMP_1_A_P
4126886100	VA-H_COMP_2_A_P
4126886100	VA-H_COMP_3_A_P
4126886100	VA-H_COMP_4_A_P
4126886100	VA-H_COMP_5_A_P
4126886100	VA-H_COMP_6_Y_P
4126886100	VA-H_COMP_7_SA
4126886100	VA-H_HSP_RATING_9_10
4126886100	VA-H_QUIET_HSP_A_P
4126886100	VA-H_RECMND_DY
3046233461	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

Measure Name	Survey Question
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

Answer Description	Answer Percent
Room was "always" clean	73
Nurses "always" communicated well	79
Doctors "always" communicated well	80
Patients "always" received help as soon as they wanted	66
Pain was "always" well controlled	69
Staff "always" explained	70
Yes staff "did" give patients this information	89
Patients who “Strongly Agree” they understood their care when they left the hospital	57
Patients who gave a rating of "9" or "10" (high)	68
"Always" quiet at night	48
"YES" patients would definitely recommend the hospital	69
Room was "always" clean	78

Veterans Health Administration Survey of Healthcare Experier

Number Item Responses	Footnote
716	
718	
714	
406	
420	
401	
625	
686	
710	
714	
708	
361	

Veterans Health Administration Survey of Healthcare Experier

Measure Start Date	Measure End Date
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

Location
UNIVERSITY DRIVE PITTSBURGH, PA 15240
UNIVERSITY DRIVE PITTSBURGH, PA 15240
UNIVERSITY DRIVE PITTSBURGH, PA 15240
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UNIVERSITY DRIVE PITTSBURGH, PA 15240
UNIVERSITY DRIVE PITTSBURGH, PA 15240
UNIVERSITY DRIVE PITTSBURGH, PA 15240
1 MEDICAL CENTER DRIVE CLARKSBURG, WV 26301

51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
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51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
51003F	CLARKSBURG VA MEDICAL CENTER	1 MEDICAL CENTER DRIVE
44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE
44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE
44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE

CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
CLARKSBURG	WV	26301	HARRISON
MOUNTAIN HOME	TN	37684	WASHINGTON
MOUNTAIN HOME	TN	37684	WASHINGTON
MOUNTAIN HOME	TN	37684	WASHINGTON

Veterans Health Administration Survey of Healthcare Experier

3046233461	VA-H_COMP_1_A_P
3046233461	VA-H_COMP_2_A_P
3046233461	VA-H_COMP_3_A_P
3046233461	VA-H_COMP_4_A_P
3046233461	VA-H_COMP_5_A_P
3046233461	VA-H_COMP_6_Y_P
3046233461	VA-H_COMP_7_SA
3046233461	VA-H_HSP_RATING_9_10
3046233461	VA-H_QUIET_HSP_A_P
3046233461	VA-H_RECMND_DY
4239261171	VA-H_CLEAN_HSP_A_P
4239261171	VA-H_COMP_1_A_P
4239261171	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
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VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	79
Doctors "always" communicated well	76
Patients "always" received help as soon as they wanted	69
Pain was "always" well controlled	65
Staff "always" explained	64
Yes staff "did" give patients this information	88
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Patients who gave a rating of "9" or "10" (high)	72
"Always" quiet at night	60
"YES" patients would definitely recommend the hospital	72
Room was "always" clean	83
Nurses "always" communicated well	82
Doctors "always" communicated well	81

Veterans Health Administration Survey of Healthcare Experier

360

361

233

193

169

309

338

357

363

356

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

1 MEDICAL CENTER DRIVE CLARKSBURG, WV 26301
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CORNER OF LAMONT STREET AND VE MOUNTAIN HOME, TN 37684
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44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE
44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE
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44016F	MOUNTAIN HOME VA MEDICAL CENTER	CORNER OF LAMONT STREET AND VE
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17008F	WICHITA VA MEDICAL CENTER	5500 E. KELLOG
17008F	WICHITA VA MEDICAL CENTER	5500 E. KELLOG
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17008F	WICHITA VA MEDICAL CENTER	5500 E. KELLOG
17008F	WICHITA VA MEDICAL CENTER	5500 E. KELLOG

MOUNTAIN HOME	TN	37684	WASHINGTON
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MOUNTAIN HOME	TN	37684	WASHINGTON
WICHITA	KS	67218	SEDGWICK
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WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK

4239261171	VA-H_COMP_3_A_P
4239261171	VA-H_COMP_4_A_P
4239261171	VA-H_COMP_5_A_P
4239261171	VA-H_COMP_6_Y_P
4239261171	VA-H_COMP_7_SA
4239261171	VA-H_HSP_RATING_9_10
4239261171	VA-H_QUIET_HSP_A_P
4239261171	VA-H_RECMND_DY
3166852221	VA-H_CLEAN_HSP_A_P
3166852221	VA-H_COMP_1_A_P
3166852221	VA-H_COMP_2_A_P
3166852221	VA-H_COMP_3_A_P
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Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
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VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	76
Pain was "always" well controlled	66
Staff "always" explained	70
Yes staff "did" give patients this information	91
Patients who “Strongly Agree” they understood their care when they left the hospital	59
Patients who gave a rating of "9" or "10" (high)	77
"Always" quiet at night	65
"YES" patients would definitely recommend the hospital	80
Room was "always" clean	72
Nurses "always" communicated well	74
Doctors "always" communicated well	78
Patients "always" received help as soon as they wanted	60
Pain was "always" well controlled	61

Veterans Health Administration Survey of Healthcare Experier

342

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016

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17008F	WICHITA VA MEDICAL CENTER	5500 E. KELLOG
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24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
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24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE

WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
WICHITA	KS	67218	SEDGWICK
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN

3166852221	VA-H_COMP_5_A_P
3166852221	VA-H_COMP_6_Y_P
3166852221	VA-H_COMP_7_SA
3166852221	VA-H_HSP_RATING_9_10
3166852221	VA-H_QUIET_HSP_A_P
3166852221	VA-H_RECMND_DY
6127252000	VA-H_CLEAN_HSP_A_P
6127252000	VA-H_COMP_1_A_P
6127252000	VA-H_COMP_2_A_P
6127252000	VA-H_COMP_3_A_P
6127252000	VA-H_COMP_4_A_P
6127252000	VA-H_COMP_5_A_P
6127252000	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
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VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
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VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	61
Yes staff "did" give patients this information	84
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Patients who gave a rating of "9" or "10" (high)	66
"Always" quiet at night	49
"YES" patients would definitely recommend the hospital	66
Room was "always" clean	74
Nurses "always" communicated well	77
Doctors "always" communicated well	76
Patients "always" received help as soon as they wanted	66
Pain was "always" well controlled	66
Staff "always" explained	67
Yes staff "did" give patients this information	88

Veterans Health Administration Survey of Healthcare Experier

190

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

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ONE VETERANS DRIVE MINNEAPOLIS, MN 55417
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ONE VETERANS DRIVE MINNEAPOLIS, MN 55417
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ONE VETERANS DRIVE MINNEAPOLIS, MN 55417

24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
24003F	MINNEAPOLIS VA MEDICAL CENTER	ONE VETERANS DRIVE
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE

MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
MINNEAPOLIS	MN	55417	HENNEPIN
DAYTON	OH	45428	MONTGOMERY
TOPEKA	KS	66622	SHAWNEE
HOUSTON	TX	77030	HARRIS
MEMPHIS	TN	38104	SHELBY
TEMPLE	TX	76504	BELL
PHILADELPHIA	PA	19104	PHILADELPHI

6127252000	VA-H_COMP_7_SA
6127252000	VA-H_HSP_RATING_9_10
6127252000	VA-H_QUIET_HSP_A_P
6127252000	VA-H_RECMND_DY
9372686511	VA-H_COMP_6_Y_P
9136822000	VA-H_COMP_6_Y_P
7137947100	VA-H_HSP_RATING_9_10
9015777200	VA-H_COMP_4_A_P
2547784811	VA-H_COMP_3_A_P
2158235857	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
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VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	57
Patients who gave a rating of "9" or "10" (high)	69
"Always" quiet at night	45
"YES" patients would definitely recommend the hospital	75
Yes staff "did" give patients this information	91
Yes staff "did" give patients this information	88
Patients who gave a rating of "9" or "10" (high)	65
Pain was "always" well controlled	58
Patients "always" received help as soon as they wanted	68
Patients "always" received help as soon as they wanted	59

Veterans Health Administration Survey of Healthcare Experier

726

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

ONE VETERANS DRIVE
MINNEAPOLIS, MN 55417

ONE VETERANS DRIVE
MINNEAPOLIS, MN 55417

ONE VETERANS DRIVE
MINNEAPOLIS, MN 55417

ONE VETERANS DRIVE
MINNEAPOLIS, MN 55417

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET

BECKLEY	WV	25801	RALEIGH
DALLAS	TX	75216	DALLAS
COLUMBIA	MO	65201	BOONE
TOMAH	WI	54660	MONROE
AUGUSTA	GA	30904	RICHMOND
DURHAM	NC	27705	DURHAM
SAN JUAN	PR	00921	SAN JUAN
FAYETTEVILLE	NC	28301	CUMBERLAND

3042552121	VA-H_COMP_5_A_P
2147428387	VA-H_COMP_7_SA
5738146000	VA-H_COMP_4_A_P
6083723971	VA-H_COMP_6_Y_P
7068232201	VA-H_COMP_1_A_P
9192860411	VA-H_COMP_6_Y_P
8004498729	VA-H_COMP_1_A_P
9104882120	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	70
Patients who “Strongly Agree” they understood their care when they left the hospital	47
Pain was "always" well controlled	67
Yes staff "did" give patients this information	93
Nurses "always" communicated well	71
Yes staff "did" give patients this information	90
Nurses "always" communicated well	79
Nurses "always" communicated well	76

162	
603	
351	
89	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
535	
402	
621	
271	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR

AMARILLO	TX	79106	POTTER
AUGUSTA	ME	04330	KENNEBEC
PROVIDENCE	RI	02908	PROVIDENCE
BIRMINGHAM	AL	35233	JEFFERSON
AMARILLO	TX	79106	POTTER
AUGUSTA	GA	30904	RICHMOND
PHILADELPHIA	PA	19104	PHILADELPHI
BUFFALO	NY	14215	ERIE
COLUMBIA	MO	65201	BOONE

8063559703	VA-H_COMP_6_Y_P
2076238411	VA-H_HSP_RATING_9_10
4014573042	VA-H_CLEAN_HSP_A_P
2059334515	VA-H_COMP_2_A_P
8063559703	VA-H_COMP_2_A_P
7068232201	VA-H_COMP_4_A_P
2158235857	VA-H_COMP_5_A_P
7168623611	VA-H_COMP_1_A_P
5738146000	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	85
Patients who gave a rating of "9" or "10" (high)	70
Room was "always" clean	79
Doctors "always" communicated well	80
Doctors "always" communicated well	73
Pain was "always" well controlled	62
Staff "always" explained	64
Nurses "always" communicated well	70
Patients who “Strongly Agree” they understood their care when they left the hospital	55

283

401

422

503

340

383

250

517

515

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE

CHARLESTON	SC	29401	CHARLESTON
CINCINNATI	OH	45220	HAMILTON
HINES	IL	60141	COOK
SAN JUAN	PR	00921	SAN JUAN
SAN ANTONIO	TX	78229	BEXAR
ANN ARBOR	MI	48105	WASHTENAW
SYRACUSE	NY	13210	ONONDAGA
DAYTON	OH	45428	MONTGOMERY
BECKLEY	WV	25801	RALEIGH

8435775011	VA-H_COMP_6_Y_P
5138613100	VA-H_COMP_5_A_P
7082028387	VA-H_HSP_RATING_9_10
8004498729	VA-H_CLEAN_HSP_A_P
2106175300	VA-H_COMP_4_A_P
7347697100	VA-H_QUIET_HSP_A_P
3154254400	VA-H_COMP_5_A_P
9372686511	VA-H_COMP_7_SA
3042552121	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	87
Staff "always" explained	67
Patients who gave a rating of "9" or "10" (high)	61
Room was "always" clean	83
Pain was "always" well controlled	71
"Always" quiet at night	58
Staff "always" explained	66
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Pain was "always" well controlled	66

414

260

663

624

136

584

266

388

195

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.9376, -92.327558)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

200 VETERANS AVENUE

Veterans Health Administration Survey of Healthcare Experier

04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD

LITTLE ROCK	AR	72205	PULASKI
TAMPA	FL	33612	HILLSBOROUG
TAMPA	FL	33612	HILLSBOROUG
NEW YORK	NY	10010	NEW YORK
BECKLEY	WV	25801	RALEIGH
MONTGOMERY	AL	36109	MONTGOMERY
PROVIDENCE	RI	02908	PROVIDENCE
PHOENIX	AZ	85012	MARICOPA

5012571000	VA-H_RECMND_DY
8139722000	VA-H_COMP_5_A_P
8139722000	VA-H_QUIET_HSP_A_P
2126867500	VA-H_QUIET_HSP_A_P
3042552121	VA-H_COMP_3_A_P
3342604100	VA-H_RECMND_DY
4014573042	VA-H_QUIET_HSP_A_P
6022226444	VA-H_RECMND_DY

	controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	65
Staff "always" explained	57
"Always" quiet at night	42
"Always" quiet at night	56
Patients "always" received help as soon as they wanted	71
"YES" patients would definitely recommend the hospital	52
"Always" quiet at night	48
"YES" patients would definitely recommend the hospital	55

Veterans Health Administration Survey of Healthcare Experier

648

458

818

543

200

166

423

503

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

BECKLEY, WV 25801
(37.766084, -81.192024)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH

AUGUSTA	ME	04330	KENNEBEC
WILKES-BARRE	PA	18711	LUZERNE
MILWAUKEE	WI	53295	MILWAUKEE
MARION	IN	46953	GRANT
BAY PINES	FL	33744	PINELLAS
BIRMINGHAM	AL	35233	JEFFERSON
CHARLESTON	SC	29401	CHARLESTON
INDIANAPOLIS	IN	46202	MARION
PRESCOTT	AZ	86313	YAVAPAI

2076238411	VA-H_QUIET_HSP_A_P
5708243521	VA-H_COMP_2_A_P
4143842000	VA-H_CLEAN_HSP_A_P
7656743321	VA-H_COMP_5_A_P
7273986661	VA-H_COMP_4_A_P
2059334515	VA-H_COMP_3_A_P
8435775011	VA-H_COMP_3_A_P
3175540000	VA-H_CLEAN_HSP_A_P
9284454860	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	58
Doctors "always" communicated well	74
Room was "always" clean	78
Staff "always" explained	61
Pain was "always" well controlled	62
Patients "always" received help as soon as they wanted	66
Patients "always" received help as soon as they wanted	65
Room was "always" clean	78
Patients who gave a rating of "9" or "10" (high)	73

403

425

597

195

235

305

251

677

311

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.

NEW YORK	NY	10010	NEW YORK
JAMAICA PLAIN	MA	02130	SUFFOLK
PROVIDENCE	RI	02908	PROVIDENCE
ANN ARBOR	MI	48105	WASHTENAW
SAN JUAN	PR	00921	SAN JUAN
MARION	IN	46953	GRANT
SAN ANTONIO	TX	78229	BEXAR
ANN ARBOR	MI	48105	WASHTENAW
KANSAS CITY	MO	64128	JACKSON

2126867500	VA-H_RECMND_DY
6172329500	VA-H_COMP_5_A_P
4014573042	VA-H_COMP_5_A_P
7347697100	VA-H_COMP_6_Y_P
8004498729	VA-H_COMP_5_A_P
7656743321	VA-H_COMP_4_A_P
2106175300	VA-H_COMP_2_A_P
7347697100	VA-H_COMP_5_A_P
8168614700	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	62
Staff "always" explained	63
Staff "always" explained	70
Yes staff "did" give patients this information	90
Staff "always" explained	60
Pain was "always" well controlled	62
Doctors "always" communicated well	77
Staff "always" explained	71
Patients who gave a rating of "9" or "10" (high)	65

538

361

214

529

353

170

188

329

556

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(34.55076, -112.450736)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

4801 LINWOOD BLVD.

34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD

ASHEVILLE	NC	28805	BUNCOMBE
MADISON	WI	53705	DANE
GAINESVILLE	FL	32608	ALACHUA
RICHMOND	VA	23249	RICHMOND CI
CHILLICOTHE	OH	45601	ROSS
ALBUQUERQUE	NM	87108	BERNALILLO
CLEVELAND	OH	44106	CUYAHOGA
DALLAS	TX	75216	DALLAS

8282987911	VA-H_COMP_7_SA
6082561901	VA-H_COMP_1_A_P
3523761611	VA-H_COMP_2_A_P
8046755000	VA-H_COMP_6_Y_P
7407731141	VA-H_COMP_6_Y_P
5052562889	VA-H_COMP_2_A_P
2167913800	VA-H_COMP_6_Y_P
2147428387	VA-H_HSP_RATING_9_10

	scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	63
Nurses "always" communicated well	80
Doctors "always" communicated well	78
Yes staff "did" give patients this information	89
Yes staff "did" give patients this information	90
Doctors "always" communicated well	78
Yes staff "did" give patients this information	90
Patients who gave a rating of "9" or "10" (high)	54

Veterans Health Administration Survey of Healthcare Experier

505

590

828

544

250

583

657

617

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

KANSAS CITY, MO 64128
(39.067263, -94.52786)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE

COLUMBIA	SC	29209	RICHLAND
LITTLE ROCK	AR	72205	PULASKI
MARION	IL	62959	WILLIAMSON
CHILLICOTHE	OH	45601	ROSS
AUGUSTA	ME	04330	KENNEBEC
WILKES-BARRE	PA	18711	LUZERNE
ALTOONA	PA	16602	BLAIR
EAST ORANGE	NJ	07018	ESSEX

8036957980	VA-H_RECMND_DY
5012571000	VA-H_COMP_4_A_P
6189975311	VA-H_RECMND_DY
7407731141	VA-H_QUIET_HSP_A_P
2076238411	VA-H_COMP_7_SA
5708243521	VA-H_RECMND_DY
8149438164	VA-H_COMP_5_A_P
9736761000	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	64
Pain was "always" well controlled	60
"YES" patients would definitely recommend the hospital	63
"Always" quiet at night	71
Patients who “Strongly Agree” they understood their care when they left the hospital	58
"YES" patients would definitely recommend the hospital	64
Staff "always" explained	65
Room was "always" clean	73

Veterans Health Administration Survey of Healthcare Experier

400	
440	
368	
278	
389	
420	
57	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
302	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD

TOMAH	WI	54660	MONROE
BECKLEY	WV	25801	RALEIGH
WEST PALM BEACH	FL	33410	PALM BEACH
MIAMI	FL	33125	MIAMI-DADE
NORTHPORT	NY	11768	SUFFOLK
SAN JUAN	PR	00921	SAN JUAN
DANVILLE	IL	61832	VERMILION
JAMAICA PLAIN	MA	02130	SUFFOLK
MONTGOMERY	AL	36109	MONTGOMERY

6083723971	VA-H_COMP_2_A_P
3042552121	VA-H_HSP_RATING_9_10
5614228600	VA-H_COMP_3_A_P
3053244455	VA-H_COMP_4_A_P
5162614400	VA-H_COMP_2_A_P
8004498729	VA-H_COMP_2_A_P
2175543000	VA-H_COMP_3_A_P
6172329500	VA-H_RECMND_DY
3342604100	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	70
Patients who gave a rating of "9" or "10" (high)	73
Patients "always" received help as soon as they wanted	47
Pain was "always" well controlled	64
Doctors "always" communicated well	78
Doctors "always" communicated well	85
Patients "always" received help as soon as they wanted	67
"YES" patients would definitely recommend the hospital	72
Patients who “Strongly Agree” they understood their care when they left the hospital	48

109

364

314

331

369

623

136

663

158

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH

HAMPTON	VA	23667	HAMPTON CIT
ERIE	PA	16504	ERIE
AMARILLO	TX	79106	POTTER
DECATUR	GA	30033	DEKALB
GAINESVILLE	FL	32608	ALACHUA
MONTROSE	NY	10548	WESTCHESTER
GAINESVILLE	FL	32608	ALACHUA
CHICAGO	IL	60612	COOK
NASHVILLE	TN	37212	DAVIDSON

7577229961	VA-H_RECMND_DY
8148602576	VA-H_COMP_2_A_P
8063559703	VA-H_HSP_RATING_9_10
4043216111	VA-H_CLEAN_HSP_A_P
3523761611	VA-H_CLEAN_HSP_A_P
9147374400	VA-H_COMP_1_A_P
3523761611	VA-H_COMP_7_SA
3125698387	VA-H_COMP_2_A_P
6153275332	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	56
Doctors "always" communicated well	91
Patients who gave a rating of "9" or "10" (high)	72
Room was "always" clean	73
Room was "always" clean	73
Nurses "always" communicated well	77
Patients who “Strongly Agree” they understood their care when they left the hospital	59
Doctors "always" communicated well	83
Patients "always" received help as soon as they wanted	67

Veterans Health Administration Survey of Healthcare Experier

300

130

338

496

827

114

800

168

309

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.37896, -86.246406)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

1310 24TH AVENUE SOUTH

Veterans Health Administration Survey of Healthcare Experier

01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD

BIRMINGHAM	AL	35233	JEFFERSON
WASHINGTON	DC	20422	DISTRICT OF
WASHINGTON	DC	20422	DISTRICT OF
SYRACUSE	NY	13210	ONONDAGA
FAYETTEVILLE	AR	72703	WASHINGTON
WASHINGTON	DC	20422	DISTRICT OF
BATH	NY	14810	STEUBEN
GAINESVILLE	FL	32608	ALACHUA

2059334515	VA-H_COMP_4_A_P
2027458000	VA-H_COMP_2_A_P
2027458000	VA-H_COMP_7_SA
3154254400	VA-H_QUIET_HSP_A_P
4794445058	VA-H_COMP_1_A_P
2027458000	VA-H_COMP_6_Y_P
6076644000	VA-H_HSP_RATING_9_10
3523761611	VA-H_RECMND_DY

	soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	62
Doctors "always" communicated well	79
Patients who “Strongly Agree” they understood their care when they left the hospital	51
"Always" quiet at night	49
Nurses "always" communicated well	78
Yes staff "did" give patients this information	85
Patients who gave a rating of "9" or "10" (high)	77
"YES" patients would definitely recommend the hospital	74

339

396

379

520

359

337

155

825

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

NASHVILLE, TN 37212
(36.142321, -86.804796)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET

SHREVEPORT	LA	71101	CADDO
MARION	IN	46953	GRANT
POPLAR BLUFF	MO	63901	BUTLER
POPLAR BLUFF	MO	63901	BUTLER
RICHMOND	VA	23249	RICHMOND CI
BILOXI	MS	39531	HARRISON
SAN JUAN	PR	00921	SAN JUAN
SAGINAW	MI	48602	SAGINAW

3184246037	VA-H_COMP_2_A_P
7656743321	VA-H_COMP_2_A_P
5736864151	VA-H_COMP_6_Y_P
5736864151	VA-H_COMP_5_A_P
8046755000	VA-H_COMP_7_SA
2285235000	VA-H_COMP_7_SA
8004498729	VA-H_QUIET_HSP_A_P
9894972500	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Doctors "always" communicated well	72
Doctors "always" communicated well	75
Yes staff "did" give patients this information	85
Staff "always" explained	66
Patients who “Strongly Agree” they understood their care when they left the hospital	51
Patients who “Strongly Agree” they understood their care when they left the hospital	62
"Always" quiet at night	62
Patients who “Strongly Agree” they understood their care when they left the hospital	65

274	
306	
154	
90	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
585	
311	
623	
132	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD

ALTOONA	PA	16602	BLAIR
DANVILLE	IL	61832	VERMILION
NEW YORK	NY	10010	NEW YORK
MARION	IL	62959	WILLIAMSON
ERIE	PA	16504	ERIE
AUGUSTA	ME	04330	KENNEBEC
JACKSON	MS	39216	HINDS
ALBANY	NY	12208	ALBANY
DUBLIN	GA	31021	LAURENS

8149438164	VA-H_CLEAN_HSP_A_P
2175543000	VA-H_COMP_4_A_P
2126867500	VA-H_COMP_1_A_P
6189975311	VA-H_CLEAN_HSP_A_P
8148602576	VA-H_COMP_1_A_P
2076238411	VA-H_RECMND_DY
6013624471	VA-H_COMP_6_Y_P
5186265000	VA-H_COMP_7_SA
4782772701	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	87
Pain was "always" well controlled	66
Nurses "always" communicated well	73
Room was "always" clean	82
Nurses "always" communicated well	87
"YES" patients would definitely recommend the hospital	73
Yes staff "did" give patients this information	77
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Doctors "always" communicated well	79

111

152

550

373

131

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD

ALBUQUERQUE	NM	87108	BERNALILLO
DUBLIN	GA	31021	LAURENS
CLEVELAND	OH	44106	CUYAHOGA
WILKES-BARRE	PA	18711	LUZERNE
WASHINGTON	DC	20422	DISTRICT OF
ASHEVILLE	NC	28805	BUNCOMBE
BAY PINES	FL	33744	PINELLAS
BALTIMORE	MD	21201	BALTIMORE C
HUNTINGTON	WV	25704	WAYNE

5052562889	VA-H_COMP_6_Y_P
4782772701	VA-H_COMP_7_SA
2167913800	VA-H_COMP_7_SA
5708243521	VA-H_COMP_1_A_P
2027458000	VA-H_COMP_5_A_P
8282987911	VA-H_COMP_6_Y_P
7273986661	VA-H_COMP_1_A_P
4106057016	VA-H_COMP_4_A_P
3044290241	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	87
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Nurses "always" communicated well	77
Staff "always" explained	59
Yes staff "did" give patients this information	92
Nurses "always" communicated well	69
Pain was "always" well controlled	53
"Always" quiet at night	52

538

184

687

426

204

464

370

308

482

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.539309, -82.943102)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

1540 SPRING VALLEY ROAD

45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA

DALLAS	TX	75216	DALLAS
TEMPLE	TX	76504	BELL
WILMINGTON	DE	19805	NEW CASTLE
WILMINGTON	DE	19805	NEW CASTLE
AMARILLO	TX	79106	POTTER
ERIE	PA	16504	ERIE
INDIANAPOLIS	IN	46202	MARION
SAN JUAN	PR	00921	SAN JUAN

2147428387	VA-H_COMP_5_A_P
2547784811	VA-H_RECMND_DY
3029942511	VA-H_COMP_3_A_P
3029942511	VA-H_COMP_2_A_P
8063559703	VA-H_COMP_7_SA
8148602576	VA-H_CLEAN_HSP_A_P
3175540000	VA-H_COMP_3_A_P
8004498729	VA-H_COMP_3_A_P

	"Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	57
"YES" patients would definitely recommend the hospital	70
Patients "always" received help as soon as they wanted	70
Doctors "always" communicated well	81
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Room was "always" clean	88
Patients "always" received help as soon as they wanted	66
Patients "always" received help as soon as they wanted	64

314

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

HUNTINGTON, WV 25704
(38.384145, -82.517504)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD

SYRACUSE	NY	13210	ONONDAGA
DECATUR	GA	30033	DEKALB
JAMAICA PLAIN	MA	02130	SUFFOLK
GAINESVILLE	FL	32608	ALACHUA
BUFFALO	NY	14215	ERIE
MILWAUKEE	WI	53295	MILWAUKEE
BATH	NY	14810	STEUBEN
KANSAS CITY	MO	64128	JACKSON
CLEVELAND	OH	44106	CUYAHOGA

3154254400	VA-H_COMP_4_A_P
4043216111	VA-H_HSP_RATING_9_10
6172329500	VA-H_QUIET_HSP_A_P
3523761611	VA-H_HSP_RATING_9_10
7168623611	VA-H_RECMND_DY
4143842000	VA-H_COMP_2_A_P
6076644000	VA-H_CLEAN_HSP_A_P
8168614700	VA-H_COMP_2_A_P
2167913800	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	62
Patients who gave a rating of "9" or "10" (high)	61
"Always" quiet at night	48
Patients who gave a rating of "9" or "10" (high)	75
"YES" patients would definitely recommend the hospital	59
Doctors "always" communicated well	77
Room was "always" clean	90
Doctors "always" communicated well	75
Doctors "always" communicated well	77

331

494

673

817

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158

564

709

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
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07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL

TEMPLE	TX	76504	BELL
SALISBURY	NC	28144	ROWAN
PINEVILLE	LA	71360	RAPIDES
DANVILLE	IL	61832	VERMILION
DUBLIN	GA	31021	LAURENS
BUFFALO	NY	14215	ERIE
HOUSTON	TX	77030	HARRIS
COLUMBIA	SC	29209	RICHLAND
WEST PALM BEACH	FL	33410	PALM BEACH

2547784811	VA-H_COMP_5_A_P
7046389000	VA-H_RECMND_DY
3184730010	VA-H_RECMND_DY
2175543000	VA-H_COMP_5_A_P
4782772701	VA-H_COMP_6_Y_P
7168623611	VA-H_HSP_RATING_9_10
7137947100	VA-H_COMP_7_SA
8036957980	VA-H_COMP_1_A_P
5614228600	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always"

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	68
"YES" patients would definitely recommend the hospital	60
"YES" patients would definitely recommend the hospital	62
Staff "always" explained	60
Yes staff "did" give patients this information	85
Patients who gave a rating of "9" or "10" (high)	58
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Nurses "always" communicated well	76
Nurses "always" communicated well	68

Veterans Health Administration Survey of Healthcare Experier

322

379

174

153

163

504

652

402

601

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.51251, -81.613526)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

7305 N. MILITARY TRAIL

49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET

RICHMOND	VA	23249	RICHMOND CI
ALBANY	NY	12208	ALBANY
ANN ARBOR	MI	48105	WASHTENAW
BRONX	NY	10468	BRONX
MILWAUKEE	WI	53295	MILWAUKEE
DETROIT	MI	48201	WAYNE
SALEM	VA	24153	SALEM
SAGINAW	MI	48602	SAGINAW

8046755000	VA-H_COMP_5_A_P
5186265000	VA-H_COMP_3_A_P
7347697100	VA-H_COMP_3_A_P
7185849000	VA-H_COMP_1_A_P
4143842000	VA-H_RECMND_DY
3135761000	VA-H_COMP_6_Y_P
5409822463	VA-H_COMP_2_A_P
9894972500	VA-H_COMP_1_A_P

	communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	66
Patients "always" received help as soon as they wanted	64
Patients "always" received help as soon as they wanted	71
Nurses "always" communicated well	74
"YES" patients would definitely recommend the hospital	74
Yes staff "did" give patients this information	87
Doctors "always" communicated well	81
Nurses "always" communicated well	86

311

281

314

378

595

414

458

139

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.

INDIANAPOLIS	IN	46202	MARION
COLUMBIA	MO	65201	BOONE
CLEVELAND	OH	44106	CUYAHOGA
WEST HAVEN	CT	06516	NEW HAVEN
AUGUSTA	ME	04330	KENNEBEC
BALTIMORE	MD	21201	BALTIMORE C
MONTGOMERY	AL	36109	MONTGOMERY
FAYETTEVILLE	NC	28301	CUMBERLAND
POPLAR BLUFF	MO	63901	BUTLER

3175540000	VA-H_QUIET_HSP_A_P
5738146000	VA-H_QUIET_HSP_A_P
2167913800	VA-H_COMP_5_A_P
2039325711	VA-H_QUIET_HSP_A_P
2076238411	VA-H_COMP_6_Y_P
4106057016	VA-H_QUIET_HSP_A_P
3342604100	VA-H_HSP_RATING_9_10
9104882120	VA-H_COMP_3_A_P
5736864151	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	53
"Always" quiet at night	54
Staff "always" explained	64
"Always" quiet at night	51
Yes staff "did" give patients this information	86
"Always" quiet at night	46
Patients who gave a rating of "9" or "10" (high)	60
Patients "always" received help as soon as they wanted	60
"YES" patients would definitely recommend the hospital	67

Veterans Health Administration Survey of Healthcare Experier

681

534

377

407

370

497

167

142

182

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH	7400 MERTON MINTER BLVD.

BALTIMORE	MD	21201	BALTIMORE C
NASHVILLE	TN	37212	DAVIDSON
WEST HAVEN	CT	06516	NEW HAVEN
DECATUR	GA	30033	DEKALB
PHILADELPHIA	PA	19104	PHILADELPHI
EAST ORANGE	NJ	07018	ESSEX
DETROIT	MI	48201	WAYNE
BATTLE CREEK	MI	49037	CALHOUN
SAN ANTONIO	TX	78229	BEXAR

4106057016	VA-H_CLEAN_HSP_A_P
6153275332	VA-H_COMP_2_A_P
2039325711	VA-H_COMP_1_A_P
4043216111	VA-H_COMP_5_A_P
2158235857	VA-H_HSP_RATING_9_10
9736761000	VA-H_COMP_6_Y_P
3135761000	VA-H_QUIET_HSP_A_P
2699665600	VA-H_COMP_2_A_P
2106175300	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	61
Doctors "always" communicated well	79
Nurses "always" communicated well	77
Staff "always" explained	57
Patients who gave a rating of "9" or "10" (high)	57
Yes staff "did" give patients this information	87
"Always" quiet at night	56
Doctors "always" communicated well	66
Yes staff "did" give patients this information	89

498

590

411

284

466

241

444

109

166

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(36.771441, -90.417899)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

7400 MERTON MINTER BLVD.

	TEXAS HEALTHCARE SYSTEM)	
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.

PROVIDENCE	RI	02908	PROVIDENCE
RICHMOND	VA	23249	RICHMOND CI
POPLAR BLUFF	MO	63901	BUTLER
MILWAUKEE	WI	53295	MILWAUKEE
BATH	NY	14810	STEUBEN
MARION	IN	46953	GRANT
ERIE	PA	16504	ERIE
SYRACUSE	NY	13210	ONONDAGA

4014573042	VA-H_COMP_4_A_P
8046755000	VA-H_QUIET_HSP_A_P
5736864151	VA-H_QUIET_HSP_A_P
4143842000	VA-H_COMP_4_A_P
6076644000	VA-H_COMP_5_A_P
7656743321	VA-H_COMP_7_SA
8148602576	VA-H_QUIET_HSP_A_P
3154254400	VA-H_COMP_2_A_P

	about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	67
"Always" quiet at night	39
"Always" quiet at night	72
Pain was "always" well controlled	66
Staff "always" explained	74
Patients who “Strongly Agree” they understood their care when they left the hospital	49
"Always" quiet at night	70
Doctors "always" communicated well	78

238		
604		
184		
380		
78		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
294		
130		
518		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SAN ANTONIO, TX 78229
(29.506888, -98.578929)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

800 IRVING AVE.
SYRACUSE, NY 13210

14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET

HINES	IL	60141	COOK
MARION	IN	46953	GRANT
CINCINNATI	OH	45220	HAMILTON
JAMAICA PLAIN	MA	02130	SUFFOLK
NORTHPORT	NY	11768	SUFFOLK
INDIANAPOLIS	IN	46202	MARION
PRESCOTT	AZ	86313	YAVAPAI
BALTIMORE	MD	21201	BALTIMORE C

Veterans Health Administration Survey of Healthcare Experier

7082028387	VA-H_COMP_7_SA
7656743321	VA-H_COMP_6_Y_P
5138613100	VA-H_QUIET_HSP_A_P
6172329500	VA-H_COMP_7_SA
5162614400	VA-H_COMP_3_A_P
3175540000	VA-H_COMP_2_A_P
9284454860	VA-H_COMP_7_SA
4106057016	VA-H_COMP_5_A_P

	communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	54
Yes staff "did" give patients this information	86
"Always" quiet at night	56
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Patients "always" received help as soon as they wanted	58
Doctors "always" communicated well	77
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Staff "always" explained	57

Veterans Health Administration Survey of Healthcare Experier

646

254

535

648

207

678

296

259

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SYRACUSE, NY 13210
(43.038832, -76.138151)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104

AMARILLO	TX	79106	POTTER
POPLAR BLUFF	MO	63901	BUTLER
SALISBURY	NC	28144	ROWAN
IRON MOUNTAIN	MI	49801	DICKINSON
WILKES-BARRE	PA	18711	LUZERNE
DANVILLE	IL	61832	VERMILION
MARTINSBURG	WV	25405	BERKELEY
INDIANAPOLIS	IN	46202	MARION
CHILLICOTHE	OH	45601	ROSS

8063559703	VA-H_COMP_4_A_P
5736864151	VA-H_CLEAN_HSP_A_P
7046389000	VA-H_CLEAN_HSP_A_P
9067743300	VA-H_COMP_5_A_P
5708243521	VA-H_CLEAN_HSP_A_P
2175543000	VA-H_COMP_1_A_P
3042630811	VA-H_HSP_RATING_9_10
3175540000	VA-H_COMP_7_SA
7407731141	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	62
Room was "always" clean	75
Room was "always" clean	71
Staff "always" explained	70
Room was "always" clean	76
Nurses "always" communicated well	72
Patients who gave a rating of "9" or "10" (high)	66
Patients who “Strongly Agree” they understood their care when they left the hospital	57
Patients "always" received help as soon as they wanted	72

214

183

380

108

425

269

380

655

151

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE

SYRACUSE	NY	13210	ONONDAGA
CHICAGO	IL	60612	COOK
WEST HAVEN	CT	06516	NEW HAVEN
PRESCOTT	AZ	86313	YAVAPAI
WEST PALM BEACH	FL	33410	PALM BEACH
LITTLE ROCK	AR	72205	PULASKI
NORTH CHICAGO	IL	60064	LAKE
ALBANY	NY	12208	ALBANY
LEBANON	PA	17042	LEBANON

3154254400	VA-H_RECMND_DY
3125698387	VA-H_RECMND_DY
2039325711	VA-H_HSP_RATING_9_10
9284454860	VA-H_COMP_2_A_P
5614228600	VA-H_RECMND_DY
5012571000	VA-H_COMP_7_SA
8476881900	VA-H_COMP_6_Y_P
5186265000	VA-H_RECMND_DY
7172285901	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	74
"YES" patients would definitely recommend the hospital	64
Patients who gave a rating of "9" or "10" (high)	69
Doctors "always" communicated well	76
"YES" patients would definitely recommend the hospital	70
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Yes staff "did" give patients this information	83
"YES" patients would definitely recommend the hospital	67
Patients who gave a rating of "9" or "10" (high)	79

517

167

410

313

595

632

334

418

367

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.390327, -83.012669)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

1700 SOUTH LINCOLN AVENUE

Veterans Health Administration Survey of Healthcare Experier

22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN

JAMAICA PLAIN	MA	02130	SUFFOLK
DURHAM	NC	27705	DURHAM
DURHAM	NC	27705	DURHAM
BAY PINES	FL	33744	PINELLAS
ALBUQUERQUE	NM	87108	BERNALILLO
WILKES-BARRE	PA	18711	LUZERNE
AMARILLO	TX	79106	POTTER
MARION	IL	62959	WILLIAMSON

6172329500	VA-H_COMP_2_A_P
9192860411	VA-H_QUIET_HSP_A_P
9192860411	VA-H_COMP_1_A_P
7273986661	VA-H_CLEAN_HSP_A_P
5052562889	VA-H_CLEAN_HSP_A_P
5708243521	VA-H_COMP_3_A_P
8063559703	VA-H_COMP_1_A_P
6189975311	VA-H_COMP_7_SA

	scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
"Always" quiet at night	49
Nurses "always" communicated well	74
Room was "always" clean	63
Room was "always" clean	76
Patients "always" received help as soon as they wanted	71
Nurses "always" communicated well	75
Patients who “Strongly Agree” they understood their care when they left the hospital	54

672

441

442

372

584

249

340

361

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

LEBANON, PA 17042
(40.315702, -76.409329)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE

MONTROSE	NY	10548	WESTCHESTER
ALBANY	NY	12208	ALBANY
CINCINNATI	OH	45220	HAMILTON
PRESCOTT	AZ	86313	YAVAPAI
POPLAR BLUFF	MO	63901	BUTLER
HAMPTON	VA	23667	HAMPTON CIT
DANVILLE	IL	61832	VERMILION
MADISON	WI	53705	DANE

9147374400	VA-H_COMP_3_A_P
5186265000	VA-H_COMP_6_Y_P
5138613100	VA-H_RECMND_DY
9284454860	VA-H_COMP_3_A_P
5736864151	VA-H_COMP_2_A_P
7577229961	VA-H_QUIET_HSP_A_P
2175543000	VA-H_CLEAN_HSP_A_P
6082561901	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	61
Yes staff "did" give patients this information	89
"YES" patients would definitely recommend the hospital	63
Patients "always" received help as soon as they wanted	69
Doctors "always" communicated well	78
"Always" quiet at night	64
Room was "always" clean	73
"Always" quiet at night	54

64	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
379	
526	
186	
182	
306	
270	
584	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD

DAYTON	OH	45428	MONTGOMERY
EAST ORANGE	NJ	07018	ESSEX
NORTH CHICAGO	IL	60064	LAKE
BATTLE CREEK	MI	49037	CALHOUN
ASHEVILLE	NC	28805	BUNCOMBE
MARTINSBURG	WV	25405	BERKELEY
WILMINGTON	DE	19805	NEW CASTLE
SALEM	VA	24153	SALEM
MONTGOMERY	AL	36109	MONTGOMERY

9372686511	VA-H_COMP_3_A_P
9736761000	VA-H_COMP_1_A_P
8476881900	VA-H_CLEAN_HSP_A_P
2699665600	VA-H_QUIET_HSP_A_P
8282987911	VA-H_COMP_4_A_P
3042630811	VA-H_COMP_4_A_P
3029942511	VA-H_COMP_6_Y_P
5409822463	VA-H_COMP_4_A_P
3342604100	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	64
Nurses "always" communicated well	71
Room was "always" clean	77
"Always" quiet at night	65
Pain was "always" well controlled	75
Pain was "always" well controlled	65
Yes staff "did" give patients this information	93
Pain was "always" well controlled	67
Yes staff "did" give patients this information	78

230

302

372

108

382

206

269

292

143

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET

HINES	IL	60141	COOK
SAN ANTONIO	TX	78229	BEXAR
BILOXI	MS	39531	HARRISON
ALBUQUERQUE	NM	87108	BERNALILLO
LEBANON	PA	17042	LEBANON
AUGUSTA	GA	30904	RICHMOND
SALEM	VA	24153	SALEM
CINCINNATI	OH	45220	HAMILTON

7082028387	VA-H_COMP_5_A_P
2106175300	VA-H_COMP_5_A_P
2285235000	VA-H_COMP_5_A_P
5052562889	VA-H_COMP_5_A_P
7172285901	VA-H_COMP_2_A_P
7068232201	VA-H_COMP_2_A_P
5409822463	VA-H_RECMND_DY
5138613100	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	59
Staff "always" explained	71
Staff "always" explained	76
Staff "always" explained	67
Doctors "always" communicated well	84
Doctors "always" communicated well	80
"YES" patients would definitely recommend the hospital	66
Doctors "always" communicated well	76

373		
91		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
171		
286		
369		
534		
453		
532		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.37896, -86.246406)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

3200 VINE STREET
CINCINNATI, OH 45220

44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE

MEMPHIS	TN	38104	SHELBY
WILMINGTON	DE	19805	NEW CASTLE
BALTIMORE	MD	21201	BALTIMORE C
TOMAH	WI	54660	MONROE
WILMINGTON	DE	19805	NEW CASTLE
TAMPA	FL	33612	HILLSBOROUG
AUGUSTA	GA	30904	RICHMOND
JAMAICA PLAIN	MA	02130	SUFFOLK
MADISON	WI	53705	DANE

9015777200	VA-H_COMP_2_A_P
3029942511	VA-H_QUIET_HSP_A_P
4106057016	VA-H_COMP_2_A_P
6083723971	VA-H_CLEAN_HSP_A_P
3029942511	VA-H_COMP_4_A_P
8139722000	VA-H_COMP_3_A_P
7068232201	VA-H_COMP_3_A_P
6172329500	VA-H_COMP_1_A_P
6082561901	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
"Always" quiet at night	59
Doctors "always" communicated well	76
Room was "always" clean	87
Pain was "always" well controlled	64
Patients "always" received help as soon as they wanted	56
Patients "always" received help as soon as they wanted	58
Nurses "always" communicated well	75
Pain was "always" well controlled	64

471

305

499

110

144

452

304

674

365

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.137762, -84.509485)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

2500 OVERLOOK TERRACE

45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.

TEMPLE	TX	76504	BELL
EAST ORANGE	NJ	07018	ESSEX
MILWAUKEE	WI	53295	MILWAUKEE
IRON MOUNTAIN	MI	49801	DICKINSON
MARION	IN	46953	GRANT
CINCINNATI	OH	45220	HAMILTON
ERIE	PA	16504	ERIE
TAMPA	FL	33612	HILLSBOROUG

2547784811	VA-H_COMP_4_A_P
9736761000	VA-H_COMP_5_A_P
4143842000	VA-H_COMP_7_SA
9067743300	VA-H_COMP_3_A_P
7656743321	VA-H_COMP_3_A_P
5138613100	VA-H_COMP_3_A_P
8148602576	VA-H_HSP_RATING_9_10
8139722000	VA-H_CLEAN_HSP_A_P

	controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	67
Staff "always" explained	56
Patients who “Strongly Agree” they understood their care when they left the hospital	59
Patients "always" received help as soon as they wanted	73
Patients "always" received help as soon as they wanted	73
Patients "always" received help as soon as they wanted	60
Patients who gave a rating of "9" or "10" (high)	87
Room was "always" clean	62

Veterans Health Administration Survey of Healthcare Experier

401

153

578

134

195

306

130

824

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

MADISON, WI 53705
(43.074477, -89.433629)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.

COLUMBIA	SC	29209	RICHLAND
BILOXI	MS	39531	HARRISON
COLUMBIA	MO	65201	BOONE
CHICAGO	IL	60612	COOK
SHREVEPORT	LA	71101	CADDO
KANSAS CITY	MO	64128	JACKSON
BALTIMORE	MD	21201	BALTIMORE C
BATH	NY	14810	STEUBEN
SAN ANTONIO	TX	78229	BEXAR

8036957980	VA-H_COMP_3_A_P
2285235000	VA-H_COMP_2_A_P
5738146000	VA-H_COMP_1_A_P
3125698387	VA-H_QUIET_HSP_A_P
3184246037	VA-H_QUIET_HSP_A_P
8168614700	VA-H_COMP_3_A_P
4106057016	VA-H_COMP_3_A_P
6076644000	VA-H_QUIET_HSP_A_P
2106175300	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	67
Doctors "always" communicated well	84
Nurses "always" communicated well	78
"Always" quiet at night	62
"Always" quiet at night	58
Patients "always" received help as soon as they wanted	70
Patients "always" received help as soon as they wanted	50
"Always" quiet at night	62
Patients who “Strongly Agree” they understood their care when they left the hospital	56

233

331

534

164

270

338

278

157

182

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET

BRONX	NY	10468	BRONX
BIRMINGHAM	AL	35233	JEFFERSON
LEXINGTON	KY	40502	FAYETTE
MARTINSBURG	WV	25405	BERKELEY
IRON MOUNTAIN	MI	49801	DICKINSON
MILWAUKEE	WI	53295	MILWAUKEE
HOUSTON	TX	77030	HARRIS
ASHEVILLE	NC	28805	BUNCOMBE
FAYETTEVILLE	NC	28301	CUMBERLAND

7185849000	VA-H_QUIET_HSP_A_P
2059334515	VA-H_QUIET_HSP_A_P
8592334511	VA-H_COMP_7_SA
3042630811	VA-H_COMP_6_Y_P
9067743300	VA-H_COMP_7_SA
4143842000	VA-H_QUIET_HSP_A_P
7137947100	VA-H_COMP_5_A_P
8282987911	VA-H_COMP_5_A_P
9104882120	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always"

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	65
"Always" quiet at night	61
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Yes staff "did" give patients this information	85
Patients who “Strongly Agree” they understood their care when they left the hospital	63
"Always" quiet at night	60
Staff "always" explained	64
Staff "always" explained	75
Doctors "always" communicated well	73

377

504

268

332

205

597

371

295

269

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(29.506888, -98.578929)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

2300 RAMSEY STREET

52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE

TOMAH	WI	54660	MONROE
HINES	IL	60141	COOK
FAYETTEVILLE	AR	72703	WASHINGTON
NEW YORK	NY	10010	NEW YORK
DURHAM	NC	27705	DURHAM
COLUMBIA	MO	65201	BOONE
SALISBURY	NC	28144	ROWAN
MADISON	WI	53705	DANE

6083723971	VA-H_COMP_4_A_P
7082028387	VA-H_COMP_2_A_P
4794445058	VA-H_QUIET_HSP_A_P
2126867500	VA-H_HSP_RATING_9_10
9192860411	VA-H_CLEAN_HSP_A_P
5738146000	VA-H_COMP_6_Y_P
7046389000	VA-H_QUIET_HSP_A_P
6082561901	VA-H_COMP_7_SA

	communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	43
Doctors "always" communicated well	75
"Always" quiet at night	56
Patients who gave a rating of "9" or "10" (high)	62
Room was "always" clean	66
Yes staff "did" give patients this information	86
"Always" quiet at night	51
Patients who “Strongly Agree” they understood their care when they left the hospital	58

59	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
670	
361	
540	
440	
483	
380	
565	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

2500 OVERLOOK TERRACE
MADISON, WI 53705

32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE

ALBUQUERQUE	NM	87108	BERNALILLO
DURHAM	NC	27705	DURHAM
POPLAR BLUFF	MO	63901	BUTLER
HAMPTON	VA	23667	HAMPTON CIT
ASHEVILLE	NC	28805	BUNCOMBE
SALISBURY	NC	28144	ROWAN
DECATUR	GA	30033	DEKALB
MADISON	WI	53705	DANE

Veterans Health Administration Survey of Healthcare Experier

5052562889	VA-H_COMP_3_A_P
9192860411	VA-H_COMP_4_A_P
5736864151	VA-H_HSP_RATING_9_10
7577229961	VA-H_COMP_4_A_P
8282987911	VA-H_COMP_1_A_P
7046389000	VA-H_COMP_1_A_P
4043216111	VA-H_COMP_2_A_P
6082561901	VA-H_HSP_RATING_9_10

	when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

left the hospital	
Patients "always" received help as soon as they wanted	69
Pain was "always" well controlled	65
Patients who gave a rating of "9" or "10" (high)	69
Pain was "always" well controlled	61
Nurses "always" communicated well	85
Nurses "always" communicated well	72
Doctors "always" communicated well	77
Patients who gave a rating of "9" or "10" (high)	74

Veterans Health Administration Survey of Healthcare Experier

333

310

183

194

517

381

497

588

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

MADISON, WI 53705
(43.074477, -89.433629)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.

FAYETTEVILLE	AR	72703	WASHINGTON
HAMPTON	VA	23667	HAMPTON CIT
BAY PINES	FL	33744	PINELLAS
NASHVILLE	TN	37212	DAVIDSON
JACKSON	MS	39216	HINDS
FAYETTEVILLE	AR	72703	WASHINGTON
SALEM	VA	24153	SALEM
LEBANON	PA	17042	LEBANON
WASHINGTON	DC	20422	DISTRICT OF

4794445058	VA-H_RECMND_DY
7577229961	VA-H_CLEAN_HSP_A_P
7273986661	VA-H_RECMND_DY
6153275332	VA-H_COMP_4_A_P
6013624471	VA-H_COMP_7_SA
4794445058	VA-H_HSP_RATING_9_10
5409822463	VA-H_COMP_6_Y_P
7172285901	VA-H_COMP_4_A_P
2027458000	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	75
Room was "always" clean	72
"YES" patients would definitely recommend the hospital	63
Pain was "always" well controlled	62
Patients who “Strongly Agree” they understood their care when they left the hospital	51
Patients who gave a rating of "9" or "10" (high)	73
Yes staff "did" give patients this information	92
Pain was "always" well controlled	71
Patients who gave a rating of "9" or "10" (high)	56

Veterans Health Administration Survey of Healthcare Experier

357

306

368

336

377

356

386

231

390

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE

SAN JUAN	PR	00921	SAN JUAN
COLUMBIA	MO	65201	BOONE
BAY PINES	FL	33744	PINELLAS
RICHMOND	VA	23249	RICHMOND CI
ALTOONA	PA	16602	BLAIR
FAYETTEVILLE	AR	72703	WASHINGTON
HOUSTON	TX	77030	HARRIS
SALISBURY	NC	28144	ROWAN

8004498729	VA-H_COMP_7_SA
5738146000	VA-H_COMP_3_A_P
7273986661	VA-H_HSP_RATING_9_10
8046755000	VA-H_COMP_2_A_P
8149438164	VA-H_COMP_3_A_P
4794445058	VA-H_CLEAN_HSP_A_P
7137947100	VA-H_COMP_1_A_P
7046389000	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	66
Patients "always" received help as soon as they wanted	68
Patients who gave a rating of "9" or "10" (high)	58
Doctors "always" communicated well	77
Patients "always" received help as soon as they wanted	78
Room was "always" clean	80
Nurses "always" communicated well	72
Pain was "always" well controlled	67

604		
307		
365		
604		
49		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
359		
677		
241		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.93115, -77.01083)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1601 BRENNER AVENUE
SALISBURY, NC 28144

45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE

HOUSTON	TX	77030	HARRIS
TAMPA	FL	33612	HILLSBOROUG
HUNTINGTON	WV	25704	WAYNE
CHICAGO	IL	60612	COOK
NASHVILLE	TN	37212	DAVIDSON
SYRACUSE	NY	13210	ONONDAGA
SAN ANTONIO	TX	78229	BEXAR
BUFFALO	NY	14215	ERIE

7137947100	VA-H_CLEAN_HSP_A_P
8139722000	VA-H_COMP_1_A_P
3044290241	VA-H_HSP_RATING_9_10
3125698387	VA-H_COMP_3_A_P
6153275332	VA-H_CLEAN_HSP_A_P
3154254400	VA-H_COMP_7_SA
2106175300	VA-H_HSP_RATING_9_10
7168623611	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	67
Nurses "always" communicated well	72
Patients who gave a rating of "9" or "10" (high)	66
Patients "always" received help as soon as they wanted	53
Room was "always" clean	73
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Patients who gave a rating of "9" or "10" (high)	74
"Always" quiet at night	37

674	
823	
478	
92	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
592	
497	
187	
517	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(35.683593, -80.486145)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

3495 BAILEY AVENUE
BUFFALO, NY 14215

36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE

CLEVELAND	OH	44106	CUYAHOGA
PROVIDENCE	RI	02908	PROVIDENCE
FARGO	ND	58102	CASS
LITTLE ROCK	AR	72205	PULASKI
SYRACUSE	NY	13210	ONONDAGA
CHARLESTON	SC	29401	CHARLESTON
POPLAR BLUFF	MO	63901	BUTLER
BUFFALO	NY	14215	ERIE
BILOXI	MS	39531	HARRISON

2167913800	VA-H_QUIET_HSP_A_P
4014573042	VA-H_RECMND_DY
7012323241	VA-H_COMP_4_A_P
5012571000	VA-H_COMP_3_A_P
3154254400	VA-H_COMP_3_A_P
8435775011	VA-H_COMP_4_A_P
5736864151	VA-H_COMP_7_SA
7168623611	VA-H_COMP_7_SA
2285235000	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	59
"YES" patients would definitely recommend the hospital	73
Pain was "always" well controlled	73
Patients "always" received help as soon as they wanted	61
Patients "always" received help as soon as they wanted	66
Pain was "always" well controlled	67
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Patients who “Strongly Agree” they understood their care when they left the hospital	49
"YES" patients would definitely recommend the hospital	79

Veterans Health Administration Survey of Healthcare Experier

714

417

201

365

301

320

171

492

330

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(42.951136, -78.81373)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

400 VETERANS AVENUE

39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE

LEBANON	PA	17042	LEBANON
DETROIT	MI	48201	WAYNE
COLUMBIA	SC	29209	RICHLAND
HOUSTON	TX	77030	HARRIS
COLUMBIA	SC	29209	RICHLAND
WILMINGTON	DE	19805	NEW CASTLE
BUFFALO	NY	14215	ERIE
FAYETTEVILLE	AR	72703	WASHINGTON

7172285901	VA-H_COMP_1_A_P
3135761000	VA-H_RECMND_DY
8036957980	VA-H_QUIET_HSP_A_P
7137947100	VA-H_QUIET_HSP_A_P
8036957980	VA-H_HSP_RATING_9_10
3029942511	VA-H_COMP_1_A_P
7168623611	VA-H_COMP_6_Y_P
4794445058	VA-H_COMP_5_A_P

	the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	83
"YES" patients would definitely recommend the hospital	60
"Always" quiet at night	62
"Always" quiet at night	57
Patients who gave a rating of "9" or "10" (high)	66
Nurses "always" communicated well	83
Yes staff "did" give patients this information	86
Staff "always" explained	67

369

444

400

671

398

306

443

216

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

BILOXI, MS 39531
(30.410716, -88.946928)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.

KANSAS CITY	MO	64128	JACKSON
BRONX	NY	10468	BRONX
DETROIT	MI	48201	WAYNE
LOUISVILLE	KY	40206	JEFFERSON
FAYETTEVILLE	NC	28301	CUMBERLAND
WHITE RIVER JUNCTION	VT	05009	WINDSOR
PHILADELPHIA	PA	19104	PHILADELPHI
AUGUSTA	ME	04330	KENNEBEC
BATTLE CREEK	MI	49037	CALHOUN

8168614700	VA-H_COMP_4_A_P
7185849000	VA-H_COMP_7_SA
3135761000	VA-H_COMP_4_A_P
5022874000	VA-H_RECMND_DY
9104882120	VA-H_COMP_7_SA
8022959363	VA-H_CLEAN_HSP_A_P
2158235857	VA-H_COMP_1_A_P
2076238411	VA-H_COMP_1_A_P
2699665600	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	63
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Pain was "always" well controlled	60
"YES" patients would definitely recommend the hospital	67
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Room was "always" clean	71
Nurses "always" communicated well	72
Nurses "always" communicated well	79
Pain was "always" well controlled	56

371	
356	
308	
462	
259	
368	
468	
404	
65	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.

DUBLIN	GA	31021	LAURENS
ST. LOUIS	MO	63106	SAINT LOUIS
JACKSON	MS	39216	HINDS
SAGINAW	MI	48602	SAGINAW
NORTH CHICAGO	IL	60064	LAKE
CINCINNATI	OH	45220	HAMILTON
BATH	NY	14810	STEUBEN

4782772701	VA-H_HSP_RATING_9_10
3146524100	VA-H_COMP_4_A_P
6013624471	VA-H_COMP_4_A_P
9894972500	VA-H_COMP_4_A_P
8476881900	VA-H_COMP_2_A_P
5138613100	VA-H_COMP_1_A_P
6076644000	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	68
Pain was "always" well controlled	59
Pain was "always" well controlled	57
Pain was "always" well controlled	74
Doctors "always" communicated well	72
Nurses "always" communicated well	76
Nurses "always" communicated well	79

	caution as the number of responses may be too low to reliably assess hospital performance.
192	
400	
239	
75	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
371	
534	
157	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(42.340162, -85.297885)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND

BRONX	NY	10468	BRONX
LEBANON	PA	17042	LEBANON
ALTOONA	PA	16602	BLAIR
WHITE RIVER JUNCTION	VT	05009	WINDSOR
TEMPLE	TX	76504	BELL
CHICAGO	IL	60612	COOK
HAMPTON	VA	23667	HAMPTON CIT
DANVILLE	IL	61832	VERMILION
ST. LOUIS	MO	63106	SAINT LOUIS

7185849000	VA-H_HSP_RATING_9_10
7172285901	VA-H_COMP_7_SA
8149438164	VA-H_RECMND_DY
8022959363	VA-H_RECMND_DY
2547784811	VA-H_HSP_RATING_9_10
3125698387	VA-H_COMP_6_Y_P
7577229961	VA-H_COMP_7_SA
2175543000	VA-H_RECMND_DY
3146524100	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	62
Patients who “Strongly Agree” they understood their care when they left the hospital	63
"YES" patients would definitely recommend the hospital	71
"YES" patients would definitely recommend the hospital	76
Patients who gave a rating of "9" or "10" (high)	69
Yes staff "did" give patients this information	86
Patients who “Strongly Agree” they understood their care when they left the hospital	53
"YES" patients would definitely recommend the hospital	62
Staff "always" explained	60

373

357

111

359

628

157

297

268

336

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
19048F	OVERTON BROOKS VA MEDICAL CENTER	510 EAST STONER AVENUE

FAYETTEVILLE	NC	28301	CUMBERLAND
DETROIT	MI	48201	WAYNE
DALLAS	TX	75216	DALLAS
DECATUR	GA	30033	DEKALB
SALEM	VA	24153	SALEM
LEXINGTON	KY	40502	FAYETTE
KANSAS CITY	MO	64128	JACKSON
LITTLE ROCK	AR	72205	PULASKI
SHREVEPORT	LA	71101	CADDO

9104882120	VA-H_COMP_4_A_P
3135761000	VA-H_COMP_5_A_P
2147428387	VA-H_QUIET_HSP_A_P
4043216111	VA-H_COMP_3_A_P
5409822463	VA-H_COMP_7_SA
8592334511	VA-H_RECMND_DY
8168614700	VA-H_QUIET_HSP_A_P
5012571000	VA-H_COMP_5_A_P
3184246037	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	64
Staff "always" explained	58
"Always" quiet at night	54
Patients "always" received help as soon as they wanted	55
Patients who “Strongly Agree” they understood their care when they left the hospital	54
"YES" patients would definitely recommend the hospital	65
"Always" quiet at night	56
Staff "always" explained	58
Patients who gave a rating of "9" or "10" (high)	65

162

231

623

296

440

277

564

341

269

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.641448, -90.229852)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

510 EAST STONER AVENUE

	(SHREVEPORT)	
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD

MONTGOMERY	AL	36109	MONTGOMERY
SAN JUAN	PR	00921	SAN JUAN
WASHINGTON	DC	20422	DISTRICT OF
MIAMI	FL	33125	MIAMI-DADE
BATTLE CREEK	MI	49037	CALHOUN
NORTH CHICAGO	IL	60064	LAKE
WILKES-BARRE	PA	18711	LUZERNE

3342604100	VA-H_COMP_3_A_P
8004498729	VA-H_HSP_RATING_9_10
2027458000	VA-H_RECMND_DY
3053244455	VA-H_COMP_6_Y_P
2699665600	VA-H_COMP_5_A_P
8476881900	VA-H_COMP_7_SA
5708243521	VA-H_QUIET_HSP_A_P

	scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	63
Patients who gave a rating of "9" or "10" (high)	75
"YES" patients would definitely recommend the hospital	60
Yes staff "did" give patients this information	83
Staff "always" explained	59
Patients who “Strongly Agree” they understood their care when they left the hospital	53
"Always" quiet at night	55

91	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
621	
391	
461	
56	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
360	
426	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SHREVEPORT, LA 71101
(32.499989, -93.722414)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N

LOUISVILLE	KY	40206	JEFFERSON
WEST PALM BEACH	FL	33410	PALM BEACH
HUNTINGTON	WV	25704	WAYNE
TOPEKA	KS	66622	SHAWNEE
HOUSTON	TX	77030	HARRIS
AUGUSTA	GA	30904	RICHMOND
TOPEKA	KS	66622	SHAWNEE
PINEVILLE	LA	71360	RAPIDES

5022874000	VA-H_COMP_4_A_P
5614228600	VA-H_COMP_7_SA
3044290241	VA-H_COMP_5_A_P
9136822000	VA-H_COMP_7_SA
7137947100	VA-H_COMP_2_A_P
7068232201	VA-H_COMP_7_SA
9136822000	VA-H_COMP_3_A_P
3184730010	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	62
Patients who “Strongly Agree” they understood their care when they left the hospital	51
Staff "always" explained	67
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Doctors "always" communicated well	77
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Patients "always" received help as soon as they wanted	73
Patients "always" received help as soon as they wanted	79

Veterans Health Administration Survey of Healthcare Experier

280	
570	
223	
442	
671	
517	
266	
89	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.248299, -75.83691)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
19048F	OVERTON BROOKS VA MEDICAL CENTER	510 EAST STONER AVENUE

HAMPTON	VA	23667	HAMPTON CIT
JACKSON	MS	39216	HINDS
BECKLEY	WV	25801	RALEIGH
BAY PINES	FL	33744	PINELLAS
JAMAICA PLAIN	MA	02130	SUFFOLK
PHOENIX	AZ	85012	MARICOPA
NEW YORK	NY	10010	NEW YORK
WILMINGTON	DE	19805	NEW CASTLE
SHREVEPORT	LA	71101	CADDO

7577229961	VA-H_HSP_RATING_9_10
6013624471	VA-H_RECMND_DY
3042552121	VA-H_COMP_6_Y_P
7273986661	VA-H_COMP_3_A_P
6172329500	VA-H_COMP_4_A_P
6022226444	VA-H_QUIET_HSP_A_P
2126867500	VA-H_COMP_4_A_P
3029942511	VA-H_RECMND_DY
3184246037	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	62
"YES" patients would definitely recommend the hospital	63
Yes staff "did" give patients this information	90
Patients "always" received help as soon as they wanted	53
Pain was "always" well controlled	65
"Always" quiet at night	40
Pain was "always" well controlled	61
"YES" patients would definitely recommend the hospital	74
Staff "always" explained	66

	performance.
300	
392	
334	
203	
437	
503	
291	
304	
135	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

100 EMANCIPATION DRIVE HAMPTON, VA 23667 (37.018442, -76.330855)
1500 E. WOODROW WILSON DRIVE JACKSON, MS 39216 (32.326806, -90.168612)
200 VETERANS AVENUE BECKLEY, WV 25801 (37.766084, -81.192024)
10000 BAY PINES BLVD. BAY PINES, FL 33744 (27.813872, -82.777177)
150 S. HUNTINGTON AVENUE JAMAICA PLAIN, MA 02130 (42.327573, -71.110928)
650 E. INDIAN SCHOOL ROAD PHOENIX, AZ 85012 (33.494745, -112.066121)
423 EAST 23RD STREET NEW YORK, NY 10010 (40.736288, -73.977119)
1601 KIRKWOOD HIGHWAY WILMINGTON, DE 19805 (39.738806, -75.60515)
510 EAST STONER AVENUE

	(SHREVEPORT)	
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN

SYRACUSE	NY	13210	ONONDAGA
BIRMINGHAM	AL	35233	JEFFERSON
ST. LOUIS	MO	63106	SAINT LOUIS
ALTOONA	PA	16602	BLAIR
BILOXI	MS	39531	HARRISON
CHARLESTON	SC	29401	CHARLESTON
SAGINAW	MI	48602	SAGINAW
MARION	IL	62959	WILLIAMSON

3154254400	VA-H_HSP_RATING_9_10
2059334515	VA-H_CLEAN_HSP_A_P
3146524100	VA-H_HSP_RATING_9_10
8149438164	VA-H_COMP_1_A_P
2285235000	VA-H_HSP_RATING_9_10
8435775011	VA-H_COMP_7_SA
9894972500	VA-H_CLEAN_HSP_A_P
6189975311	VA-H_COMP_2_A_P

	medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	73
Room was "always" clean	68
Patients who gave a rating of "9" or "10" (high)	49
Nurses "always" communicated well	81
Patients who gave a rating of "9" or "10" (high)	78
Patients who “Strongly Agree” they understood their care when they left the hospital	60
Room was "always" clean	82
Doctors "always" communicated well	76

Veterans Health Administration Survey of Healthcare Experier

519

500

642

112

332

435

138

372

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SHREVEPORT, LA 71101
(32.499989, -93.722414)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET

NORTH CHICAGO	IL	60064	LAKE
DUBLIN	GA	31021	LAURENS
DALLAS	TX	75216	DALLAS
WEST PALM BEACH	FL	33410	PALM BEACH
FAYETTEVILLE	NC	28301	CUMBERLAND
DUBLIN	GA	31021	LAURENS
TOPEKA	KS	66622	SHAWNEE
CHICAGO	IL	60612	COOK
DAYTON	OH	45428	MONTGOMERY

8476881900	VA-H_COMP_3_A_P
4782772701	VA-H_COMP_1_A_P
2147428387	VA-H_COMP_4_A_P
5614228600	VA-H_CLEAN_HSP_A_P
9104882120	VA-H_CLEAN_HSP_A_P
4782772701	VA-H_COMP_3_A_P
9136822000	VA-H_COMP_2_A_P
3125698387	VA-H_COMP_4_A_P
9372686511	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	59
Nurses "always" communicated well	78
Pain was "always" well controlled	55
Room was "always" clean	59
Room was "always" clean	69
Patients "always" received help as soon as they wanted	62
Doctors "always" communicated well	76
Pain was "always" well controlled	62
Pain was "always" well controlled	62

222

197

397

598

271

101

463

108

249

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

Veterans Health Administration Survey of Healthcare Experier

01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA

MONTGOMERY	AL	36109	MONTGOMERY
DAYTON	OH	45428	MONTGOMERY
ASHEVILLE	NC	28805	BUNCOMBE
AUGUSTA	ME	04330	KENNEBEC
TEMPLE	TX	76504	BELL
MIAMI	FL	33125	MIAMI-DADE
TOMAH	WI	54660	MONROE
PROVIDENCE	RI	02908	PROVIDENCE
SAN JUAN	PR	00921	SAN JUAN

3342604100	VA-H_CLEAN_HSP_A_P
9372686511	VA-H_QUIET_HSP_A_P
8282987911	VA-H_QUIET_HSP_A_P
2076238411	VA-H_COMP_2_A_P
2547784811	VA-H_COMP_6_Y_P
3053244455	VA-H_COMP_1_A_P
6083723971	VA-H_COMP_1_A_P
4014573042	VA-H_COMP_7_SA
8004498729	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	64
"Always" quiet at night	60
"Always" quiet at night	65
Doctors "always" communicated well	81
Yes staff "did" give patients this information	84
Nurses "always" communicated well	73
Nurses "always" communicated well	75
Patients who “Strongly Agree” they understood their care when they left the hospital	55
"YES" patients would definitely recommend the hospital	80

Veterans Health Administration Survey of Healthcare Experier

168

402

516

402

565

503

109

399

614

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.749383, -84.253134)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

10 CALLE CASIA

52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE

MILWAUKEE	WI	53295	MILWAUKEE
DAYTON	OH	45428	MONTGOMERY
FAYETTEVILLE	NC	28301	CUMBERLAND
BATH	NY	14810	STEUBEN
RICHMOND	VA	23249	RICHMOND CI
MONTROSE	NY	10548	WESTCHESTER
INDIANAPOLIS	IN	46202	MARION
MEMPHIS	TN	38104	SHELBY

4143842000	VA-H_COMP_6_Y_P
9372686511	VA-H_HSP_RATING_9_10
9104882120	VA-H_COMP_6_Y_P
6076644000	VA-H_RECMND_DY
8046755000	VA-H_RECMND_DY
9147374400	VA-H_COMP_7_SA
3175540000	VA-H_COMP_1_A_P
9015777200	VA-H_COMP_5_A_P

	the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	88
Patients who gave a rating of "9" or "10" (high)	69
Yes staff "did" give patients this information	86
"YES" patients would definitely recommend the hospital	76
"YES" patients would definitely recommend the hospital	57
Patients who “Strongly Agree” they understood their care when they left the hospital	56
Nurses "always" communicated well	77
Staff "always" explained	61

553

403

236

156

595

108

680

267

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SAN JUAN, PR 00921
(18.391963, -66.080443)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD

CLEVELAND	OH	44106	CUYAHOGA
SHREVEPORT	LA	71101	CADDO
PHILADELPHIA	PA	19104	PHILADELPHI
PHILADELPHIA	PA	19104	PHILADELPHI
NORTHPORT	NY	11768	SUFFOLK
JAMAICA PLAIN	MA	02130	SUFFOLK
DAYTON	OH	45428	MONTGOMERY
PRESCOTT	AZ	86313	YAVAPAI
ASHEVILLE	NC	28805	BUNCOMBE

2167913800	VA-H_HSP_RATING_9_10
3184246037	VA-H_RECMND_DY
2158235857	VA-H_COMP_2_A_P
2158235857	VA-H_RECMND_DY
5162614400	VA-H_QUIET_HSP_A_P
6172329500	VA-H_COMP_6_Y_P
9372686511	VA-H_COMP_2_A_P
9284454860	VA-H_COMP_1_A_P
8282987911	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	66
"YES" patients would definitely recommend the hospital	64
Doctors "always" communicated well	79
"YES" patients would definitely recommend the hospital	57
"Always" quiet at night	56
Yes staff "did" give patients this information	90
Doctors "always" communicated well	75
Nurses "always" communicated well	79
"YES" patients would definitely recommend the hospital	86

Veterans Health Administration Survey of Healthcare Experier

710

268

467

466

370

555

404

313

513

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST

BUFFALO	NY	14215	ERIE
BATH	NY	14810	STEUBEN
WEST HAVEN	CT	06516	NEW HAVEN
ST. LOUIS	MO	63106	SAINT LOUIS
COLUMBIA	MO	65201	BOONE
LEXINGTON	KY	40502	FAYETTE
DECATUR	GA	30033	DEKALB
SHREVEPORT	LA	71101	CADDO
AMARILLO	TX	79106	POTTER

7168623611	VA-H_COMP_2_A_P
6076644000	VA-H_COMP_2_A_P
2039325711	VA-H_COMP_3_A_P
3146524100	VA-H_COMP_1_A_P
5738146000	VA-H_RECMND_DY
8592334511	VA-H_CLEAN_HSP_A_P
4043216111	VA-H_COMP_4_A_P
3184246037	VA-H_COMP_1_A_P
8063559703	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	69
Doctors "always" communicated well	80
Patients "always" received help as soon as they wanted	67
Nurses "always" communicated well	69
"YES" patients would definitely recommend the hospital	76
Room was "always" clean	67
Pain was "always" well controlled	61
Nurses "always" communicated well	70
"Always" quiet at night	66

Veterans Health Administration Survey of Healthcare Experier

517

157

230

648

532

281

342

274

338

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(35.587106, -82.485056)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

6010 AMARILLO BLVD. WEST

Veterans Health Administration Survey of Healthcare Experier

10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET

TAMPA	FL	33612	HILLSBOROUG
BECKLEY	WV	25801	RALEIGH
LEBANON	PA	17042	LEBANON
PINEVILLE	LA	71360	RAPIDES
LEXINGTON	KY	40502	FAYETTE
TAMPA	FL	33612	HILLSBOROUG
ANN ARBOR	MI	48105	WASHTENAW
INDIANAPOLIS	IN	46202	MARION

8139722000	VA-H_COMP_6_Y_P
3042552121	VA-H_CLEAN_HSP_A_P
7172285901	VA-H_CLEAN_HSP_A_P
3184730010	VA-H_QUIET_HSP_A_P
8592334511	VA-H_COMP_2_A_P
8139722000	VA-H_COMP_4_A_P
7347697100	VA-H_COMP_7_SA
3175540000	VA-H_HSP_RATING_9_10

	"Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	89
Room was "always" clean	70
Room was "always" clean	79
"Always" quiet at night	75
Doctors "always" communicated well	79
Pain was "always" well controlled	58
Patients who “Strongly Agree” they understood their care when they left the hospital	60
Patients who gave a rating of "9" or "10" (high)	75

741

368

371

178

279

517

568

675

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

AMARILLO, TX 79106
(35.203175, -101.905207)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N

DAYTON	OH	45428	MONTGOMERY
ERIE	PA	16504	ERIE
EAST ORANGE	NJ	07018	ESSEX
ALTOONA	PA	16602	BLAIR
MEMPHIS	TN	38104	SHELBY
PINEVILLE	LA	71360	RAPIDES
PINEVILLE	LA	71360	RAPIDES

9372686511	VA-H_COMP_5_A_P
8148602576	VA-H_COMP_4_A_P
9736761000	VA-H_COMP_4_A_P
8149438164	VA-H_COMP_4_A_P
9015777200	VA-H_COMP_6_Y_P
3184730010	VA-H_COMP_5_A_P
3184730010	VA-H_COMP_4_A_P

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Staff "always" explained	66
Pain was "always" well controlled	74
Pain was "always" well controlled	62
Pain was "always" well controlled	62
Yes staff "did" give patients this information	79
Staff "always" explained	62
Pain was "always" well controlled	69

212	
64	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
177	
58	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
445	
83	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
99	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD

TOMAH	WI	54660	MONROE
ANN ARBOR	MI	48105	WASHTENAW
WEST HAVEN	CT	06516	NEW HAVEN
MEMPHIS	TN	38104	SHELBY
LITTLE ROCK	AR	72205	PULASKI
SAN ANTONIO	TX	78229	BEXAR
NASHVILLE	TN	37212	DAVIDSON
HUNTINGTON	WV	25704	WAYNE

6083723971	VA-H_QUIET_HSP_A_P
7347697100	VA-H_COMP_1_A_P
2039325711	VA-H_COMP_2_A_P
9015777200	VA-H_CLEAN_HSP_A_P
5012571000	VA-H_COMP_6_Y_P
2106175300	VA-H_COMP_3_A_P
6153275332	VA-H_COMP_6_Y_P
3044290241	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	62
Nurses "always" communicated well	81
Doctors "always" communicated well	78
Room was "always" clean	62
Yes staff "did" give patients this information	84
Patients "always" received help as soon as they wanted	65
Yes staff "did" give patients this information	88
Yes staff "did" give patients this information	88

		caution as the number of responses may be too low to reliably assess hospital performance.
110		
586		
409		
474		
593		
115		
527		
423		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(31.355959, -92.434675)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

Veterans Health Administration Survey of Healthcare Experier

33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE

BATH	NY	14810	STEUBEN
MILWAUKEE	WI	53295	MILWAUKEE
MADISON	WI	53705	DANE
PHOENIX	AZ	85012	MARICOPA
HOUSTON	TX	77030	HARRIS
AUGUSTA	GA	30904	RICHMOND
FAYETTEVILLE	NC	28301	CUMBERLAND
DURHAM	NC	27705	DURHAM
FAYETTEVILLE	AR	72703	WASHINGTON

6076644000	VA-H_COMP_6_Y_P
4143842000	VA-H_COMP_1_A_P
6082561901	VA-H_COMP_2_A_P
6022226444	VA-H_COMP_2_A_P
7137947100	VA-H_RECMND_DY
7068232201	VA-H_QUIET_HSP_A_P
9104882120	VA-H_RECMND_DY
9192860411	VA-H_RECMND_DY
4794445058	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	93
Nurses "always" communicated well	78
Doctors "always" communicated well	77
Doctors "always" communicated well	72
"YES" patients would definitely recommend the hospital	65
"Always" quiet at night	60
"YES" patients would definitely recommend the hospital	50
"YES" patients would definitely recommend the hospital	67
Pain was "always" well controlled	70

142

597

592

502

672

531

268

441

214

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.384145, -82.517504)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

1100 N. COLLEGE AVENUE

18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD

LEXINGTON	KY	40502	FAYETTE
COLUMBIA	SC	29209	RICHLAND
BUFFALO	NY	14215	ERIE
LOUISVILLE	KY	40206	JEFFERSON
WEST HAVEN	CT	06516	NEW HAVEN
MONTROSE	NY	10548	WESTCHESTER
MONTGOMERY	AL	36109	MONTGOMERY
NORTH CHICAGO	IL	60064	LAKE

8592334511	VA-H_QUIET_HSP_A_P
8036957980	VA-H_COMP_4_A_P
7168623611	VA-H_COMP_5_A_P
5022874000	VA-H_QUIET_HSP_A_P
2039325711	VA-H_RECMND_DY
9147374400	VA-H_COMP_2_A_P
3342604100	VA-H_COMP_1_A_P
8476881900	VA-H_RECMND_DY

	controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	58
Pain was "always" well controlled	64
Staff "always" explained	55
"Always" quiet at night	49
"YES" patients would definitely recommend the hospital	70
Doctors "always" communicated well	87
Nurses "always" communicated well	73
"YES" patients would definitely recommend the hospital	68

Veterans Health Administration Survey of Healthcare Experier

280

254

279

470

409

114

167

372

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.

WHITE RIVER JUNCTION	VT	05009	WINDSOR
TOPEKA	KS	66622	SHAWNEE
TOMAH	WI	54660	MONROE
PHILADELPHIA	PA	19104	PHILADELPHI
BIRMINGHAM	AL	35233	JEFFERSON
MIAMI	FL	33125	MIAMI-DADE
POPLAR BLUFF	MO	63901	BUTLER
MARTINSBURG	WV	25405	BERKELEY

8022959363	VA-H_QUIET_HSP_A_P
9136822000	VA-H_COMP_5_A_P
6083723971	VA-H_HSP_RATING_9_10
2158235857	VA-H_QUIET_HSP_A_P
2059334515	VA-H_COMP_7_SA
3053244455	VA-H_CLEAN_HSP_A_P
5736864151	VA-H_COMP_3_A_P
3042630811	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	39
Staff "always" explained	71
Patients who gave a rating of "9" or "10" (high)	73
"Always" quiet at night	61
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Room was "always" clean	67
Patients "always" received help as soon as they wanted	68
Patients who “Strongly Agree” they understood their care when they left the hospital	55

Veterans Health Administration Survey of Healthcare Experier

367	
235	
109	
465	
489	
499	
92	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
367	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104

TEMPLE	TX	76504	BELL
DANVILLE	IL	61832	VERMILION
SALEM	VA	24153	SALEM
NEW YORK	NY	10010	NEW YORK
TOMAH	WI	54660	MONROE
JACKSON	MS	39216	HINDS
ALTOONA	PA	16602	BLAIR
CHILLICOTHE	OH	45601	ROSS

2547784811	VA-H_CLEAN_HSP_A_P
2175543000	VA-H_COMP_7_SA
5409822463	VA-H_QUIET_HSP_A_P
2126867500	VA-H_COMP_3_A_P
6083723971	VA-H_COMP_7_SA
6013624471	VA-H_COMP_2_A_P
8149438164	VA-H_COMP_6_Y_P
7407731141	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	70
Patients who “Strongly Agree” they understood their care when they left the hospital	51
"Always" quiet at night	51
Patients "always" received help as soon as they wanted	59
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Doctors "always" communicated well	80
Yes staff "did" give patients this information	91
Nurses "always" communicated well	80

Veterans Health Administration Survey of Healthcare Experier

630	
258	
453	
281	
105	
394	
95	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
279	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD

PHOENIX	AZ	85012	MARICOPA
SALEM	VA	24153	SALEM
TAMPA	FL	33612	HILLSBOROUG
MIAMI	FL	33125	MIAMI-DADE
FAYETTEVILLE	AR	72703	WASHINGTON
DETROIT	MI	48201	WAYNE
LEBANON	PA	17042	LEBANON
NASHVILLE	TN	37212	DAVIDSON
HUNTINGTON	WV	25704	WAYNE

6022226444	VA-H_COMP_7_SA
5409822463	VA-H_COMP_5_A_P
8139722000	VA-H_COMP_7_SA
3053244455	VA-H_COMP_7_SA
4794445058	VA-H_COMP_3_A_P
3135761000	VA-H_CLEAN_HSP_A_P
7172285901	VA-H_COMP_6_Y_P
6153275332	VA-H_QUIET_HSP_A_P
3044290241	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	51
Staff "always" explained	66
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Patients who “Strongly Agree” they understood their care when they left the hospital	56
Patients "always" received help as soon as they wanted	66
Room was "always" clean	72
Yes staff "did" give patients this information	89
"Always" quiet at night	53
"YES" patients would definitely recommend the hospital	69

486

227

799

482

203

440

343

592

478

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

Veterans Health Administration Survey of Healthcare Experier

47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET

WHITE RIVER JUNCTION	VT	05009	WINDSOR
NASHVILLE	TN	37212	DAVIDSON
ALBANY	NY	12208	ALBANY
PRESCOTT	AZ	86313	YAVAPAI
MARTINSBURG	WV	25405	BERKELEY
DECATUR	GA	30033	DEKALB
ALBANY	NY	12208	ALBANY
PROVIDENCE	RI	02908	PROVIDENCE
SAGINAW	MI	48602	SAGINAW

8022959363	VA-H_COMP_3_A_P
6153275332	VA-H_COMP_7_SA
5186265000	VA-H_COMP_5_A_P
9284454860	VA-H_QUIET_HSP_A_P
3042630811	VA-H_RECMND_DY
4043216111	VA-H_QUIET_HSP_A_P
5186265000	VA-H_CLEAN_HSP_A_P
4014573042	VA-H_COMP_3_A_P
9894972500	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	64
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Staff "always" explained	66
"Always" quiet at night	66
"YES" patients would definitely recommend the hospital	69
"Always" quiet at night	58
Room was "always" clean	77
Patients "always" received help as soon as they wanted	70
Yes staff "did" give patients this information	93

216

573

225

312

374

496

425

238

118

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.384145, -82.517504)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

1500 WEISS STREET

19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH

PINEVILLE	LA	71360	RAPIDES
WEST HAVEN	CT	06516	NEW HAVEN
SHREVEPORT	LA	71101	CADDO
INDIANAPOLIS	IN	46202	MARION
COLUMBIA	MO	65201	BOONE
MADISON	WI	53705	DANE
NORTH CHICAGO	IL	60064	LAKE
PRESCOTT	AZ	86313	YAVAPAI

3184730010	VA-H_COMP_7_SA
2039325711	VA-H_COMP_6_Y_P
3184246037	VA-H_CLEAN_HSP_A_P
3175540000	VA-H_RECMND_DY
5738146000	VA-H_CLEAN_HSP_A_P
6082561901	VA-H_COMP_3_A_P
8476881900	VA-H_COMP_1_A_P
9284454860	VA-H_COMP_6_Y_P

	about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	48
Yes staff "did" give patients this information	91
Room was "always" clean	60
"YES" patients would definitely recommend the hospital	76
Room was "always" clean	77
Patients "always" received help as soon as they wanted	71
Nurses "always" communicated well	74
Yes staff "did" give patients this information	87

171

362

269

675

534

374

372

256

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SAGINAW, MI 48602
(43.443673, -83.960989)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE

LEXINGTON	KY	40502	FAYETTE
NORTHPORT	NY	11768	SUFFOLK
WILKES-BARRE	PA	18711	LUZERNE
IRON MOUNTAIN	MI	49801	DICKINSON
CINCINNATI	OH	45220	HAMILTON
MADISON	WI	53705	DANE
FAYETTEVILLE	AR	72703	WASHINGTON
NORTHPORT	NY	11768	SUFFOLK
WHITE RIVER JUNCTION	VT	05009	WINDSOR

8592334511	VA-H_COMP_1_A_P
5162614400	VA-H_COMP_4_A_P
5708243521	VA-H_COMP_6_Y_P
9067743300	VA-H_COMP_1_A_P
5138613100	VA-H_HSP_RATING_9_10
6082561901	VA-H_RECMND_DY
4794445058	VA-H_COMP_7_SA
5162614400	VA-H_COMP_5_A_P
8022959363	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	75
Pain was "always" well controlled	55
Yes staff "did" give patients this information	86
Nurses "always" communicated well	84
Patients who gave a rating of "9" or "10" (high)	63
"YES" patients would definitely recommend the hospital	78
Patients who “Strongly Agree” they understood their care when they left the hospital	51
Staff "always" explained	61
Patients who gave a rating of "9" or "10" (high)	70

Veterans Health Administration Survey of Healthcare Experier

281

168

367

218

527

589

345

183

363

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET

SAN JUAN	PR	00921	SAN JUAN
FAYETTEVILLE	NC	28301	CUMBERLAND
MARTINSBURG	WV	25405	BERKELEY
WASHINGTON	DC	20422	DISTRICT OF
DUBLIN	GA	31021	LAURENS
MONTGOMERY	AL	36109	MONTGOMERY
COLUMBIA	SC	29209	RICHLAND
RICHMOND	VA	23249	RICHMOND CI
IRON MOUNTAIN	MI	49801	DICKINSON

8004498729	VA-H_COMP_6_Y_P
9104882120	VA-H_COMP_5_A_P
3042630811	VA-H_QUIET_HSP_A_P
2027458000	VA-H_COMP_4_A_P
4782772701	VA-H_COMP_4_A_P
3342604100	VA-H_COMP_2_A_P
8036957980	VA-H_COMP_7_SA
8046755000	VA-H_COMP_4_A_P
9067743300	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	86
Staff "always" explained	70
"Always" quiet at night	49
Pain was "always" well controlled	65
Pain was "always" well controlled	59
Doctors "always" communicated well	79
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Pain was "always" well controlled	58
Pain was "always" well controlled	71

592

137

376

246

111

167

392

376

129

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(43.645876, -72.34186)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

325 EAST H STREET

33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET

BRONX	NY	10468	BRONX
MEMPHIS	TN	38104	SHELBY
RICHMOND	VA	23249	RICHMOND CI
PINEVILLE	LA	71360	RAPIDES
LOUISVILLE	KY	40206	JEFFERSON
COLUMBIA	MO	65201	BOONE
WHITE RIVER JUNCTION	VT	05009	WINDSOR
CHICAGO	IL	60612	COOK

7185849000	VA-H_COMP_4_A_P
9015777200	VA-H_RECMND_DY
8046755000	VA-H_CLEAN_HSP_A_P
3184730010	VA-H_CLEAN_HSP_A_P
5022874000	VA-H_COMP_3_A_P
5738146000	VA-H_COMP_2_A_P
8022959363	VA-H_COMP_2_A_P
3125698387	VA-H_HSP_RATING_9_10

	controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	64
"YES" patients would definitely recommend the hospital	50
Room was "always" clean	51
Room was "always" clean	72
Patients "always" received help as soon as they wanted	63
Doctors "always" communicated well	77
Doctors "always" communicated well	78
Patients who gave a rating of "9" or "10" (high)	67

221

471

599

176

280

532

366

167

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE

DURHAM	NC	27705	DURHAM
BATTLE CREEK	MI	49037	CALHOUN
NEW YORK	NY	10010	NEW YORK
AUGUSTA	GA	30904	RICHMOND
COLUMBIA	MO	65201	BOONE
PINEVILLE	LA	71360	RAPIDES
CHILLICOTHE	OH	45601	ROSS
SHREVEPORT	LA	71101	CADDO

9192860411	VA-H_COMP_2_A_P
2699665600	VA-H_COMP_3_A_P
2126867500	VA-H_COMP_6_Y_P
7068232201	VA-H_COMP_6_Y_P
5738146000	VA-H_HSP_RATING_9_10
3184730010	VA-H_COMP_6_Y_P
7407731141	VA-H_COMP_2_A_P
3184246037	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	80
Patients "always" received help as soon as they wanted	60
Yes staff "did" give patients this information	81
Yes staff "did" give patients this information	86
Patients who gave a rating of "9" or "10" (high)	68
Yes staff "did" give patients this information	81
Doctors "always" communicated well	76
Yes staff "did" give patients this information	83

443	
59	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
495	
478	
531	
158	
279	
235	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET

AUGUSTA	ME	04330	KENNEBEC
JACKSON	MS	39216	HINDS
HINES	IL	60141	COOK
HINES	IL	60141	COOK
WEST HAVEN	CT	06516	NEW HAVEN
PROVIDENCE	RI	02908	PROVIDENCE
FAYETTEVILLE	NC	28301	CUMBERLAND
KANSAS CITY	MO	64128	JACKSON
BIRMINGHAM	AL	35233	JEFFERSON

2076238411	VA-H_COMP_5_A_P
6013624471	VA-H_COMP_3_A_P
7082028387	VA-H_COMP_3_A_P
7082028387	VA-H_RECMND_DY
2039325711	VA-H_COMP_4_A_P
4014573042	VA-H_COMP_6_Y_P
9104882120	VA-H_QUIET_HSP_A_P
8168614700	VA-H_COMP_1_A_P
2059334515	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	73
Patients "always" received help as soon as they wanted	57
Patients "always" received help as soon as they wanted	57
"YES" patients would definitely recommend the hospital	66
Pain was "always" well controlled	65
Yes staff "did" give patients this information	89
"Always" quiet at night	60
Nurses "always" communicated well	73
Yes staff "did" give patients this information	83

217

206

374

661

233

347

271

562

444

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

Veterans Health Administration Survey of Healthcare Experier

32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET

ALBUQUERQUE	NM	87108	BERNALILLO
LITTLE ROCK	AR	72205	PULASKI
MONTROSE	NY	10548	WESTCHESTER
SAGINAW	MI	48602	SAGINAW
MEMPHIS	TN	38104	SHELBY
MONTROSE	NY	10548	WESTCHESTER
ST. LOUIS	MO	63106	SAINT LOUIS
TOMAH	WI	54660	MONROE

5052562889	VA-H_COMP_4_A_P
5012571000	VA-H_COMP_2_A_P
9147374400	VA-H_COMP_5_A_P
9894972500	VA-H_QUIET_HSP_A_P
9015777200	VA-H_COMP_1_A_P
9147374400	VA-H_CLEAN_HSP_A_P
3146524100	VA-H_COMP_3_A_P
6083723971	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	66
Doctors "always" communicated well	76
Staff "always" explained	63
"Always" quiet at night	65
Nurses "always" communicated well	66
Room was "always" clean	78
Patients "always" received help as soon as they wanted	53
Staff "always" explained	78

399	
655	
65	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
139	
475	
114	
335	
60	Fewer than 100 patients responded to the SHEP survey item. Use these scores with

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(33.504722, -86.800922)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

500 EAST VETERANS STREET
TOMAH, WI 54660

Veterans Health Administration Survey of Healthcare Experier

33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE

BATH	NY	14810	STEUBEN
MIAMI	FL	33125	MIAMI-DADE
ANN ARBOR	MI	48105	WASHTENAW
ASHEVILLE	NC	28805	BUNCOMBE
IRON MOUNTAIN	MI	49801	DICKINSON
LEXINGTON	KY	40502	FAYETTE
PHILADELPHIA	PA	19104	PHILADELPHI
MILWAUKEE	WI	53295	MILWAUKEE

6076644000	VA-H_COMP_7_SA
3053244455	VA-H_COMP_5_A_P
7347697100	VA-H_CLEAN_HSP_A_P
8282987911	VA-H_CLEAN_HSP_A_P
9067743300	VA-H_RECMND_DY
8592334511	VA-H_COMP_6_Y_P
2158235857	VA-H_CLEAN_HSP_A_P
4143842000	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	63
Staff "always" explained	64
Room was "always" clean	78
Room was "always" clean	78
"YES" patients would definitely recommend the hospital	77
Yes staff "did" give patients this information	84
Room was "always" clean	68
Patients who gave a rating of "9" or "10" (high)	73

			caution as the number of responses may be too low to reliably assess hospital performance.
150			
270			
585			
514			
218			
250			
467			
594			

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(44.001108, -90.49392)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER

MEMPHIS	TN	38104	SHELBY
AUGUSTA	GA	30904	RICHMOND
PROVIDENCE	RI	02908	PROVIDENCE
SAN ANTONIO	TX	78229	BEXAR
AMARILLO	TX	79106	POTTER
DAYTON	OH	45428	MONTGOMERY
EAST ORANGE	NJ	07018	ESSEX
NORTH CHICAGO	IL	60064	LAKE
AUGUSTA	ME	04330	KENNEBEC

9015777200	VA-H_HSP_RATING_9_10
7068232201	VA-H_COMP_5_A_P
4014573042	VA-H_HSP_RATING_9_10
2106175300	VA-H_CLEAN_HSP_A_P
8063559703	VA-H_COMP_5_A_P
9372686511	VA-H_COMP_1_A_P
9736761000	VA-H_RECMND_DY
8476881900	VA-H_COMP_4_A_P
2076238411	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	54
Staff "always" explained	65
Patients who gave a rating of "9" or "10" (high)	74
Room was "always" clean	77
Staff "always" explained	65
Nurses "always" communicated well	80
"YES" patients would definitely recommend the hospital	65
Pain was "always" well controlled	59
Room was "always" clean	78

466

276

411

189

163

406

296

227

404

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(43.019558, -87.976053)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

1 VA CENTER

34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.

SALISBURY	NC	28144	ROWAN
DALLAS	TX	75216	DALLAS
HOUSTON	TX	77030	HARRIS
MARION	IN	46953	GRANT
ASHEVILLE	NC	28805	BUNCOMBE
MARION	IN	46953	GRANT
ALBUQUERQUE	NM	87108	BERNALILLO
HOUSTON	TX	77030	HARRIS

7046389000	VA-H_HSP_RATING_9_10
2147428387	VA-H_CLEAN_HSP_A_P
7137947100	VA-H_COMP_6_Y_P
7656743321	VA-H_QUIET_HSP_A_P
8282987911	VA-H_COMP_3_A_P
7656743321	VA-H_CLEAN_HSP_A_P
5052562889	VA-H_RECMND_DY
7137947100	VA-H_COMP_3_A_P

	"Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	57
Room was "always" clean	64
Yes staff "did" give patients this information	86
"Always" quiet at night	52
Patients "always" received help as soon as they wanted	76
Room was "always" clean	76
"YES" patients would definitely recommend the hospital	77
Patients "always" received help as soon as they wanted	65

379

621

608

306

315

304

580

428

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

AUGUSTA, ME 04330
(44.279622, -69.703836)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET

SAGINAW	MI	48602	SAGINAW
CHILLICOTHE	OH	45601	ROSS
BILOXI	MS	39531	HARRISON
MONTGOMERY	AL	36109	MONTGOMERY
SALEM	VA	24153	SALEM
ST. LOUIS	MO	63106	SAINT LOUIS
SAGINAW	MI	48602	SAGINAW
BALTIMORE	MD	21201	BALTIMORE C

9894972500	VA-H_HSP_RATING_9_10
7407731141	VA-H_HSP_RATING_9_10
2285235000	VA-H_QUIET_HSP_A_P
3342604100	VA-H_COMP_5_A_P
5409822463	VA-H_COMP_3_A_P
3146524100	VA-H_COMP_7_SA
9894972500	VA-H_COMP_3_A_P
4106057016	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Patients who gave a rating of "9" or "10" (high)	79
Patients who gave a rating of "9" or "10" (high)	73
"Always" quiet at night	78
Staff "always" explained	56
Patients "always" received help as soon as they wanted	62
Patients who “Strongly Agree” they understood their care when they left the hospital	46
Patients "always" received help as soon as they wanted	70
Patients who “Strongly Agree” they understood their care when they left the hospital	44

139	
280	
335	
98	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
278	
622	
71	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
485	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

10 NORTH GREENE STREET
BALTIMORE, MD 21201

	BALTIMORE	
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.

ALTOONA	PA	16602	BLAIR
MEMPHIS	TN	38104	SHELBY
ST. LOUIS	MO	63106	SAINT LOUIS
HUNTINGTON	WV	25704	WAYNE
INDIANAPOLIS	IN	46202	MARION
LOUISVILLE	KY	40206	JEFFERSON
CHILLICOTHE	OH	45601	ROSS
MARTINSBURG	WV	25405	BERKELEY

8149438164	VA-H_HSP_RATING_9_10
9015777200	VA-H_QUIET_HSP_A_P
3146524100	VA-H_COMP_2_A_P
3044290241	VA-H_COMP_2_A_P
3175540000	VA-H_COMP_6_Y_P
5022874000	VA-H_COMP_6_Y_P
7407731141	VA-H_COMP_7_SA
3042630811	VA-H_COMP_1_A_P

	when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

left the hospital	
Patients who gave a rating of "9" or "10" (high)	75
"Always" quiet at night	53
Doctors "always" communicated well	75
Doctors "always" communicated well	72
Yes staff "did" give patients this information	88
Yes staff "did" give patients this information	88
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Nurses "always" communicated well	78

112

470

646

481

607

411

269

381

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

BALTIMORE, MD 21201
(39.289736, -76.623709)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.

NEW YORK	NY	10010	NEW YORK
SYRACUSE	NY	13210	ONONDAGA
LITTLE ROCK	AR	72205	PULASKI
CHILLICOTHE	OH	45601	ROSS
TEMPLE	TX	76504	BELL
DALLAS	TX	75216	DALLAS
WILKES-BARRE	PA	18711	LUZERNE
DUBLIN	GA	31021	LAURENS
BAY PINES	FL	33744	PINELLAS

2126867500	VA-H_COMP_7_SA
3154254400	VA-H_COMP_1_A_P
5012571000	VA-H_QUIET_HSP_A_P
7407731141	VA-H_CLEAN_HSP_A_P
2547784811	VA-H_COMP_1_A_P
2147428387	VA-H_COMP_2_A_P
5708243521	VA-H_COMP_7_SA
4782772701	VA-H_CLEAN_HSP_A_P
7273986661	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	51
Nurses "always" communicated well	79
"Always" quiet at night	53
Room was "always" clean	87
Nurses "always" communicated well	76
Doctors "always" communicated well	73
Patients who “Strongly Agree” they understood their care when they left the hospital	50
Room was "always" clean	84
Doctors "always" communicated well	71

Veterans Health Administration Survey of Healthcare Experier

522

521

651

279

627

618

416

198

369

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE

PHILADELPHIA	PA	19104	PHILADELPHI
LEBANON	PA	17042	LEBANON
NASHVILLE	TN	37212	DAVIDSON
LEBANON	PA	17042	LEBANON
MARION	IL	62959	WILLIAMSON
HAMPTON	VA	23667	HAMPTON CIT
WEST PALM BEACH	FL	33410	PALM BEACH
TOPEKA	KS	66622	SHAWNEE
PROVIDENCE	RI	02908	PROVIDENCE

Veterans Health Administration Survey of Healthcare Experier

2158235857	VA-H_COMP_6_Y_P
7172285901	VA-H_QUIET_HSP_A_P
6153275332	VA-H_RECMND_DY
7172285901	VA-H_COMP_3_A_P
6189975311	VA-H_COMP_4_A_P
7577229961	VA-H_COMP_6_Y_P
5614228600	VA-H_COMP_2_A_P
9136822000	VA-H_CLEAN_HSP_A_P
4014573042	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always"

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	86
"Always" quiet at night	60
"YES" patients would definitely recommend the hospital	69
Patients "always" received help as soon as they wanted	75
Pain was "always" well controlled	61
Yes staff "did" give patients this information	89
Doctors "always" communicated well	75
Room was "always" clean	75
Doctors "always" communicated well	79

421

368

589

233

218

263

600

461

425

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(27.813872, -82.777177)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

830 CHALKSTONE AVENUE

42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET

CHARLESTON	SC	29401	CHARLESTON
SALISBURY	NC	28144	ROWAN
DALLAS	TX	75216	DALLAS
LOUISVILLE	KY	40206	JEFFERSON
ERIE	PA	16504	ERIE
DECATUR	GA	30033	DEKALB
BECKLEY	WV	25801	RALEIGH
IRON MOUNTAIN	MI	49801	DICKINSON

8435775011	VA-H_COMP_1_A_P
7046389000	VA-H_COMP_5_A_P
2147428387	VA-H_COMP_3_A_P
5022874000	VA-H_COMP_1_A_P
8148602576	VA-H_COMP_7_SA
4043216111	VA-H_COMP_1_A_P
3042552121	VA-H_COMP_2_A_P
9067743300	VA-H_CLEAN_HSP_A_P

	communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	78
Staff "always" explained	69
Patients "always" received help as soon as they wanted	51
Nurses "always" communicated well	74
Patients who “Strongly Agree” they understood their care when they left the hospital	65
Nurses "always" communicated well	69
Doctors "always" communicated well	83
Room was "always" clean	88

Veterans Health Administration Survey of Healthcare Experier

446

198

359

468

126

498

365

219

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

PROVIDENCE, RI 02908
(41.833986, -71.434704)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE

JACKSON	MS	39216	HINDS
NORTHPORT	NY	11768	SUFFOLK
AMARILLO	TX	79106	POTTER
WHITE RIVER JUNCTION	VT	05009	WINDSOR
BECKLEY	WV	25801	RALEIGH
GAINESVILLE	FL	32608	ALACHUA
WEST PALM BEACH	FL	33410	PALM BEACH
DANVILLE	IL	61832	VERMILION
JACKSON	MS	39216	HINDS

6013624471	VA-H_CLEAN_HSP_A_P
5162614400	VA-H_COMP_1_A_P
8063559703	VA-H_COMP_3_A_P
8022959363	VA-H_COMP_5_A_P
3042552121	VA-H_QUIET_HSP_A_P
3523761611	VA-H_COMP_3_A_P
5614228600	VA-H_HSP_RATING_9_10
2175543000	VA-H_HSP_RATING_9_10
6013624471	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	67
Nurses "always" communicated well	76
Patients "always" received help as soon as they wanted	70
Staff "always" explained	63
"Always" quiet at night	58
Patients "always" received help as soon as they wanted	67
Patients who gave a rating of "9" or "10" (high)	65
Patients who gave a rating of "9" or "10" (high)	60
Patients who gave a rating of "9" or "10" (high)	61

Veterans Health Administration Survey of Healthcare Experier

394

370

208

201

367

453

594

269

390

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD

SALEM	VA	24153	SALEM
WHITE RIVER JUNCTION	VT	05009	WINDSOR
BATTLE CREEK	MI	49037	CALHOUN
EAST ORANGE	NJ	07018	ESSEX
DALLAS	TX	75216	DALLAS
CHICAGO	IL	60612	COOK
SHREVEPORT	LA	71101	CADDO
SALEM	VA	24153	SALEM

Veterans Health Administration Survey of Healthcare Experier

5409822463	VA-H_COMP_1_A_P
8022959363	VA-H_COMP_6_Y_P
2699665600	VA-H_COMP_7_SA
9736761000	VA-H_COMP_7_SA
2147428387	VA-H_RECMND_DY
3125698387	VA-H_COMP_5_A_P
3184246037	VA-H_COMP_3_A_P
5409822463	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	78
Yes staff "did" give patients this information	91
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Patients who “Strongly Agree” they understood their care when they left the hospital	54
"YES" patients would definitely recommend the hospital	55
Staff "always" explained	58
Patients "always" received help as soon as they wanted	62
Patients who gave a rating of "9" or "10" (high)	66

Veterans Health Administration Survey of Healthcare Experier

460	
295	
105	
290	
616	
86	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
154	
454	

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.326806, -90.168612)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

1970 ROANOKE BOULEVARD
SALEM, VA 24153

33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
40003F	SAN JUAN VA MEDICAL CENTER	10 CALLE CASIA
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.

MONTROSE	NY	10548	WESTCHESTER
PHOENIX	AZ	85012	MARICOPA
ALBANY	NY	12208	ALBANY
WILMINGTON	DE	19805	NEW CASTLE
SAN JUAN	PR	00921	SAN JUAN
DALLAS	TX	75216	DALLAS
HINES	IL	60141	COOK
ANN ARBOR	MI	48105	WASHTENAW
BATTLE CREEK	MI	49037	CALHOUN

9147374400	VA-H_HSP_RATING_9_10
6022226444	VA-H_COMP_5_A_P
5186265000	VA-H_QUIET_HSP_A_P
3029942511	VA-H_COMP_7_SA
8004498729	VA-H_COMP_4_A_P
2147428387	VA-H_COMP_1_A_P
7082028387	VA-H_COMP_4_A_P
7347697100	VA-H_HSP_RATING_9_10
2699665600	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	66
Staff "always" explained	65
"Always" quiet at night	48
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Pain was "always" well controlled	63
Nurses "always" communicated well	63
Pain was "always" well controlled	63
Patients who gave a rating of "9" or "10" (high)	80
Room was "always" clean	76

113

275

425

297

356

620

417

578

109

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(37.276804, -80.021604)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

10 CALLE CASIA
SAN JUAN, PR 00921
(18.391963, -66.080443)

4500 S. LANCASTER ROAD
DALLAS, TX 75216
(32.694165, -96.792971)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

5500 ARMSTRONG RD.

45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE

SAN ANTONIO	TX	78229	BEXAR
COLUMBIA	SC	29209	RICHLAND
AUGUSTA	GA	30904	RICHMOND
PHOENIX	AZ	85012	MARICOPA
LITTLE ROCK	AR	72205	PULASKI
ST. LOUIS	MO	63106	SAINT LOUIS
MARION	IN	46953	GRANT
JACKSON	MS	39216	HINDS

2106175300	VA-H_RECMND_DY
8036957980	VA-H_CLEAN_HSP_A_P
7068232201	VA-H_HSP_RATING_9_10
6022226444	VA-H_COMP_6_Y_P
5012571000	VA-H_COMP_1_A_P
3146524100	VA-H_CLEAN_HSP_A_P
7656743321	VA-H_HSP_RATING_9_10
6013624471	VA-H_COMP_1_A_P

	"Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	72
Room was "always" clean	73
Patients who gave a rating of "9" or "10" (high)	63
Yes staff "did" give patients this information	86
Nurses "always" communicated well	72
Room was "always" clean	63
Patients who gave a rating of "9" or "10" (high)	60
Nurses "always" communicated well	73

187

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

BATTLE CREEK, MI 49037
(42.340162, -85.297885)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

34013F	FAYETTEVILLE NC VA MEDICAL CENTER	2300 RAMSEY STREET
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD

FAYETTEVILLE	NC	28301	CUMBERLAND
GAINESVILLE	FL	32608	ALACHUA
TOMAH	WI	54660	MONROE
HINES	IL	60141	COOK
TEMPLE	TX	76504	BELL
JACKSON	MS	39216	HINDS
PRESCOTT	AZ	86313	YAVAPAI
ANN ARBOR	MI	48105	WASHTENAW
NORTHPORT	NY	11768	SUFFOLK

9104882120	VA-H_HSP_RATING_9_10
3523761611	VA-H_COMP_1_A_P
6083723971	VA-H_RECMND_DY
7082028387	VA-H_CLEAN_HSP_A_P
2547784811	VA-H_COMP_7_SA
6013624471	VA-H_COMP_5_A_P
9284454860	VA-H_COMP_5_A_P
7347697100	VA-H_COMP_2_A_P
5162614400	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	54
Nurses "always" communicated well	79
"YES" patients would definitely recommend the hospital	76
Room was "always" clean	63
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Staff "always" explained	68
Staff "always" explained	59
Doctors "always" communicated well	81
Patients who gave a rating of "9" or "10" (high)	71

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Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

2300 RAMSEY STREET
FAYETTEVILLE, NC 28301
(35.089013, -78.878476)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

Veterans Health Administration Survey of Healthcare Experier

25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET

BILOXI	MS	39531	HARRISON
ST. LOUIS	MO	63106	SAINT LOUIS
CHARLESTON	SC	29401	CHARLESTON
MARTINSBURG	WV	25405	BERKELEY
DAYTON	OH	45428	MONTGOMERY
FAYETTEVILLE	AR	72703	WASHINGTON
ALBUQUERQUE	NM	87108	BERNALILLO
KANSAS CITY	MO	64128	JACKSON
DURHAM	NC	27705	DURHAM

2285235000	VA-H_COMP_3_A_P
3146524100	VA-H_QUIET_HSP_A_P
8435775011	VA-H_QUIET_HSP_A_P
3042630811	VA-H_COMP_2_A_P
9372686511	VA-H_RECMND_DY
4794445058	VA-H_COMP_2_A_P
5052562889	VA-H_COMP_7_SA
8168614700	VA-H_RECMND_DY
9192860411	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	73
"Always" quiet at night	43
"Always" quiet at night	65
Doctors "always" communicated well	75
"YES" patients would definitely recommend the hospital	68
Doctors "always" communicated well	78
Patients who “Strongly Agree” they understood their care when they left the hospital	59
"YES" patients would definitely recommend the hospital	65
Patients who gave a rating of "9" or "10" (high)	61

Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(40.899003, -73.306124)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

508 FULTON STREET

34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET

DURHAM	NC	27705	DURHAM
MARION	IL	62959	WILLIAMSON
INDIANAPOLIS	IN	46202	MARION
ASHEVILLE	NC	28805	BUNCOMBE
CHICAGO	IL	60612	COOK
POPLAR BLUFF	MO	63901	BUTLER
AUGUSTA	ME	04330	KENNEBEC
LITTLE ROCK	AR	72205	PULASKI

9192860411	VA-H_COMP_5_A_P
6189975311	VA-H_COMP_6_Y_P
3175540000	VA-H_COMP_5_A_P
8282987911	VA-H_HSP_RATING_9_10
3125698387	VA-H_COMP_1_A_P
5736864151	VA-H_COMP_4_A_P
2076238411	VA-H_COMP_4_A_P
5012571000	VA-H_CLEAN_HSP_A_P

	scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	67
Yes staff "did" give patients this information	90
Staff "always" explained	67
Patients who gave a rating of "9" or "10" (high)	83
Nurses "always" communicated well	75
Pain was "always" well controlled	62
Pain was "always" well controlled	70
Room was "always" clean	62

248

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

DURHAM, NC 27705
(36.009188, -78.937226)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD

WASHINGTON	DC	20422	DISTRICT OF
MEMPHIS	TN	38104	SHELBY
MIAMI	FL	33125	MIAMI-DADE
WEST PALM BEACH	FL	33410	PALM BEACH
DUBLIN	GA	31021	LAURENS
TAMPA	FL	33612	HILLSBOROUG
DURHAM	NC	27705	DURHAM
BRONX	NY	10468	BRONX
BRONX	NY	10468	BRONX

2027458000	VA-H_COMP_3_A_P
9015777200	VA-H_COMP_3_A_P
3053244455	VA-H_COMP_2_A_P
5614228600	VA-H_QUIET_HSP_A_P
4782772701	VA-H_QUIET_HSP_A_P
8139722000	VA-H_RECMND_DY
9192860411	VA-H_COMP_3_A_P
7185849000	VA-H_COMP_5_A_P
7185849000	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	53
Patients "always" received help as soon as they wanted	52
Doctors "always" communicated well	82
"Always" quiet at night	46
"Always" quiet at night	75
"YES" patients would definitely recommend the hospital	66
Patients "always" received help as soon as they wanted	63
Staff "always" explained	58
Patients "always" received help as soon as they wanted	63

Veterans Health Administration Survey of Healthcare Experier

194

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Veterans Health Administration Survey of Healthcare Experier

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

Veterans Health Administration Survey of Healthcare Experier

11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
49011F	SALEM VA MEDICAL CENTER	1970 ROANOKE BOULEVARD
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM -	423 EAST 23RD STREET

DECATUR	GA	30033	DEKALB
SALEM	VA	24153	SALEM
EAST ORANGE	NJ	07018	ESSEX
AUGUSTA	GA	30904	RICHMOND
ALBANY	NY	12208	ALBANY
NASHVILLE	TN	37212	DAVIDSON
BAY PINES	FL	33744	PINELLAS
CLEVELAND	OH	44106	CUYAHOGA
NEW YORK	NY	10010	NEW YORK

4043216111	VA-H_RECMND_DY
5409822463	VA-H_CLEAN_HSP_A_P
9736761000	VA-H_COMP_2_A_P
7068232201	VA-H_RECMND_DY
5186265000	VA-H_COMP_1_A_P
6153275332	VA-H_COMP_1_A_P
7273986661	VA-H_COMP_6_Y_P
2167913800	VA-H_COMP_1_A_P
2126867500	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always"

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	60
Room was "always" clean	73
Doctors "always" communicated well	78
"YES" patients would definitely recommend the hospital	66
Nurses "always" communicated well	74
Nurses "always" communicated well	78
Yes staff "did" give patients this information	85
Nurses "always" communicated well	75
Doctors "always" communicated well	77

496

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(40.868985, -73.902909)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

1970 ROANOKE BOULEVARD
SALEM, VA 24153
(37.276804, -80.021604)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

423 EAST 23RD STREET

	NY DIV.	
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
26007F	POPLAR BLUFF VA MEDICAL CENTER	1500 N. WESTWOOD BLVD.
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET

SALISBURY	NC	28144	ROWAN
DUBLIN	GA	31021	LAURENS
CHARLESTON	SC	29401	CHARLESTON
POPLAR BLUFF	MO	63901	BUTLER
SHREVEPORT	LA	71101	CADDO
WILKES-BARRE	PA	18711	LUZERNE
WEST PALM BEACH	FL	33410	PALM BEACH
MARION	IN	46953	GRANT

7046389000	VA-H_COMP_2_A_P
4782772701	VA-H_RECMND_DY
8435775011	VA-H_COMP_5_A_P
5736864151	VA-H_COMP_1_A_P
3184246037	VA-H_COMP_7_SA
5708243521	VA-H_HSP_RATING_9_10
5614228600	VA-H_COMP_5_A_P
7656743321	VA-H_COMP_1_A_P

	communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	78
"YES" patients would definitely recommend the hospital	71
Staff "always" explained	70
Nurses "always" communicated well	78
Patients who “Strongly Agree” they understood their care when they left the hospital	50
Patients who gave a rating of "9" or "10" (high)	65
Staff "always" explained	57
Nurses "always" communicated well	77

Veterans Health Administration Survey of Healthcare Experier

380

192

255

184

265

421

332

307

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

NEW YORK, NY 10010
(40.736288, -73.977119)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1500 N. WESTWOOD BLVD.
POPLAR BLUFF, MO 63901
(36.771441, -90.417899)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET

WILMINGTON	DE	19805	NEW CASTLE
NORTH CHICAGO	IL	60064	LAKE
CHICAGO	IL	60612	COOK
DETROIT	MI	48201	WAYNE
KANSAS CITY	MO	64128	JACKSON
CLEVELAND	OH	44106	CUYAHOGA
SAGINAW	MI	48602	SAGINAW
BIRMINGHAM	AL	35233	JEFFERSON

3029942511	VA-H_COMP_5_A_P
8476881900	VA-H_QUIET_HSP_A_P
3125698387	VA-H_CLEAN_HSP_A_P
3135761000	VA-H_COMP_3_A_P
8168614700	VA-H_COMP_5_A_P
2167913800	VA-H_CLEAN_HSP_A_P
9894972500	VA-H_COMP_5_A_P
2059334515	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	71
"Always" quiet at night	60
Room was "always" clean	68
Patients "always" received help as soon as they wanted	56
Staff "always" explained	66
Room was "always" clean	69
Staff "always" explained	75
"YES" patients would definitely recommend the hospital	63

Veterans Health Administration Survey of Healthcare Experier

181	
371	
167	
249	
332	
712	
81	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
495	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

04009F	FAYETTEVILLE AR VA MEDICAL CENTER	1100 N. COLLEGE AVENUE
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
41005F	PROVIDENCE VA MEDICAL CENTER	830 CHALKSTONE AVENUE

FAYETTEVILLE	AR	72703	WASHINGTON
WEST HAVEN	CT	06516	NEW HAVEN
HAMPTON	VA	23667	HAMPTON CIT
MONTGOMERY	AL	36109	MONTGOMERY
COLUMBIA	SC	29209	RICHLAND
CHARLESTON	SC	29401	CHARLESTON
EAST ORANGE	NJ	07018	ESSEX
HINES	IL	60141	COOK
PROVIDENCE	RI	02908	PROVIDENCE

4794445058	VA-H_COMP_6_Y_P
2039325711	VA-H_COMP_5_A_P
7577229961	VA-H_COMP_3_A_P
3342604100	VA-H_QUIET_HSP_A_P
8036957980	VA-H_COMP_6_Y_P
8435775011	VA-H_COMP_2_A_P
9736761000	VA-H_COMP_3_A_P
7082028387	VA-H_COMP_1_A_P
4014573042	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	83
Staff "always" explained	70
Patients "always" received help as soon as they wanted	65
"Always" quiet at night	66
Yes staff "did" give patients this information	87
Doctors "always" communicated well	79
Patients "always" received help as soon as they wanted	64
Nurses "always" communicated well	70
Nurses "always" communicated well	80

313

214

185

167

361

445

180

674

425

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1100 N. COLLEGE AVENUE
FAYETTEVILLE, AR 72703
(36.077232, -94.157097)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

830 CHALKSTONE AVENUE
PROVIDENCE, RI 02908
(41.833986, -71.434704)

Veterans Health Administration Survey of Healthcare Experier

23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN

ANN ARBOR	MI	48105	WASHTENAW
BALTIMORE	MD	21201	BALTIMORE C
NEW YORK	NY	10010	NEW YORK
MADISON	WI	53705	DANE
TOPEKA	KS	66622	SHAWNEE
ALBUQUERQUE	NM	87108	BERNALILLO
TOPEKA	KS	66622	SHAWNEE
BRONX	NY	10468	BRONX
DANVILLE	IL	61832	VERMILION

7347697100	VA-H_RECMND_DY
4106057016	VA-H_COMP_1_A_P
2126867500	VA-H_COMP_5_A_P
6082561901	VA-H_COMP_5_A_P
9136822000	VA-H_COMP_4_A_P
5052562889	VA-H_QUIET_HSP_A_P
9136822000	VA-H_COMP_1_A_P
7185849000	VA-H_CLEAN_HSP_A_P
2175543000	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	82
Nurses "always" communicated well	63
Staff "always" explained	58
Staff "always" explained	74
Pain was "always" well controlled	58
"Always" quiet at night	54
Nurses "always" communicated well	76
Room was "always" clean	77
Yes staff "did" give patients this information	86

579

499

279

304

281

579

464

377

210

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.833986, -71.434704)

2215 FULLER ROAD
ANN ARBOR, MI 48105
(42.287103, -83.712175)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

1900 E. MAIN

39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
20003F	TOGUS VA MEDICAL CENTER	1 VA CENTER
10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD

ERIE	PA	16504	ERIE
LOUISVILLE	KY	40206	JEFFERSON
AUGUSTA	ME	04330	KENNEBEC
TAMPA	FL	33612	HILLSBOROUG
CHILLICOTHE	OH	45601	ROSS
PINEVILLE	LA	71360	RAPIDES
MARTINSBURG	WV	25405	BERKELEY
HUNTINGTON	WV	25704	WAYNE

8148602576	VA-H_COMP_3_A_P
5022874000	VA-H_COMP_2_A_P
2076238411	VA-H_COMP_3_A_P
8139722000	VA-H_HSP_RATING_9_10
7407731141	VA-H_RECMND_DY
3184730010	VA-H_HSP_RATING_9_10
3042630811	VA-H_CLEAN_HSP_A_P
3044290241	VA-H_COMP_3_A_P

	about what to do during their recovery at home
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	77
Doctors "always" communicated well	74
Patients "always" received help as soon as they wanted	71
Patients who gave a rating of "9" or "10" (high)	64
"YES" patients would definitely recommend the hospital	71
Patients who gave a rating of "9" or "10" (high)	67
Room was "always" clean	72
Patients "always" received help as soon as they wanted	70

72	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
468	
235	
817	
278	
177	
377	
265	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

DANVILLE, IL 61832
(40.131787, -87.592428)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

1 VA CENTER
AUGUSTA, ME 04330
(44.279622, -69.703836)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704

39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
15004F	VA N. INDIANA HEALTHCARE SYSTEM - MARION	1700 E. 38TH STREET
15003F	INDIANAPOLIS VA MEDICAL CENTER	1481 W. TENTH STREET
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.

ERIE	PA	16504	ERIE
JAMAICA PLAIN	MA	02130	SUFFOLK
MARION	IN	46953	GRANT
INDIANAPOLIS	IN	46202	MARION
CHARLESTON	SC	29401	CHARLESTON
HINES	IL	60141	COOK
ALBUQUERQUE	NM	87108	BERNALILLO
BATH	NY	14810	STEUBEN

8148602576	VA-H_RECMND_DY
6172329500	VA-H_COMP_3_A_P
7656743321	VA-H_RECMND_DY
3175540000	VA-H_COMP_4_A_P
8435775011	VA-H_RECMND_DY
7082028387	VA-H_QUIET_HSP_A_P
5052562889	VA-H_HSP_RATING_9_10
6076644000	VA-H_COMP_3_A_P

	soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	84
Patients "always" received help as soon as they wanted	65
"YES" patients would definitely recommend the hospital	62
Pain was "always" well controlled	67
"YES" patients would definitely recommend the hospital	70
"Always" quiet at night	49
Patients who gave a rating of "9" or "10" (high)	74
Patients "always" received help as soon as they wanted	74

130	
394	
304	
445	
440	
671	
581	
80	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

HUNTINGTON, WV 25704
(38.384145, -82.517504)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

1700 E. 38TH STREET
MARION, IN 46953
(40.523747, -85.637229)

1481 W. TENTH STREET
INDIANAPOLIS, IN 46202
(39.779717, -86.186913)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

Veterans Health Administration Survey of Healthcare Experier

19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD

PINEVILLE	LA	71360	RAPIDES
ERIE	PA	16504	ERIE
GAINESVILLE	FL	32608	ALACHUA
BUFFALO	NY	14215	ERIE
MARION	IL	62959	WILLIAMSON
BILOXI	MS	39531	HARRISON
MADISON	WI	53705	DANE
ALTOONA	PA	16602	BLAIR

3184730010	VA-H_COMP_2_A_P
8148602576	VA-H_COMP_5_A_P
3523761611	VA-H_COMP_4_A_P
7168623611	VA-H_COMP_4_A_P
6189975311	VA-H_COMP_3_A_P
2285235000	VA-H_COMP_6_Y_P
6082561901	VA-H_COMP_6_Y_P
8149438164	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	79
Staff "always" explained	79
Pain was "always" well controlled	73
Pain was "always" well controlled	62
Patients "always" received help as soon as they wanted	70
Yes staff "did" give patients this information	88
Yes staff "did" give patients this information	93
Patients who “Strongly Agree” they understood their care when they left the hospital	58

	be too low to reliably assess hospital performance.
180	
81	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
541	
309	
216	
302	
522	
107	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602

	(ALTOONA)	BOULEVARD
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.

PHOENIX	AZ	85012	MARICOPA
BALTIMORE	MD	21201	BALTIMORE C
BECKLEY	WV	25801	RALEIGH
IRON MOUNTAIN	MI	49801	DICKINSON
CHILLICOTHE	OH	45601	ROSS
WILMINGTON	DE	19805	NEW CASTLE
MARTINSBURG	WV	25405	BERKELEY
SYRACUSE	NY	13210	ONONDAGA

6022226444	VA-H_COMP_4_A_P
4106057016	VA-H_RECMND_DY
3042552121	VA-H_COMP_1_A_P
9067743300	VA-H_COMP_2_A_P
7407731141	VA-H_COMP_4_A_P
3029942511	VA-H_CLEAN_HSP_A_P
3042630811	VA-H_COMP_5_A_P
3154254400	VA-H_CLEAN_HSP_A_P

	when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

left the hospital	
Pain was "always" well controlled	61
"YES" patients would definitely recommend the hospital	54
Nurses "always" communicated well	82
Doctors "always" communicated well	83
Pain was "always" well controlled	67
Room was "always" clean	72
Staff "always" explained	62
Room was "always" clean	69

Veterans Health Administration Survey of Healthcare Experier

322

496

368

218

173

304

205

518

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

ALTOONA, PA 16602
(40.488667, -78.398533)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
25043F	G. V. (SONNY) MONTGOMERY VA MEDICAL CENTER (JACKSON)	1500 E. WOODROW WILSON DRIVE
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
33024F	SYRACUSE VA MEDICAL CENTER	800 IRVING AVE.

MONTROSE	NY	10548	WESTCHESTER
DECATUR	GA	30033	DEKALB
LEXINGTON	KY	40502	FAYETTE
JACKSON	MS	39216	HINDS
WASHINGTON	DC	20422	DISTRICT OF
KANSAS CITY	MO	64128	JACKSON
BATTLE CREEK	MI	49037	CALHOUN
SYRACUSE	NY	13210	ONONDAGA

9147374400	VA-H_COMP_4_A_P
4043216111	VA-H_COMP_6_Y_P
8592334511	VA-H_HSP_RATING_9_10
6013624471	VA-H_QUIET_HSP_A_P
2027458000	VA-H_CLEAN_HSP_A_P
8168614700	VA-H_CLEAN_HSP_A_P
2699665600	VA-H_HSP_RATING_9_10
3154254400	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	65
Yes staff "did" give patients this information	81
Patients who gave a rating of "9" or "10" (high)	70
"Always" quiet at night	59
Room was "always" clean	61
Room was "always" clean	70
Patients who gave a rating of "9" or "10" (high)	58
Yes staff "did" give patients this information	88

55	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
459	
278	
388	
395	
562	
109	
478	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

1500 E. WOODROW WILSON DRIVE
JACKSON, MS 39216
(32.326806, -90.168612)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

800 IRVING AVE.
SYRACUSE, NY 13210
(43.038832, -76.138151)

49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
11030F	AUGUSTA VA MEDICAL CENTER	1 FREEDOM WAY
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
45074F	HOUSTON VA MEDICAL CENTER	2002 HOLCOMBE BLVD.
36007F	DAYTON VA MEDICAL CENTER	4100 WEST THIRD STREET
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD

HAMPTON	VA	23667	HAMPTON CIT
BRONX	NY	10468	BRONX
AUGUSTA	GA	30904	RICHMOND
PRESCOTT	AZ	86313	YAVAPAI
DETROIT	MI	48201	WAYNE
HOUSTON	TX	77030	HARRIS
DAYTON	OH	45428	MONTGOMERY
HUNTINGTON	WV	25704	WAYNE
PHOENIX	AZ	85012	MARICOPA

7577229961	VA-H_COMP_2_A_P
7185849000	VA-H_RECMND_DY
7068232201	VA-H_CLEAN_HSP_A_P
9284454860	VA-H_COMP_4_A_P
3135761000	VA-H_HSP_RATING_9_10
7137947100	VA-H_COMP_4_A_P
9372686511	VA-H_CLEAN_HSP_A_P
3044290241	VA-H_COMP_4_A_P
6022226444	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	79
"YES" patients would definitely recommend the hospital	64
Room was "always" clean	71
Pain was "always" well controlled	65
Patients who gave a rating of "9" or "10" (high)	61
Pain was "always" well controlled	65
Room was "always" clean	78
Pain was "always" well controlled	63
Patients "always" received help as soon as they wanted	59

303

374

535

175

443

466

405

292

274

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

1 FREEDOM WAY
AUGUSTA, GA 30904
(33.468204, -82.025292)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

2002 HOLCOMBE BLVD.
HOUSTON, TX 77030
(29.706565, -95.388512)

4100 WEST THIRD STREET
DAYTON, OH 45428
(39.749383, -84.253134)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
45066F	DALLAS VA MEDICAL CENTER (VA NORTH TEXAS HEALTHCARE SYSTEM)	4500 S. LANCASTER ROAD

TOPEKA	KS	66622	SHAWNEE
MONTROSE	NY	10548	WESTCHESTER
NASHVILLE	TN	37212	DAVIDSON
CLEVELAND	OH	44106	CUYAHOGA
NORTHPORT	NY	11768	SUFFOLK
LOUISVILLE	KY	40206	JEFFERSON
PHOENIX	AZ	85012	MARICOPA
DALLAS	TX	75216	DALLAS

9136822000	VA-H_HSP_RATING_9_10
9147374400	VA-H_COMP_6_Y_P
6153275332	VA-H_COMP_5_A_P
2167913800	VA-H_COMP_4_A_P
5162614400	VA-H_RECMND_DY
5022874000	VA-H_CLEAN_HSP_A_P
6022226444	VA-H_CLEAN_HSP_A_P
2147428387	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	67
Yes staff "did" give patients this information	87
Staff "always" explained	65
Pain was "always" well controlled	65
"YES" patients would definitely recommend the hospital	66
Room was "always" clean	66
Room was "always" clean	61
Yes staff "did" give patients this information	82

461	
91	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
337	
437	
365	
468	
502	
576	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(33.494745, -112.066121)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

4500 S. LANCASTER ROAD
DALLAS, TX 75216

Veterans Health Administration Survey of Healthcare Experier

33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM	3495 BAILEY AVENUE

ALBANY	NY	12208	ALBANY
RICHMOND	VA	23249	RICHMOND CI
CHARLESTON	SC	29401	CHARLESTON
SAGINAW	MI	48602	SAGINAW
WEST PALM BEACH	FL	33410	PALM BEACH
BIRMINGHAM	AL	35233	JEFFERSON
NORTHPORT	NY	11768	SUFFOLK
EAST ORANGE	NJ	07018	ESSEX
BUFFALO	NY	14215	ERIE

5186265000	VA-H_COMP_2_A_P
8046755000	VA-H_COMP_1_A_P
8435775011	VA-H_HSP_RATING_9_10
9894972500	VA-H_COMP_2_A_P
5614228600	VA-H_COMP_4_A_P
2059334515	VA-H_HSP_RATING_9_10
5162614400	VA-H_COMP_7_SA
9736761000	VA-H_QUIET_HSP_A_P
7168623611	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	74
Nurses "always" communicated well	67
Patients who gave a rating of "9" or "10" (high)	73
Doctors "always" communicated well	83
Pain was "always" well controlled	58
Patients who gave a rating of "9" or "10" (high)	66
Patients who “Strongly Agree” they understood their care when they left the hospital	52
"Always" quiet at night	58
Room was "always" clean	58

427

606

443

138

363

498

349

301

516

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.694165, -96.792971)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

3495 BAILEY AVENUE

	(WESTERN NY VA HEALTHCARE SYSTEM)	
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
14007F	HINES VA MEDICAL CENTER	5000 SOUTH 5TH AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
26023F	COLUMBIA MO VA MEDICAL CENTER	800 HOSPITAL DR

BECKLEY	WV	25801	RALEIGH
KANSAS CITY	MO	64128	JACKSON
HAMPTON	VA	23667	HAMPTON CIT
LEXINGTON	KY	40502	FAYETTE
GAINESVILLE	FL	32608	ALACHUA
HINES	IL	60141	COOK
IRON MOUNTAIN	MI	49801	DICKINSON
COLUMBIA	MO	65201	BOONE

3042552121	VA-H_COMP_7_SA
8168614700	VA-H_COMP_6_Y_P
7577229961	VA-H_COMP_1_A_P
8592334511	VA-H_COMP_4_A_P
3523761611	VA-H_QUIET_HSP_A_P
7082028387	VA-H_COMP_6_Y_P
9067743300	VA-H_COMP_6_Y_P
5738146000	VA-H_COMP_5_A_P

	"Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	59
Yes staff "did" give patients this information	89
Nurses "always" communicated well	74
Pain was "always" well controlled	61
"Always" quiet at night	59
Yes staff "did" give patients this information	83
Yes staff "did" give patients this information	93
Staff "always" explained	67

349

477

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Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

BUFFALO, NY 14215
(42.951136, -78.81373)

200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)

4801 LINWOOD BLVD.
KANSAS CITY, MO 64128
(39.067263, -94.52786)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

5000 SOUTH 5TH AVENUE
HINES, IL 60141
(41.86061, -87.84081)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

800 HOSPITAL DR
COLUMBIA, MO 65201
(38.9376, -92.327558)

42029F	CHARLESTON VA MEDICAL CENTER	109 BEE STREET
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD

CHARLESTON	SC	29401	CHARLESTON
MIAMI	FL	33125	MIAMI-DADE
SALISBURY	NC	28144	ROWAN
BIRMINGHAM	AL	35233	JEFFERSON
DETROIT	MI	48201	WAYNE
PHILADELPHIA	PA	19104	PHILADELPHI
MONTROSE	NY	10548	WESTCHESTER
MIAMI	FL	33125	MIAMI-DADE
NORTHPORT	NY	11768	SUFFOLK

8435775011	VA-H_CLEAN_HSP_A_P
3053244455	VA-H_HSP_RATING_9_10
7046389000	VA-H_COMP_7_SA
2059334515	VA-H_COMP_1_A_P
3135761000	VA-H_COMP_1_A_P
2158235857	VA-H_COMP_4_A_P
9147374400	VA-H_RECMND_DY
3053244455	VA-H_QUIET_HSP_A_P
5162614400	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	75
Patients who gave a rating of "9" or "10" (high)	64
Patients who “Strongly Agree” they understood their care when they left the hospital	51
Nurses "always" communicated well	73
Nurses "always" communicated well	70
Pain was "always" well controlled	61
"YES" patients would definitely recommend the hospital	74
"Always" quiet at night	56
Yes staff "did" give patients this information	88

Veterans Health Administration Survey of Healthcare Experier

443

493

364

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445

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318

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

109 BEE STREET
CHARLESTON, SC 29401
(32.785313, -79.953355)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

08002F	WILMINGTON VA MEDICAL CENTER	1601 KIRKWOOD HIGHWAY
11029F	DECATUR (ATLANTA) VA MEDICAL CENTER	1670 CLAIRMONT ROAD
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
36008F	CHILLICOTHE VA MEDICAL CENTER	17273 STATE ROUTE 104
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD

WILMINGTON	DE	19805	NEW CASTLE
DECATUR	GA	30033	DEKALB
GAINESVILLE	FL	32608	ALACHUA
ALBANY	NY	12208	ALBANY
CLEVELAND	OH	44106	CUYAHOGA
MARION	IL	62959	WILLIAMSON
CHILLICOTHE	OH	45601	ROSS
MARION	IL	62959	WILLIAMSON
HUNTINGTON	WV	25704	WAYNE

3029942511	VA-H_HSP_RATING_9_10
4043216111	VA-H_COMP_7_SA
3523761611	VA-H_COMP_6_Y_P
5186265000	VA-H_COMP_4_A_P
2167913800	VA-H_COMP_3_A_P
6189975311	VA-H_HSP_RATING_9_10
7407731141	VA-H_COMP_5_A_P
6189975311	VA-H_QUIET_HSP_A_P
3044290241	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	72
Patients who “Strongly Agree” they understood their care when they left the hospital	50
Yes staff "did" give patients this information	88
Pain was "always" well controlled	65
Patients "always" received help as soon as they wanted	61
Patients who gave a rating of "9" or "10" (high)	71
Staff "always" explained	71
"Always" quiet at night	52
Patients who “Strongly Agree” they understood their care when they	52

304

487

727

271

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149

373

463

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07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(40.899003, -73.306124)

1601 KIRKWOOD HIGHWAY
WILMINGTON, DE 19805
(39.738806, -75.60515)

1670 CLAIRMONT ROAD
DECATUR, GA 30033
(33.802903, -84.310504)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

17273 STATE ROUTE 104
CHILLICOTHE, OH 45601
(39.390327, -83.012669)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

1540 SPRING VALLEY ROAD

Veterans Health Administration Survey of Healthcare Experier

04010F	VA CENTRAL AR. VETERANS HEALTHCARE SYSTEM LR	4300 WEST SEVENTH STREET
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
19043F	ALEXANDRIA VA MEDICAL CENTER	2495 SHREVEPORT HIGHWAY 71 N
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
33012F	UPSTATE NEW YORK VA HEALTHCARE SYSTEM (WESTERN NY VA HEALTHCARE SYSTEM)	3495 BAILEY AVENUE
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET

LITTLE ROCK	AR	72205	PULASKI
DANVILLE	IL	61832	VERMILION
BAY PINES	FL	33744	PINELLAS
PINEVILLE	LA	71360	RAPIDES
BATTLE CREEK	MI	49037	CALHOUN
BUFFALO	NY	14215	ERIE
LEBANON	PA	17042	LEBANON
IRON MOUNTAIN	MI	49801	DICKINSON

5012571000	VA-H_HSP_RATING_9_10
2175543000	VA-H_COMP_2_A_P
7273986661	VA-H_QUIET_HSP_A_P
3184730010	VA-H_COMP_1_A_P
2699665600	VA-H_RECMND_DY
7168623611	VA-H_COMP_3_A_P
7172285901	VA-H_COMP_5_A_P
9067743300	VA-H_HSP_RATING_9_10

	when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

left the hospital

Patients who gave a rating of "9" or "10" (high)	64
Doctors "always" communicated well	74
"Always" quiet at night	39
Nurses "always" communicated well	76
"YES" patients would definitely recommend the hospital	54
Patients "always" received help as soon as they wanted	56
Staff "always" explained	73
Patients who gave a rating of "9" or "10" (high)	76

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643

267

371

179

109

309

217

219

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

HUNTINGTON, WV 25704
(38.384145, -82.517504)

4300 WEST SEVENTH STREET
LITTLE ROCK, AR 72205
(34.744875, -92.320904)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

2495 SHREVEPORT HIGHWAY 71 N
PINEVILLE, LA 71360
(31.355959, -92.434675)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

3495 BAILEY AVENUE
BUFFALO, NY 14215
(42.951136, -78.81373)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

44018F	VA MIDDLE TENNESSEE HEALTHCARE SYSTEM	1310 24TH AVENUE SOUTH
51005F	MARTINSBURG VA MEDICAL CENTER	510 BUTLER AVE.
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
33019F	NORTHPORT VA MEDICAL CENTER	79 MIDDLEVILLE ROAD
33017F	VA NEW YORK HARBOR HEALTHCARE SYSTEM - NY DIV.	423 EAST 23RD STREET
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
10057F	VA NORTH FLORIDA/SOUTH GEORGIA HEALTHCARE SYSTEM - GAINES	1601 S W ARCHER ROAD
10065F	W PALM BEACH VA MEDICAL CENTER	7305 N. MILITARY TRAIL
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE

NASHVILLE	TN	37212	DAVIDSON
MARTINSBURG	WV	25405	BERKELEY
DETROIT	MI	48201	WAYNE
NORTHPORT	NY	11768	SUFFOLK
NEW YORK	NY	10010	NEW YORK
HUNTINGTON	WV	25704	WAYNE
GAINESVILLE	FL	32608	ALACHUA
WEST PALM BEACH	FL	33410	PALM BEACH
LOUISVILLE	KY	40206	JEFFERSON

6153275332	VA-H_HSP_RATING_9_10
3042630811	VA-H_COMP_3_A_P
3135761000	VA-H_COMP_7_SA
5162614400	VA-H_CLEAN_HSP_A_P
2126867500	VA-H_CLEAN_HSP_A_P
3044290241	VA-H_COMP_1_A_P
3523761611	VA-H_COMP_5_A_P
5614228600	VA-H_COMP_6_Y_P
5022874000	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	66
Patients "always" received help as soon as they wanted	59
Patients who “Strongly Agree” they understood their care when they left the hospital	45
Room was "always" clean	77
Room was "always" clean	75
Nurses "always" communicated well	79
Staff "always" explained	72
Yes staff "did" give patients this information	84
Patients who gave a rating of "9" or "10" (high)	64

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587

203

430

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533

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07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1310 24TH AVENUE SOUTH
NASHVILLE, TN 37212
(36.142321, -86.804796)

510 BUTLER AVE.
MARTINSBURG, WV 25405
(39.414215, -77.913839)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

79 MIDDLEVILLE ROAD
NORTHPORT, NY 11768
(40.899003, -73.306124)

423 EAST 23RD STREET
NEW YORK, NY 10010
(40.736288, -73.977119)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

1601 S W ARCHER ROAD
GAINESVILLE, FL 32608
(29.638171, -82.346001)

7305 N. MILITARY TRAIL
WEST PALM BEACH, FL 33410
(26.784077, -80.107329)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
49006F	HAMPTON VA MEDICAL CENTER	100 EMANCIPATION DRIVE
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
32005F	VA NEW MEXICO HEALTHCARE SYSTEM	1501 SAN PEDRO DRIVE SE
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
26004F	KANSAS CITY VA MEDICAL CENTER	4801 LINWOOD BLVD.

Veterans Health Administration Survey of Healthcare Experier

NORTH CHICAGO	IL	60064	LAKE
TOPEKA	KS	66622	SHAWNEE
HAMPTON	VA	23667	HAMPTON CIT
TEMPLE	TX	76504	BELL
BAY PINES	FL	33744	PINELLAS
ALBUQUERQUE	NM	87108	BERNALILLO
WHITE RIVER JUNCTION	VT	05009	WINDSOR
ALTOONA	PA	16602	BLAIR
KANSAS CITY	MO	64128	JACKSON

8476881900	VA-H_HSP_RATING_9_10
9136822000	VA-H_QUIET_HSP_A_P
7577229961	VA-H_COMP_5_A_P
2547784811	VA-H_COMP_2_A_P
7273986661	VA-H_COMP_5_A_P
5052562889	VA-H_COMP_1_A_P
8022959363	VA-H_COMP_7_SA
8149438164	VA-H_COMP_2_A_P
8168614700	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	66
"Always" quiet at night	66
Staff "always" explained	67
Doctors "always" communicated well	76
Staff "always" explained	59
Nurses "always" communicated well	78
Patients who “Strongly Agree” they understood their care when they left the hospital	58
Doctors "always" communicated well	84
Patients who “Strongly Agree” they understood their care when they	52

370

462

167

623

197

581

353

112

542

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(38.270722, -85.694074)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

100 EMANCIPATION DRIVE
HAMPTON, VA 23667
(37.018442, -76.330855)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

1501 SAN PEDRO DRIVE SE
ALBUQUERQUE, NM 87108
(35.054456, -106.577661)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

4801 LINWOOD BLVD.

52002F	TOMAH VA MEDICAL CENTER	500 EAST VETERANS STREET
01019F	VA CENTRAL ALABAMA HEALTHCARE SYSTEM - MONTGOMERY	215 PERRY HILL ROAD
36001F	CLEVELAND-WADE PARK VA MEDICAL CENTER	10701 EAST BLVD
51002F	BECKLEY VA MEDICAL CENTER	200 VETERANS AVENUE
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
39009F	PHILADELPHIA VA MEDICAL CENTER	3900 WOODLAND AVENUE
23011F	VA ANN ARBOR HEALTHCARE SYSTEM	2215 FULLER ROAD

TOMAH	WI	54660	MONROE
MONTGOMERY	AL	36109	MONTGOMERY
CLEVELAND	OH	44106	CUYAHOGA
BECKLEY	WV	25801	RALEIGH
AMARILLO	TX	79106	POTTER
MARION	IL	62959	WILLIAMSON
PHILADELPHIA	PA	19104	PHILADELPHI
ANN ARBOR	MI	48105	WASHTENAW

6083723971	VA-H_COMP_3_A_P
3342604100	VA-H_COMP_4_A_P
2167913800	VA-H_RECMND_DY
3042552121	VA-H_RECMND_DY
8063559703	VA-H_CLEAN_HSP_A_P
6189975311	VA-H_COMP_5_A_P
2158235857	VA-H_COMP_7_SA
7347697100	VA-H_COMP_4_A_P

	when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

left the hospital	
Patients "always" received help as soon as they wanted	61
Pain was "always" well controlled	59
"YES" patients would definitely recommend the hospital	65
"YES" patients would definitely recommend the hospital	70
Room was "always" clean	84
Staff "always" explained	62
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Pain was "always" well controlled	68

71	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
104	
712	
361	
339	
184	
452	
393	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

KANSAS CITY, MO 64128
(39.067263, -94.52786)
500 EAST VETERANS STREET
TOMAH, WI 54660
(44.001108, -90.49392)

215 PERRY HILL ROAD
MONTGOMERY, AL 36109
(32.37896, -86.246406)
10701 EAST BLVD
CLEVELAND, OH 44106
(41.51251, -81.613526)
200 VETERANS AVENUE
BECKLEY, WV 25801
(37.766084, -81.192024)
6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)
2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)
3900 WOODLAND AVENUE
PHILADELPHIA, PA 19104
(39.949643, -75.200386)
2215 FULLER ROAD
ANN ARBOR, MI 48105

Veterans Health Administration Survey of Healthcare Experier

31001F	VA NEW JERSEY HEALTH CARE SYSTEM	385 TREMONT AVENUE
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.
33009F	ALBANY VA MEDICAL CENTER	113 HOLLAND AVENUE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE

EAST ORANGE	NJ	07018	ESSEX
BATTLE CREEK	MI	49037	CALHOUN
ALBANY	NY	12208	ALBANY
PHOENIX	AZ	85012	MARICOPA
RICHMOND	VA	23249	RICHMOND CI
BILOXI	MS	39531	HARRISON
ST. LOUIS	MO	63106	SAINT LOUIS
WEST HAVEN	CT	06516	NEW HAVEN

Veterans Health Administration Survey of Healthcare Experier

9736761000	VA-H_HSP_RATING_9_10
2699665600	VA-H_COMP_1_A_P
5186265000	VA-H_HSP_RATING_9_10
6022226444	VA-H_COMP_1_A_P
8046755000	VA-H_COMP_3_A_P
2285235000	VA-H_CLEAN_HSP_A_P
3146524100	VA-H_RECMND_DY
2039325711	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

	controlled
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	61
Nurses "always" communicated well	75
Patients who gave a rating of "9" or "10" (high)	66
Nurses "always" communicated well	71
Patients "always" received help as soon as they wanted	54
Room was "always" clean	82
"YES" patients would definitely recommend the hospital	52
Patients who “Strongly Agree” they understood their care when they left the hospital	59

Veterans Health Administration Survey of Healthcare Experier

301

110

428

505

347

334

642

396

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

ANN ARBOR, MI 48105
(42.287103, -83.712175)

385 TREMONT AVENUE
EAST ORANGE, NJ 07018
(40.753827, -74.234193)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

113 HOLLAND AVENUE
ALBANY, NY 12208
(42.651508, -73.776343)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
39006F	LEBANON VA MEDICAL CENTER	1700 SOUTH LINCOLN AVENUE
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
45086F	TEMPLE VA MEDICAL CENTER (VA CENTRAL TEXAS HEALTHCARE SYSTEM)	1901 VETERANS MEMORIAL DRIVE
45060F	VA AMARILLO HEALTHCARE SYSTEM	6010 AMARILLO BLVD. WEST

CINCINNATI	OH	45220	HAMILTON
CINCINNATI	OH	45220	HAMILTON
MILWAUKEE	WI	53295	MILWAUKEE
BILOXI	MS	39531	HARRISON
MIAMI	FL	33125	MIAMI-DADE
LEBANON	PA	17042	LEBANON
SALISBURY	NC	28144	ROWAN
TEMPLE	TX	76504	BELL
AMARILLO	TX	79106	POTTER

5138613100	VA-H_COMP_6_Y_P
5138613100	VA-H_COMP_4_A_P
4143842000	VA-H_COMP_5_A_P
2285235000	VA-H_COMP_4_A_P
3053244455	VA-H_COMP_3_A_P
7172285901	VA-H_RECMND_DY
7046389000	VA-H_COMP_6_Y_P
2547784811	VA-H_QUIET_HSP_A_P
8063559703	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	86
Pain was "always" well controlled	62
Staff "always" explained	67
Pain was "always" well controlled	76
Patients "always" received help as soon as they wanted	59
"YES" patients would definitely recommend the hospital	81
Yes staff "did" give patients this information	84
"Always" quiet at night	55
"YES" patients would definitely recommend the hospital	73

Veterans Health Administration Survey of Healthcare Experier

472

320

314

203

271

367

339

629

340

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

1700 SOUTH LINCOLN AVENUE
LEBANON, PA 17042
(40.315702, -76.409329)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

1901 VETERANS MEMORIAL DRIVE
TEMPLE, TX 76504
(31.077985, -97.349105)

6010 AMARILLO BLVD. WEST
AMARILLO, TX 79106
(35.203175, -101.905207)

Veterans Health Administration Survey of Healthcare Experier

09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
33011F	BATH VA MEDICAL CENTER	76 VETERANS AVE.
09002F	WASHINGTON DC VA MEDICAL CENTER	50 IRVING STREET N.W.
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
33015F	VA HUDSON VALLEY HEALTHCARE SYSTEM	2094 ALBANY POST ROAD
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE
39005F	ERIE VA MEDICAL CENTER	135 EAST 38TH STREET
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET

WASHINGTON	DC	20422	DISTRICT OF
BATH	NY	14810	STEUBEN
WASHINGTON	DC	20422	DISTRICT OF
COLUMBIA	SC	29209	RICHLAND
MONTROSE	NY	10548	WESTCHESTER
LOUISVILLE	KY	40206	JEFFERSON
ERIE	PA	16504	ERIE
BALTIMORE	MD	21201	BALTIMORE C

2027458000	VA-H_QUIET_HSP_A_P
6076644000	VA-H_COMP_4_A_P
2027458000	VA-H_COMP_1_A_P
8036957980	VA-H_COMP_2_A_P
9147374400	VA-H_QUIET_HSP_A_P
5022874000	VA-H_COMP_7_SA
8148602576	VA-H_COMP_6_Y_P
4106057016	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	56
Pain was "always" well controlled	69
Nurses "always" communicated well	70
Doctors "always" communicated well	83
"Always" quiet at night	70
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Yes staff "did" give patients this information	95
Yes staff "did" give patients this information	81

395		
81		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
395		
400		
114		
455		
114		
449		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(35.203175, -101.905207)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

76 VETERANS AVE.
BATH, NY 14810
(42.34328, -77.344933)

50 IRVING STREET N.W.
WASHINGTON, DC 20422
(38.93115, -77.01083)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

2094 ALBANY POST ROAD
MONTROSE, NY 10548
(41.244518, -73.9261)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

135 EAST 38TH STREET
ERIE, PA 16504
(42.102954, -80.064715)

10 NORTH GREENE STREET
BALTIMORE, MD 21201

03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
18007F	LEXINGTON VA MEDICAL CENTER	1101 VETERANS DRIVE
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE
01014F	BIRMINGHAM VA MEDICAL CENTER	700 SOUTH 19TH STREET
07003F	WEST HAVEN VA MEDICAL CENTER	950 CAMPBELL AVENUE
14003F	JESSE BROWN VA MEDICAL CENTER - VA CHICAGO HEALTHCARE SYSTEM	820 S DAMEN STREET
52003F	MILWAUKEE VA MEDICAL CENTER	5000 W. NATIONAL AVENUE
47001F	WHITE RIVER JCT VA MEDICAL CENTER	163 VETERANS DRIVE

PRESCOTT	AZ	86313	YAVAPAI
LEXINGTON	KY	40502	FAYETTE
LEXINGTON	KY	40502	FAYETTE
WHITE RIVER JUNCTION	VT	05009	WINDSOR
BIRMINGHAM	AL	35233	JEFFERSON
WEST HAVEN	CT	06516	NEW HAVEN
CHICAGO	IL	60612	COOK
MILWAUKEE	WI	53295	MILWAUKEE
WHITE RIVER JUNCTION	VT	05009	WINDSOR

Veterans Health Administration Survey of Healthcare Experier

9284454860	VA-H_CLEAN_HSP_A_P
8592334511	VA-H_COMP_5_A_P
8592334511	VA-H_COMP_3_A_P
8022959363	VA-H_COMP_4_A_P
2059334515	VA-H_COMP_5_A_P
2039325711	VA-H_CLEAN_HSP_A_P
3125698387	VA-H_COMP_7_SA
4143842000	VA-H_COMP_3_A_P
8022959363	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always"

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	77
Staff "always" explained	66
Patients "always" received help as soon as they wanted	69
Pain was "always" well controlled	65
Staff "always" explained	64
Room was "always" clean	75
Patients who “Strongly Agree” they understood their care when they left the hospital	47
Patients "always" received help as soon as they wanted	66
Nurses "always" communicated well	74

Veterans Health Administration Survey of Healthcare Experier

314

142

161

205

269

408

163

354

368

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.289736, -76.623709)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

1101 VETERANS DRIVE
LEXINGTON, KY 40502
(38.029351, -84.506092)

163 VETERANS DRIVE
WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

700 SOUTH 19TH STREET
BIRMINGHAM, AL 35233
(33.504722, -86.800922)

950 CAMPBELL AVENUE
WEST HAVEN, CT 06516
(41.284944, -72.957522)

820 S DAMEN STREET
CHICAGO, IL 60612
(41.870522, -87.676427)

5000 W. NATIONAL AVENUE
MILWAUKEE, WI 53295
(43.019558, -87.976053)

163 VETERANS DRIVE

52004F	MADISON VA MEDICAL CENTER	2500 OVERLOOK TERRACE
03012F	PHOENIX VA MEDICAL CENTER	650 E. INDIAN SCHOOL ROAD
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
39001F	JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)	2907 PLEASANT VALLEY BOULEVARD
25042F	VA GULF COAST HEALTHCARE SYSTEM	400 VETERANS AVENUE
44013F	MEMPHIS VA MEDICAL CENTER	1030 JEFFERSON AVENUE
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
18006F	LOUISVILLE VA MEDICAL CENTER	800 ZORN AVENUE

MADISON	WI	53705	DANE
PHOENIX	AZ	85012	MARICOPA
SAN ANTONIO	TX	78229	BEXAR
ALTOONA	PA	16602	BLAIR
BILOXI	MS	39531	HARRISON
MEMPHIS	TN	38104	SHELBY
BRONX	NY	10468	BRONX
LOUISVILLE	KY	40206	JEFFERSON

6082561901	VA-H_CLEAN_HSP_A_P
6022226444	VA-H_HSP_RATING_9_10
2106175300	VA-H_QUIET_HSP_A_P
8149438164	VA-H_QUIET_HSP_A_P
2285235000	VA-H_COMP_1_A_P
9015777200	VA-H_COMP_7_SA
7185849000	VA-H_COMP_2_A_P
5022874000	VA-H_COMP_5_A_P

	communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	85
Patients who gave a rating of "9" or "10" (high)	57
"Always" quiet at night	67
"Always" quiet at night	71
Nurses "always" communicated well	80
Patients who “Strongly Agree” they understood their care when they left the hospital	44
Doctors "always" communicated well	78
Staff "always" explained	59

Veterans Health Administration Survey of Healthcare Experier

586

501

188

110

335

460

375

243

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

WHITE RIVER JUNCTION, VT 05009
(43.645876, -72.34186)

2500 OVERLOOK TERRACE
MADISON, WI 53705
(43.074477, -89.433629)

650 E. INDIAN SCHOOL ROAD
PHOENIX, AZ 85012
(33.494745, -112.066121)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

2907 PLEASANT VALLEY BOULEVARD
ALTOONA, PA 16602
(40.488667, -78.398533)

400 VETERANS AVENUE
BILOXI, MS 39531
(30.410716, -88.946928)

1030 JEFFERSON AVENUE
MEMPHIS, TN 38104
(35.142527, -90.025951)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

800 ZORN AVENUE
LOUISVILLE, KY 40206
(38.270722, -85.694074)

36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET
14034F	NORTH CHICAGO VA MEDICAL CENTER	3001 GREENBAY ROAD
42011F	COLUMBIA SC VA MEDICAL CENTER	6439 GARNERS FERRY ROAD
21020F	VA MARYLAND HEALTHCARE SYSTEM - BALTIMORE	10 NORTH GREENE STREET
10064F	MIAMI VA MEDICAL CENTER	1201 N W 16TH STREET
51004F	HUNTINGTON VA MEDICAL CENTER	1540 SPRING VALLEY ROAD
34012F	DURHAM VA MEDICAL CENTER	508 FULTON STREET
23012F	BATTLE CREEK VA MEDICAL CENTER	5500 ARMSTRONG RD.

CINCINNATI	OH	45220	HAMILTON
NORTH CHICAGO	IL	60064	LAKE
COLUMBIA	SC	29209	RICHLAND
BALTIMORE	MD	21201	BALTIMORE C
MIAMI	FL	33125	MIAMI-DADE
HUNTINGTON	WV	25704	WAYNE
DURHAM	NC	27705	DURHAM
BATTLE CREEK	MI	49037	CALHOUN

5138613100	VA-H_CLEAN_HSP_A_P
8476881900	VA-H_COMP_5_A_P
8036957980	VA-H_COMP_5_A_P
4106057016	VA-H_HSP_RATING_9_10
3053244455	VA-H_RECMND_DY
3044290241	VA-H_CLEAN_HSP_A_P
9192860411	VA-H_COMP_7_SA
2699665600	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	69
Staff "always" explained	58
Staff "always" explained	67
Patients who gave a rating of "9" or "10" (high)	52
"YES" patients would definitely recommend the hospital	66
Room was "always" clean	81
Patients who “Strongly Agree” they understood their care when they left the hospital	56
Yes staff "did" give patients this information	79

534		
225		
202		
492		
493		
481		
429		
91		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

3001 GREENBAY ROAD
NORTH CHICAGO, IL 60064
(42.307917, -87.862346)

6439 GARNERS FERRY ROAD
COLUMBIA, SC 29209
(33.979149, -80.960977)

10 NORTH GREENE STREET
BALTIMORE, MD 21201
(39.289736, -76.623709)

1201 N W 16TH STREET
MIAMI, FL 33125
(25.790451, -80.215294)

1540 SPRING VALLEY ROAD
HUNTINGTON, WV 25704
(38.384145, -82.517504)

508 FULTON STREET
DURHAM, NC 27705
(36.009188, -78.937226)

5500 ARMSTRONG RD.
BATTLE CREEK, MI 49037
(42.340162, -85.297885)

26009F	ST LOUIS-JOHN COCHRAN VA MEDICAL CENTER	915 NORTH GRAND
49010F	RICHMOND VA MEDICAL CENTER	1201 BROAD ROCK BOULEVARD
23009F	SAGINAW VA MEDICAL CENTER	1500 WEISS STREET
14004F	VA ILLIANA HEALTHCARE SYSTEM - DANVILLE	1900 E. MAIN
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD
14008F	MARION IL VA MEDICAL CENTER	2401 WEST MAIN
33016F	BRONX VA MEDICAL CENTER	130 WEST KINGSBRIDGE ROAD
19048F	OVERTON BROOKS VA MEDICAL CENTER (SHREVEPORT)	510 EAST STONER AVENUE
36003F	CINCINNATI VA MEDICAL CENTER	3200 VINE STREET

ST. LOUIS	MO	63106	SAINT LOUIS
RICHMOND	VA	23249	RICHMOND CI
SAGINAW	MI	48602	SAGINAW
DANVILLE	IL	61832	VERMILION
WILKES-BARRE	PA	18711	LUZERNE
MARION	IL	62959	WILLIAMSON
BRONX	NY	10468	BRONX
SHREVEPORT	LA	71101	CADDO
CINCINNATI	OH	45220	HAMILTON

3146524100	VA-H_COMP_6_Y_P
8046755000	VA-H_HSP_RATING_9_10
9894972500	VA-H_RECMND_DY
2175543000	VA-H_QUIET_HSP_A_P
5708243521	VA-H_COMP_5_A_P
6189975311	VA-H_COMP_1_A_P
7185849000	VA-H_COMP_6_Y_P
3184246037	VA-H_COMP_4_A_P
5138613100	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	83
Patients who gave a rating of "9" or "10" (high)	56
"YES" patients would definitely recommend the hospital	76
"Always" quiet at night	69
Staff "always" explained	61
Nurses "always" communicated well	76
Yes staff "did" give patients this information	79
Pain was "always" well controlled	61
Patients who “Strongly Agree” they understood their care when they left the hospital	52

575

602

138

269

229

373

330

184

512

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

915 NORTH GRAND
ST. LOUIS, MO 63106
(38.641448, -90.229852)

1201 BROAD ROCK BOULEVARD
RICHMOND, VA 23249
(37.498719, -77.470208)

1500 WEISS STREET
SAGINAW, MI 48602
(43.443673, -83.960989)

1900 E. MAIN
DANVILLE, IL 61832
(40.131787, -87.592428)

1111 EAST END BOULEVARD
WILKES-BARRE, PA 18711
(41.248299, -75.83691)

2401 WEST MAIN
MARION, IL 62959
(37.729791, -88.957218)

130 WEST KINGSBRIDGE ROAD
BRONX, NY 10468
(40.868985, -73.902909)

510 EAST STONER AVENUE
SHREVEPORT, LA 71101
(32.499989, -93.722414)

3200 VINE STREET
CINCINNATI, OH 45220
(39.137762, -84.509485)

Veterans Health Administration Survey of Healthcare Experier

34036F	ASHEVILLE-OTEEN VA MEDICAL CENTER	1100 TUNNEL ROAD
45090F	SAN ANTONIO VA MEDICAL CENTER (VA SOUTH TEXAS HEALTHCARE SYSTEM)	7400 MERTON MINTER BLVD.
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
22010F	VA BOSTON HEALTHCARE SYSTEM - JAMAICA PLAIN	150 S. HUNTINGTON AVENUE
23005F	IRON MOUNTAIN MI VA MEDICAL CENTER	325 EAST H STREET
17005F	COLMERY-O'NEIL VA MEDICAL CENTER	2200 SW GAGE BOULEVARD
10009F	BAY PINES VA MEDICAL CENTER	10000 BAY PINES BLVD.
34017F	W.G. (BILL) HEFNER SALISBURY VA MEDICAL CENTER (SALSBURY)	1601 BRENNER AVENUE
39013F	WILKES BARRE VA MEDICAL CENTER	1111 EAST END BOULEVARD

ASHEVILLE	NC	28805	BUNCOMBE
SAN ANTONIO	TX	78229	BEXAR
JAMAICA PLAIN	MA	02130	SUFFOLK
JAMAICA PLAIN	MA	02130	SUFFOLK
IRON MOUNTAIN	MI	49801	DICKINSON
TOPEKA	KS	66622	SHAWNEE
BAY PINES	FL	33744	PINELLAS
SALISBURY	NC	28144	ROWAN
WILKES-BARRE	PA	18711	LUZERNE

8282987911	VA-H_COMP_2_A_P
2106175300	VA-H_COMP_1_A_P
6172329500	VA-H_HSP_RATING_9_10
6172329500	VA-H_CLEAN_HSP_A_P
9067743300	VA-H_QUIET_HSP_A_P
9136822000	VA-H_RECMND_DY
7273986661	VA-H_COMP_7_SA
7046389000	VA-H_COMP_3_A_P
5708243521	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	85
Nurses "always" communicated well	78
Patients who gave a rating of "9" or "10" (high)	71
Room was "always" clean	71
"Always" quiet at night	62
"YES" patients would definitely recommend the hospital	68
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Patients "always" received help as soon as they wanted	57
Pain was "always" well controlled	65

Veterans Health Administration Survey of Healthcare Experier

515

189

659

672

215

457

359

203

249

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.137762, -84.509485)

1100 TUNNEL ROAD
ASHEVILLE, NC 28805
(35.587106, -82.485056)

7400 MERTON MINTER BLVD.
SAN ANTONIO, TX 78229
(29.506888, -98.578929)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

150 S. HUNTINGTON AVENUE
JAMAICA PLAIN, MA 02130
(42.327573, -71.110928)

325 EAST H STREET
IRON MOUNTAIN, MI 49801
(45.811478, -88.061578)

2200 SW GAGE BOULEVARD
TOPEKA, KS 66622
(39.027448, -95.724956)

10000 BAY PINES BLVD.
BAY PINES, FL 33744
(27.813872, -82.777177)

1601 BRENNER AVENUE
SALISBURY, NC 28144
(35.683593, -80.486145)

1111 EAST END BOULEVARD

10063F	TAMPA VA MEDICAL CENTER	13000 BRUCE B DOWNS BLVD.
23037F	DETROIT (JOHN D. DINGELL) VA MEDICAL CENTER	4646 JOHN R.
11031F	DUBLIN VA MEDICAL CENTER	1826 VETERANS BOULEVARD
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE

TAMPA	FL	33612	HILLSBOROUG
DETROIT	MI	48201	WAYNE
DUBLIN	GA	31021	LAURENS
GRAND JUNCTION	CO	81501	MESA
CHEYENNE	WY	82001	LARAMIE
BOISE	ID	83702	ADA
TUCSON	AZ	85723	PIMA
GRAND JUNCTION	CO	81501	MESA

8139722000	VA-H_COMP_2_A_P
3135761000	VA-H_COMP_2_A_P
4782772701	VA-H_COMP_5_A_P
9702441329	VA-H_QUIET_HSP_A_P
3077787300	VA-H_COMP_7_SA
2084221000	VA-H_COMP_2_A_P
5206291821	VA-H_COMP_2_A_P
9702441329	VA-H_COMP_5_A_P

	controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	76
Doctors "always" communicated well	72
Staff "always" explained	65
"Always" quiet at night	61
Patients who “Strongly Agree” they understood their care when they left the hospital	56
Doctors "always" communicated well	84
Doctors "always" communicated well	69
Staff "always" explained	74

Veterans Health Administration Survey of Healthcare Experier

820

442

110

303

330

379

649

136

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

WILKES-BARRE, PA 18711
(41.248299, -75.83691)

13000 BRUCE B DOWNS BLVD.
TAMPA, FL 33612
(28.064695, -82.426154)

4646 JOHN R.
DETROIT, MI 48201
(42.35519, -83.060409)

1826 VETERANS BOULEVARD
DUBLIN, GA 31021
(32.539309, -82.943102)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.

PORTLAND	OR	97239	MULTNOMAH
PALO ALTO	CA	94304	SANTA CLARA
FORT MEADE	SD	57741	MEADE
SHERIDAN	WY	82801	SHERIDAN
SAN FRANCISCO	CA	94121	SAN FRANCIS
LOS ANGELES	CA	90073	LOS ANGELES
MATHER	CA	95655	SACRAMENTO
CHEYENNE	WY	82001	LARAMIE

5032208262	VA-H_CLEAN_HSP_A_P
6508583939	VA-H_COMP_7_SA
6053472511	VA-H_COMP_7_SA
3076721675	VA-H_QUIET_HSP_A_P
4152214810	VA-H_COMP_4_A_P
3104783711	VA-H_CLEAN_HSP_A_P
8003828387	VA-H_COMP_4_A_P
3077787300	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	77
Patients who “Strongly Agree” they understood their care when they left the hospital	62
Patients who “Strongly Agree” they understood their care when they left the hospital	61
"Always" quiet at night	65
Pain was "always" well controlled	67
Room was "always" clean	72
Pain was "always" well controlled	61
Yes staff "did" give patients this information	86

724	
388	
354	
66	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
338	
578	
249	
313	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY

PORTLAND	OR	97239	MULTNOMAH
SEATTLE	WA	98108	KING
LOS ANGELES	CA	90073	LOS ANGELES
FORT HARRISON	MT	59636	LEWIS AND C
N. LAS VEGAS	NV	89086	CLARK
DES MOINES	IA	50310	POLK
IOWA CITY	IA	52246	JOHNSON
PALO ALTO	CA	94304	SANTA CLARA
SEATTLE	WA	98108	KING

5032208262	VA-H_QUIET_HSP_A_P
2067642299	VA-H_RECMND_DY
3104783711	VA-H_COMP_4_A_P
4064477900	VA-H_COMP_3_A_P
7027919024	VA-H_COMP_5_A_P
5156995999	VA-H_COMP_2_A_P
3193380581	VA-H_COMP_7_SA
6508583939	VA-H_COMP_6_Y_P
2067642299	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	48
"YES" patients would definitely recommend the hospital	65
Pain was "always" well controlled	63
Patients "always" received help as soon as they wanted	79
Staff "always" explained	67
Doctors "always" communicated well	76
Patients who “Strongly Agree” they understood their care when they left the hospital	57
Yes staff "did" give patients this information	88
Staff "always" explained	67

721

303

350

189

341

331

309

342

154

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE

PORTLAND	OR	97239	MULTNOMAH
MUSKOGEE	OK	74401	MUSKOGEE
TUCSON	AZ	85723	PIMA
PORTLAND	OR	97239	MULTNOMAH
FRESNO	CA	93703	FRESNO
PALO ALTO	CA	94304	SANTA CLARA
GRAND JUNCTION	CO	81501	MESA
OMAHA	NE	68105	DOUGLAS
TUCSON	AZ	85723	PIMA

5032208262	VA-H_COMP_4_A_P
9185773000	VA-H_RECMND_DY
5206291821	VA-H_CLEAN_HSP_A_P
5032208262	VA-H_HSP_RATING_9_10
5592285338	VA-H_COMP_2_A_P
6508583939	VA-H_COMP_1_A_P
9702441329	VA-H_COMP_2_A_P
4023468800	VA-H_COMP_6_Y_P
5206291821	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	67
"YES" patients would definitely recommend the hospital	76
Room was "always" clean	70
Patients who gave a rating of "9" or "10" (high)	65
Doctors "always" communicated well	75
Nurses "always" communicated well	79
Doctors "always" communicated well	79
Yes staff "did" give patients this information	89
Patients "always" received help as soon as they wanted	57

Veterans Health Administration Survey of Healthcare Experier

494

424

653

713

401

400

304

391

377

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(47.561822, -122.310776)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

3601 SOUTH SIXTH AVENUE

Veterans Health Administration Survey of Healthcare Experier

05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE

LONG BEACH	CA	90822	LOS ANGELES
CHEYENNE	WY	82001	LARAMIE
RENO	NV	89502	WASHOE
PALO ALTO	CA	94304	SANTA CLARA
IOWA CITY	IA	52246	JOHNSON
LOMA LINDA	CA	92357	SAN BERNARD
BOISE	ID	83702	ADA
GRAND JUNCTION	CO	81501	MESA

5628268000	VA-H_HSP_RATING_9_10
3077787300	VA-H_HSP_RATING_9_10
7753281263	VA-H_COMP_7_SA
6508583939	VA-H_COMP_3_A_P
3193380581	VA-H_COMP_6_Y_P
9098257084	VA-H_COMP_7_SA
2084221000	VA-H_COMP_4_A_P
9702441329	VA-H_CLEAN_HSP_A_P

	soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	65
Patients who gave a rating of "9" or "10" (high)	64
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Patients "always" received help as soon as they wanted	71
Yes staff "did" give patients this information	90
Patients who “Strongly Agree” they understood their care when they left the hospital	50
Pain was "always" well controlled	70
Room was "always" clean	82

Veterans Health Administration Survey of Healthcare Experier

543

340

441

249

289

547

255

303

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

TUCSON, AZ 85723
(32.181434, -110.968281)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET

SAN FRANCISCO	CA	94121	SAN FRANCIS
FARGO	ND	58102	CASS
DES MOINES	IA	50310	POLK
PALO ALTO	CA	94304	SANTA CLARA
DENVER	CO	80220	DENVER
SPOKANE	WA	99205	SPOKANE
LOMA LINDA	CA	92357	SAN BERNARD
BOISE	ID	83702	ADA
LOMA LINDA	CA	92357	SAN BERNARD

4152214810	VA-H_COMP_1_A_P
7012323241	VA-H_HSP_RATING_9_10
5156995999	VA-H_COMP_5_A_P
6508583939	VA-H_COMP_5_A_P
3033932800	VA-H_COMP_2_A_P
5094347000	VA-H_RECMND_DY
9098257084	VA-H_RECMND_DY
2084221000	VA-H_COMP_1_A_P
9098257084	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	72
Patients who gave a rating of "9" or "10" (high)	77
Staff "always" explained	63
Staff "always" explained	74
Doctors "always" communicated well	75
"YES" patients would definitely recommend the hospital	75
"YES" patients would definitely recommend the hospital	68
Nurses "always" communicated well	81
Nurses "always" communicated well	70

521

319

177

237

527

313

565

379

572

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

Veterans Health Administration Survey of Healthcare Experier

37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE

OKLAHOMA CITY	OK	73104	OKLAHOMA
SAN FRANCISCO	CA	94121	SAN FRANCIS
SAN FRANCISCO	CA	94121	SAN FRANCIS
N. LAS VEGAS	NV	89086	CLARK
N. LAS VEGAS	NV	89086	CLARK
OKLAHOMA CITY	OK	73104	OKLAHOMA
GRAND JUNCTION	CO	81501	MESA
OKLAHOMA CITY	OK	73104	OKLAHOMA
MUSKOGEE	OK	74401	MUSKOGEE

4052700501	VA-H_COMP_3_A_P
4152214810	VA-H_COMP_2_A_P
4152214810	VA-H_RECMND_DY
7027919024	VA-H_COMP_3_A_P
7027919024	VA-H_COMP_4_A_P
4052700501	VA-H_COMP_1_A_P
9702441329	VA-H_COMP_3_A_P
4052700501	VA-H_COMP_5_A_P
9185773000	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	63
Doctors "always" communicated well	77
"YES" patients would definitely recommend the hospital	72
Patients "always" received help as soon as they wanted	66
Pain was "always" well controlled	66
Nurses "always" communicated well	72
Patients "always" received help as soon as they wanted	79
Staff "always" explained	62
Staff "always" explained	66

Veterans Health Administration Survey of Healthcare Experier

313

521

518

346

349

514

171

296

230

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(34.050282, -117.252416)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

1011 HONOR HEIGHTS DRIVE

53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE

CHEYENNE	WY	82001	LARAMIE
LONG BEACH	CA	90822	LOS ANGELES
ROSEBURG	OR	97471	DOUGLAS
MATHER	CA	95655	SACRAMENTO
SPOKANE	WA	99205	SPOKANE
BOISE	ID	83702	ADA
OMAHA	NE	68105	DOUGLAS
FRESNO	CA	93703	FRESNO

3077787300	VA-H_COMP_1_A_P
5628268000	VA-H_COMP_7_SA
5414401000	VA-H_QUIET_HSP_A_P
8003828387	VA-H_COMP_5_A_P
5094347000	VA-H_COMP_7_SA
2084221000	VA-H_COMP_3_A_P
4023468800	VA-H_COMP_7_SA
5592285338	VA-H_RECMND_DY

	medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	80
Patients who “Strongly Agree” they understood their care when they left the hospital	53
"Always" quiet at night	64
Staff "always" explained	68
Patients who “Strongly Agree” they understood their care when they left the hospital	60
Patients "always" received help as soon as they wanted	66
Patients who “Strongly Agree” they understood their care when they left the hospital	55
"YES" patients would definitely recommend the hospital	56

Veterans Health Administration Survey of Healthcare Experier

343

515

201

234

298

234

434

393

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

MUSKOGEE, OK 74401
(35.765237, -95.413756)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.

SHERIDAN	WY	82801	SHERIDAN
OKLAHOMA CITY	OK	73104	OKLAHOMA
SALT LAKE CITY	UT	84148	SALT LAKE
FORT MEADE	SD	57741	MEADE
SPOKANE	WA	99205	SPOKANE
OMAHA	NE	68105	DOUGLAS
ROSEBURG	OR	97471	DOUGLAS
ROSEBURG	OR	97471	DOUGLAS

3076721675	VA-H_RECMND_DY
4052700501	VA-H_QUIET_HSP_A_P
8015841211	VA-H_QUIET_HSP_A_P
6053472511	VA-H_COMP_2_A_P
5094347000	VA-H_COMP_2_A_P
4023468800	VA-H_COMP_4_A_P
5414401000	VA-H_COMP_2_A_P
5414401000	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	67
"Always" quiet at night	50
"Always" quiet at night	55
Doctors "always" communicated well	78
Doctors "always" communicated well	81
Pain was "always" well controlled	65
Doctors "always" communicated well	74
Room was "always" clean	79

Veterans Health Administration Survey of Healthcare Experier

64	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
511	
502	
373	
314	
291	
201	
201	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
03033F	VA NORTHERN ARIZONA HEALTHCARE SYSTEM	500 HIGHWAY 89 NORTH
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE

IOWA CITY	IA	52246	JOHNSON
MATHER	CA	95655	SACRAMENTO
FORT MEADE	SD	57741	MEADE
LONG BEACH	CA	90822	LOS ANGELES
FARGO	ND	58102	CASS
PRESCOTT	AZ	86313	YAVAPAI
TUCSON	AZ	85723	PIMA
SAN FRANCISCO	CA	94121	SAN FRANCIS
GRAND JUNCTION	CO	81501	MESA

3193380581	VA-H_COMP_5_A_P
8003828387	VA-H_COMP_3_A_P
6053472511	VA-H_COMP_1_A_P
5628268000	VA-H_COMP_1_A_P
7012323241	VA-H_COMP_5_A_P
9284454860	VA-H_RECMND_DY
5206291821	VA-H_RECMND_DY
4152214810	VA-H_QUIET_HSP_A_P
9702441329	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	72
Patients "always" received help as soon as they wanted	64
Nurses "always" communicated well	81
Nurses "always" communicated well	75
Staff "always" explained	74
"YES" patients would definitely recommend the hospital	74
"YES" patients would definitely recommend the hospital	69
"Always" quiet at night	49
Patients who gave a rating of "9" or "10" (high)	72

175

240

374

544

183

309

648

521

302

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

500 HIGHWAY 89 NORTH
PRESCOTT, AZ 86313
(34.55076, -112.450736)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND	1660 S. COLUMBIAN WAY

RENO	NV	89502	WASHOE
PORTLAND	OR	97239	MULTNOMAH
MUSKOGEE	OK	74401	MUSKOGEE
OMAHA	NE	68105	DOUGLAS
FORT HARRISON	MT	59636	LEWIS AND C
FORT HARRISON	MT	59636	LEWIS AND C
FARGO	ND	58102	CASS
FORT MEADE	SD	57741	MEADE
SEATTLE	WA	98108	KING

7753281263	VA-H_HSP_RATING_9_10
5032208262	VA-H_COMP_7_SA
9185773000	VA-H_COMP_1_A_P
4023468800	VA-H_QUIET_HSP_A_P
4064477900	VA-H_COMP_5_A_P
4064477900	VA-H_RECMND_DY
7012323241	VA-H_COMP_3_A_P
6053472511	VA-H_COMP_3_A_P
2067642299	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Nurses	Patients who reported that their nurses "Always"

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	69
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Nurses "always" communicated well	77
"Always" quiet at night	55
Staff "always" explained	72
"YES" patients would definitely recommend the hospital	77
Patients "always" received help as soon as they wanted	78
Patients "always" received help as soon as they wanted	78
Nurses "always" communicated well	71

Veterans Health Administration Survey of Healthcare Experier

448

700

427

448

183

336

208

224

307

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.077321, -108.54079)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

1660 S. COLUMBIAN WAY

	HEALTHCARE SYSTEM)	
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET

SIOUX FALLS	SD	57117	MINNEHAHA
OKLAHOMA CITY	OK	73104	OKLAHOMA
LOMA LINDA	CA	92357	SAN BERNARD
DENVER	CO	80220	DENVER
LOS ANGELES	CA	90073	LOS ANGELES
FARGO	ND	58102	CASS
SPOKANE	WA	99205	SPOKANE
LOMA LINDA	CA	92357	SAN BERNARD

6053363230	VA-H_COMP_3_A_P
4052700501	VA-H_COMP_2_A_P
9098257084	VA-H_HSP_RATING_9_10
3033932800	VA-H_COMP_7_SA
3104783711	VA-H_COMP_3_A_P
7012323241	VA-H_COMP_7_SA
5094347000	VA-H_CLEAN_HSP_A_P
9098257084	VA-H_QUIET_HSP_A_P

	communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	68
Doctors "always" communicated well	72
Patients who gave a rating of "9" or "10" (high)	61
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Patients "always" received help as soon as they wanted	57
Patients who “Strongly Agree” they understood their care when they left the hospital	64
Room was "always" clean	84
"Always" quiet at night	41

Veterans Health Administration Survey of Healthcare Experier

220

515

565

512

312

314

313

564

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SEATTLE, WA 98108
(47.561822, -122.310776)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE

SALT LAKE CITY	UT	84148	SALT LAKE
SAN FRANCISCO	CA	94121	SAN FRANCIS
DENVER	CO	80220	DENVER
RENO	NV	89502	WASHOE
IOWA CITY	IA	52246	JOHNSON
SPOKANE	WA	99205	SPOKANE
PORTLAND	OR	97239	MULTNOMAH
FORT HARRISON	MT	59636	LEWIS AND C
PALO ALTO	CA	94304	SANTA CLARA

8015841211	VA-H_COMP_2_A_P
4152214810	VA-H_COMP_3_A_P
3033932800	VA-H_COMP_3_A_P
7753281263	VA-H_COMP_4_A_P
3193380581	VA-H_COMP_3_A_P
5094347000	VA-H_COMP_4_A_P
5032208262	VA-H_COMP_2_A_P
4064477900	VA-H_CLEAN_HSP_A_P
6508583939	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
Patients "always" received help as soon as they wanted	65
Patients "always" received help as soon as they wanted	67
Pain was "always" well controlled	62
Patients "always" received help as soon as they wanted	74
Pain was "always" well controlled	72
Doctors "always" communicated well	79
Room was "always" clean	83
"Always" quiet at night	53

Veterans Health Administration Survey of Healthcare Experier

502

307

303

306

189

189

724

342

402

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

Veterans Health Administration Survey of Healthcare Experier

03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE

TUCSON	AZ	85723	PIMA
DENVER	CO	80220	DENVER
FARGO	ND	58102	CASS
SALT LAKE CITY	UT	84148	SALT LAKE
SEATTLE	WA	98108	KING
FORT HARRISON	MT	59636	LEWIS AND C
LONG BEACH	CA	90822	LOS ANGELES
CHEYENNE	WY	82001	LARAMIE
GRAND JUNCTION	CO	81501	MESA

5206291821	VA-H_COMP_1_A_P
3033932800	VA-H_COMP_4_A_P
7012323241	VA-H_COMP_2_A_P
8015841211	VA-H_HSP_RATING_9_10
2067642299	VA-H_COMP_4_A_P
4064477900	VA-H_COMP_7_SA
5628268000	VA-H_CLEAN_HSP_A_P
3077787300	VA-H_QUIET_HSP_A_P
9702441329	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	72
Pain was "always" well controlled	62
Doctors "always" communicated well	77
Patients who gave a rating of "9" or "10" (high)	70
Pain was "always" well controlled	58
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Room was "always" clean	70
"Always" quiet at night	57
Pain was "always" well controlled	74

653

363

319

498

211

326

545

344

169

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(37.402799, -122.141679)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

2121 N. AVENUE

Veterans Health Administration Survey of Healthcare Experier

05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET

Veterans Health Administration Survey of Healthcare Experier

FRESNO	CA	93703	FRESNO
PALO ALTO	CA	94304	SANTA CLARA
OKLAHOMA CITY	OK	73104	OKLAHOMA
SALT LAKE CITY	UT	84148	SALT LAKE
FORT HARRISON	MT	59636	LEWIS AND C
IOWA CITY	IA	52246	JOHNSON
N. LAS VEGAS	NV	89086	CLARK
LOMA LINDA	CA	92357	SAN BERNARD

5592285338	VA-H_CLEAN_HSP_A_P
6508583939	VA-H_CLEAN_HSP_A_P
4052700501	VA-H_COMP_7_SA
8015841211	VA-H_COMP_5_A_P
4064477900	VA-H_COMP_1_A_P
3193380581	VA-H_CLEAN_HSP_A_P
7027919024	VA-H_RECMND_DY
9098257084	VA-H_COMP_4_A_P

	controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	59
Room was "always" clean	81
Patients who “Strongly Agree” they understood their care when they left the hospital	50
Staff "always" explained	71
Nurses "always" communicated well	77
Room was "always" clean	79
"YES" patients would definitely recommend the hospital	79
Pain was "always" well controlled	58

Veterans Health Administration Survey of Healthcare Experier

401

399

497

282

341

323

564

387

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET

LONG BEACH	CA	90822	LOS ANGELES
SALT LAKE CITY	UT	84148	SALT LAKE
SHERIDAN	WY	82801	SHERIDAN
PALO ALTO	CA	94304	SANTA CLARA
SEATTLE	WA	98108	KING
OMAHA	NE	68105	DOUGLAS
SPOKANE	WA	99205	SPOKANE
DENVER	CO	80220	DENVER

5628268000	VA-H_COMP_2_A_P
8015841211	VA-H_RECMND_DY
3076721675	VA-H_COMP_4_A_P
6508583939	VA-H_COMP_4_A_P
2067642299	VA-H_CLEAN_HSP_A_P
4023468800	VA-H_COMP_3_A_P
5094347000	VA-H_COMP_6_Y_P
3033932800	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
"YES" patients would definitely recommend the hospital	72
Pain was "always" well controlled	62
Pain was "always" well controlled	67
Room was "always" clean	65
Patients "always" received help as soon as they wanted	62
Yes staff "did" give patients this information	87
Yes staff "did" give patients this information	88

Veterans Health Administration Survey of Healthcare Experier

541	
498	
43	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
262	
307	
285	
252	
475	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE

FORT MEADE	SD	57741	MEADE
PORTLAND	OR	97239	MULTNOMAH
GRAND JUNCTION	CO	81501	MESA
SALT LAKE CITY	UT	84148	SALT LAKE
IOWA CITY	IA	52246	JOHNSON
FRESNO	CA	93703	FRESNO
SIOUX FALLS	SD	57117	MINNEHAHA
FORT HARRISON	MT	59636	LEWIS AND C
RENO	NV	89502	WASHOE

6053472511	VA-H_CLEAN_HSP_A_P
5032208262	VA-H_COMP_1_A_P
9702441329	VA-H_RECMND_DY
8015841211	VA-H_CLEAN_HSP_A_P
3193380581	VA-H_COMP_4_A_P
5592285338	VA-H_COMP_6_Y_P
6053363230	VA-H_COMP_7_SA
4064477900	VA-H_QUIET_HSP_A_P
7753281263	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	81
Nurses "always" communicated well	77
"YES" patients would definitely recommend the hospital	74
Room was "always" clean	77
Pain was "always" well controlled	69
Yes staff "did" give patients this information	85
Patients who “Strongly Agree” they understood their care when they left the hospital	57
"Always" quiet at night	54
Doctors "always" communicated well	74

373

722

298

501

196

341

331

340

452

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

Veterans Health Administration Survey of Healthcare Experier

05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL

SAN DIEGO	CA	92161	SAN DIEGO
MATHER	CA	95655	SACRAMENTO
MATHER	CA	95655	SACRAMENTO
FARGO	ND	58102	CASS
OKLAHOMA CITY	OK	73104	OKLAHOMA
LOS ANGELES	CA	90073	LOS ANGELES
TUCSON	AZ	85723	PIMA
SAN DIEGO	CA	92161	SAN DIEGO
PORTLAND	OR	97239	MULTNOMAH

8585528585	VA-H_HSP_RATING_9_10
8003828387	VA-H_COMP_7_SA
8003828387	VA-H_CLEAN_HSP_A_P
7012323241	VA-H_RECMND_DY
4052700501	VA-H_HSP_RATING_9_10
3104783711	VA-H_COMP_7_SA
5206291821	VA-H_HSP_RATING_9_10
8585528585	VA-H_COMP_3_A_P
5032208262	VA-H_RECMND_DY

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	63
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Room was "always" clean	87
"YES" patients would definitely recommend the hospital	79
Patients who gave a rating of "9" or "10" (high)	63
Patients who “Strongly Agree” they understood their care when they left the hospital	48
Patients who gave a rating of "9" or "10" (high)	66
Patients "always" received help as soon as they wanted	66
"YES" patients would definitely recommend the hospital	71

Veterans Health Administration Survey of Healthcare Experier

570

428

449

318

513

560

647

340

715

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(39.516208, -119.798481)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

3710 SW US VETERANS HOSPITAL

Veterans Health Administration Survey of Healthcare Experier

05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE

LOS ANGELES	CA	90073	LOS ANGELES
BOISE	ID	83702	ADA
SAN FRANCISCO	CA	94121	SAN FRANCIS
FORT HARRISON	MT	59636	LEWIS AND C
DENVER	CO	80220	DENVER
SEATTLE	WA	98108	KING
LONG BEACH	CA	90822	LOS ANGELES
MUSKOGEE	OK	74401	MUSKOGEE

3104783711	VA-H_QUIET_HSP_A_P
2084221000	VA-H_HSP_RATING_9_10
4152214810	VA-H_CLEAN_HSP_A_P
4064477900	VA-H_COMP_6_Y_P
3033932800	VA-H_RECMND_DY
2067642299	VA-H_HSP_RATING_9_10
5628268000	VA-H_QUIET_HSP_A_P
9185773000	VA-H_COMP_3_A_P

	the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	51
Patients who gave a rating of "9" or "10" (high)	77
Room was "always" clean	71
Yes staff "did" give patients this information	88
"YES" patients would definitely recommend the hospital	57
Patients who gave a rating of "9" or "10" (high)	62
"Always" quiet at night	50
Patients "always" received help as soon as they wanted	69

Veterans Health Administration Survey of Healthcare Experier

574

374

519

299

517

303

542

265

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

PORTLAND, OR 97239
(45.496572, -122.684897)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST

LOMA LINDA	CA	92357	SAN BERNARD
ROSEBURG	OR	97471	DOUGLAS
RENO	NV	89502	WASHOE
N. LAS VEGAS	NV	89086	CLARK
ROSEBURG	OR	97471	DOUGLAS
SAN DIEGO	CA	92161	SAN DIEGO
LOMA LINDA	CA	92357	SAN BERNARD
MATHER	CA	95655	SACRAMENTO
IOWA CITY	IA	52246	JOHNSON

9098257084	VA-H_COMP_5_A_P
5414401000	VA-H_COMP_6_Y_P
7753281263	VA-H_RECMND_DY
7027919024	VA-H_COMP_7_SA
5414401000	VA-H_COMP_7_SA
8585528585	VA-H_COMP_5_A_P
9098257084	VA-H_COMP_6_Y_P
8003828387	VA-H_QUIET_HSP_A_P
3193380581	VA-H_QUIET_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Staff "always" explained	62
Yes staff "did" give patients this information	80
"YES" patients would definitely recommend the hospital	71
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Patients who “Strongly Agree” they understood their care when they left the hospital	54
Staff "always" explained	69
Yes staff "did" give patients this information	84
"Always" quiet at night	52
"Always" quiet at night	67

Veterans Health Administration Survey of Healthcare Experier

337

177

453

542

191

319

490

448

322

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

Veterans Health Administration Survey of Healthcare Experier

16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE

DES MOINES	IA	50310	POLK
SAN DIEGO	CA	92161	SAN DIEGO
SAN DIEGO	CA	92161	SAN DIEGO
FORT HARRISON	MT	59636	LEWIS AND C
ROSEBURG	OR	97471	DOUGLAS
OMAHA	NE	68105	DOUGLAS
SHERIDAN	WY	82801	SHERIDAN
SAN DIEGO	CA	92161	SAN DIEGO

5156995999	VA-H_COMP_4_A_P
8585528585	VA-H_COMP_7_SA
8585528585	VA-H_RECMND_DY
4064477900	VA-H_COMP_2_A_P
5414401000	VA-H_COMP_5_A_P
4023468800	VA-H_COMP_1_A_P
3076721675	VA-H_CLEAN_HSP_A_P
8585528585	VA-H_COMP_1_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Pain was "always" well controlled	64
Patients who “Strongly Agree” they understood their care when they left the hospital	54
"YES" patients would definitely recommend the hospital	68
Doctors "always" communicated well	79
Staff "always" explained	69
Nurses "always" communicated well	75
Room was "always" clean	80
Nurses "always" communicated well	75

210		
557		
567		
340		
131		
445		
65		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
574		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.664557, -91.547615)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161

05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD

SAN FRANCISCO	CA	94121	SAN FRANCIS
LOS ANGELES	CA	90073	LOS ANGELES
FARGO	ND	58102	CASS
SHERIDAN	WY	82801	SHERIDAN
CHEYENNE	WY	82001	LARAMIE
SAN DIEGO	CA	92161	SAN DIEGO
SPOKANE	WA	99205	SPOKANE
SHERIDAN	WY	82801	SHERIDAN

4152214810	VA-H_HSP_RATING_9_10
3104783711	VA-H_COMP_5_A_P
7012323241	VA-H_CLEAN_HSP_A_P
3076721675	VA-H_COMP_2_A_P
3077787300	VA-H_COMP_3_A_P
8585528585	VA-H_COMP_4_A_P
5094347000	VA-H_COMP_3_A_P
3076721675	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	69
Staff "always" explained	55
Room was "always" clean	85
Doctors "always" communicated well	77
Patients "always" received help as soon as they wanted	76
Pain was "always" well controlled	68
Patients "always" received help as soon as they wanted	79
Patients who gave a rating of "9" or "10" (high)	69

517	
330	
320	
65	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
220	
366	
182	
64	Fewer than 100 patients responded to the SHEP survey item. Use these scores with

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.8753, -117.232288)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

1898 FORT ROAD
SHERIDAN, WY 82801

Veterans Health Administration Survey of Healthcare Experier

29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET

Veterans Health Administration Survey of Healthcare Experier

N. LAS VEGAS	NV	89086	CLARK
ROSEBURG	OR	97471	DOUGLAS
RENO	NV	89502	WASHOE
FRESNO	CA	93703	FRESNO
GRAND JUNCTION	CO	81501	MESA
N. LAS VEGAS	NV	89086	CLARK
FRESNO	CA	93703	FRESNO
SPOKANE	WA	99205	SPOKANE

7027919024	VA-H_QUIET_HSP_A_P
5414401000	VA-H_COMP_3_A_P
7753281263	VA-H_CLEAN_HSP_A_P
5592285338	VA-H_COMP_4_A_P
9702441329	VA-H_COMP_7_SA
7027919024	VA-H_COMP_1_A_P
5592285338	VA-H_COMP_1_A_P
5094347000	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	64
Patients "always" received help as soon as they wanted	69
Room was "always" clean	82
Pain was "always" well controlled	53
Patients who “Strongly Agree” they understood their care when they left the hospital	60
Nurses "always" communicated well	77
Nurses "always" communicated well	65
Staff "always" explained	76

			caution as the number of responses may be too low to reliably assess hospital performance.
565			
125			
453			
259			
283			
570			
401			
195			

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(44.829532, -106.988868)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE

RENO	NV	89502	WASHOE
SEATTLE	WA	98108	KING
TUCSON	AZ	85723	PIMA
PORTLAND	OR	97239	MULTNOMAH
SAN DIEGO	CA	92161	SAN DIEGO
DES MOINES	IA	50310	POLK
SIOUX FALLS	SD	57117	MINNEHAHA
DENVER	CO	80220	DENVER
RENO	NV	89502	WASHOE

7753281263	VA-H_COMP_5_A_P
2067642299	VA-H_COMP_3_A_P
5206291821	VA-H_COMP_6_Y_P
5032208262	VA-H_COMP_6_Y_P
8585528585	VA-H_CLEAN_HSP_A_P
5156995999	VA-H_RECMND_DY
6053363230	VA-H_COMP_2_A_P
3033932800	VA-H_QUIET_HSP_A_P
7753281263	VA-H_COMP_3_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as

Veterans Health Administration Survey of Healthcare Experier

Staff "always" explained	62
Patients "always" received help as soon as they wanted	59
Yes staff "did" give patients this information	84
Yes staff "did" give patients this information	88
Room was "always" clean	71
"YES" patients would definitely recommend the hospital	73
Doctors "always" communicated well	74
"Always" quiet at night	49
Patients "always" received help as soon as they wanted	64

247

174

585

632

569

331

342

526

275

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(47.702535, -117.475567)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

975 KIRMAN AVENUE

Veterans Health Administration Survey of Healthcare Experier

05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD

SAN DIEGO	CA	92161	SAN DIEGO
PORTLAND	OR	97239	MULTNOMAH
DENVER	CO	80220	DENVER
BOISE	ID	83702	ADA
SAN FRANCISCO	CA	94121	SAN FRANCIS
BOISE	ID	83702	ADA
IOWA CITY	IA	52246	JOHNSON
FORT MEADE	SD	57741	MEADE

8585528585	VA-H_COMP_6_Y_P
5032208262	VA-H_COMP_3_A_P
3033932800	VA-H_HSP_RATING_9_10
2084221000	VA-H_COMP_5_A_P
4152214810	VA-H_COMP_6_Y_P
2084221000	VA-H_COMP_6_Y_P
3193380581	VA-H_RECMND_DY
6053472511	VA-H_HSP_RATING_9_10

	soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	88
Patients "always" received help as soon as they wanted	67
Patients who gave a rating of "9" or "10" (high)	57
Staff "always" explained	71
Yes staff "did" give patients this information	83
Yes staff "did" give patients this information	88
"YES" patients would definitely recommend the hospital	79
Patients who gave a rating of "9" or "10" (high)	76

Veterans Health Administration Survey of Healthcare Experier

531

400

518

209

466

329

316

364

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

RENO, NV 89502
(39.516208, -119.798481)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST

OMAHA	NE	68105	DOUGLAS
TUCSON	AZ	85723	PIMA
DENVER	CO	80220	DENVER
CHEYENNE	WY	82001	LARAMIE
MUSKOGEE	OK	74401	MUSKOGEE
BOISE	ID	83702	ADA
MATHER	CA	95655	SACRAMENTO
LOS ANGELES	CA	90073	LOS ANGELES
IOWA CITY	IA	52246	JOHNSON

4023468800	VA-H_HSP_RATING_9_10
5206291821	VA-H_COMP_4_A_P
3033932800	VA-H_COMP_5_A_P
3077787300	VA-H_COMP_2_A_P
9185773000	VA-H_COMP_2_A_P
2084221000	VA-H_COMP_7_SA
8003828387	VA-H_COMP_2_A_P
3104783711	VA-H_HSP_RATING_9_10
3193380581	VA-H_COMP_2_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	70
Pain was "always" well controlled	63
Staff "always" explained	70
Doctors "always" communicated well	73
Doctors "always" communicated well	78
Patients who “Strongly Agree” they understood their care when they left the hospital	56
Doctors "always" communicated well	78
Patients who gave a rating of "9" or "10" (high)	59
Doctors "always" communicated well	79

Veterans Health Administration Survey of Healthcare Experier

446

434

308

341

426

367

448

569

323

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET

FARGO	ND	58102	CASS
SALT LAKE CITY	UT	84148	SALT LAKE
FORT MEADE	SD	57741	MEADE
FORT MEADE	SD	57741	MEADE
LOMA LINDA	CA	92357	SAN BERNARD
SHERIDAN	WY	82801	SHERIDAN
DES MOINES	IA	50310	POLK
SIOUX FALLS	SD	57117	MINNEHAHA

7012323241	VA-H_QUIET_HSP_A_P
8015841211	VA-H_COMP_4_A_P
6053472511	VA-H_COMP_5_A_P
6053472511	VA-H_RECMND_DY
9098257084	VA-H_COMP_2_A_P
3076721675	VA-H_COMP_3_A_P
5156995999	VA-H_QUIET_HSP_A_P
6053363230	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean

Veterans Health Administration Survey of Healthcare Experier

"Always" quiet at night	75
Pain was "always" well controlled	66
Staff "always" explained	79
"YES" patients would definitely recommend the hospital	79
Doctors "always" communicated well	73
Patients "always" received help as soon as they wanted	63
"Always" quiet at night	52
Room was "always" clean	68

317	
322	
194	
370	
571	
36	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
332	
342	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.664557, -91.547615)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117

29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
38003F	PORTLAND VA MEDICAL CENTER	3710 SW US VETERANS HOSPITAL
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE

N. LAS VEGAS	NV	89086	CLARK
GRAND JUNCTION	CO	81501	MESA
PORTLAND	OR	97239	MULTNOMAH
N. LAS VEGAS	NV	89086	CLARK
SHERIDAN	WY	82801	SHERIDAN
ROSEBURG	OR	97471	DOUGLAS
SEATTLE	WA	98108	KING
MUSKOGEE	OK	74401	MUSKOGEE

Veterans Health Administration Survey of Healthcare Experier

7027919024	VA-H_COMP_2_A_P
9702441329	VA-H_COMP_6_Y_P
5032208262	VA-H_COMP_5_A_P
7027919024	VA-H_HSP_RATING_9_10
3076721675	VA-H_COMP_6_Y_P
5414401000	VA-H_HSP_RATING_9_10
2067642299	VA-H_COMP_7_SA
9185773000	VA-H_HSP_RATING_9_10

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
Yes staff "did" give patients this information	88
Staff "always" explained	72
Patients who gave a rating of "9" or "10" (high)	76
Yes staff "did" give patients this information	86
Patients who gave a rating of "9" or "10" (high)	71
Patients who “Strongly Agree” they understood their care when they left the hospital	52
Patients who gave a rating of "9" or "10" (high)	73

565		
253		
370		
561		
51		Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
202		
297		
424		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(43.533064, -96.756786)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

3710 SW US VETERANS HOSPITAL
PORTLAND, OR 97239
(45.496572, -122.684897)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401

Veterans Health Administration Survey of Healthcare Experier

05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
06007F	GRAND JUNCTION VA MEDICAL CENTER	2121 N. AVENUE
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET

SAN DIEGO	CA	92161	SAN DIEGO
SAN FRANCISCO	CA	94121	SAN FRANCIS
OKLAHOMA CITY	OK	73104	OKLAHOMA
BOISE	ID	83702	ADA
GRAND JUNCTION	CO	81501	MESA
SIOUX FALLS	SD	57117	MINNEHAHA
IOWA CITY	IA	52246	JOHNSON
MUSKOGEE	OK	74401	MUSKOGEE
LOMA LINDA	CA	92357	SAN BERNARD

8585528585	VA-H_COMP_2_A_P
4152214810	VA-H_COMP_5_A_P
4052700501	VA-H_COMP_6_Y_P
2084221000	VA-H_RECMND_DY
9702441329	VA-H_COMP_1_A_P
6053363230	VA-H_HSP_RATING_9_10
3193380581	VA-H_COMP_1_A_P
9185773000	VA-H_COMP_6_Y_P
9098257084	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	78
Staff "always" explained	69
Yes staff "did" give patients this information	85
"YES" patients would definitely recommend the hospital	76
Nurses "always" communicated well	80
Patients who gave a rating of "9" or "10" (high)	68
Nurses "always" communicated well	81
Yes staff "did" give patients this information	86
Room was "always" clean	60

570

278

471

366

305

342

323

378

569

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(35.765237, -95.413756)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

2121 N. AVENUE
GRAND JUNCTION, CO 81501
(39.077321, -108.54079)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

11201 BENTON STREET

37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE

MUSKOGEE	OK	74401	MUSKOGEE
MATHER	CA	95655	SACRAMENTO
BOISE	ID	83702	ADA
SPOKANE	WA	99205	SPOKANE
MUSKOGEE	OK	74401	MUSKOGEE
SEATTLE	WA	98108	KING
FRESNO	CA	93703	FRESNO
FRESNO	CA	93703	FRESNO

9185773000	VA-H_CLEAN_HSP_A_P
8003828387	VA-H_COMP_6_Y_P
2084221000	VA-H_QUIET_HSP_A_P
5094347000	VA-H_COMP_1_A_P
9185773000	VA-H_COMP_7_SA
2067642299	VA-H_QUIET_HSP_A_P
5592285338	VA-H_QUIET_HSP_A_P
5592285338	VA-H_COMP_3_A_P

	"Always" clean
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted

Veterans Health Administration Survey of Healthcare Experier

Room was "always" clean	78
Yes staff "did" give patients this information	86
"Always" quiet at night	58
Nurses "always" communicated well	80
Patients who “Strongly Agree” they understood their care when they left the hospital	54
"Always" quiet at night	48
"Always" quiet at night	37
Patients "always" received help as soon as they wanted	50

429

391

379

314

411

307

403

248

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

LOMA LINDA, CA 92357
(34.050282, -117.252416)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108
(47.561822, -122.310776)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET

LOS ANGELES	CA	90073	LOS ANGELES
SHERIDAN	WY	82801	SHERIDAN
CHEYENNE	WY	82001	LARAMIE
MUSKOGEE	OK	74401	MUSKOGEE
RENO	NV	89502	WASHOE
FARGO	ND	58102	CASS
SIOUX FALLS	SD	57117	MINNEHAHA
LONG BEACH	CA	90822	LOS ANGELES

3104783711	VA-H_COMP_2_A_P
3076721675	VA-H_COMP_5_A_P
3077787300	VA-H_CLEAN_HSP_A_P
9185773000	VA-H_QUIET_HSP_A_P
7753281263	VA-H_COMP_1_A_P
7012323241	VA-H_COMP_1_A_P
6053363230	VA-H_COMP_5_A_P
5628268000	VA-H_COMP_5_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	77
Staff "always" explained	70
Room was "always" clean	77
"Always" quiet at night	58
Nurses "always" communicated well	74
Nurses "always" communicated well	79
Staff "always" explained	68
Staff "always" explained	67

Veterans Health Administration Survey of Healthcare Experier

575	
42	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
342	
429	
453	
320	
200	
284	

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
16004F	IOWA CITY VA MEDICAL CENTER	601 HIGHWAY 6 WEST
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE

OMAHA	NE	68105	DOUGLAS
FORT MEADE	SD	57741	MEADE
CHEYENNE	WY	82001	LARAMIE
SPOKANE	WA	99205	SPOKANE
SIOUX FALLS	SD	57117	MINNEHAHA
N. LAS VEGAS	NV	89086	CLARK
CHEYENNE	WY	82001	LARAMIE
IOWA CITY	IA	52246	JOHNSON
TUCSON	AZ	85723	PIMA

4023468800	VA-H_COMP_2_A_P
6053472511	VA-H_QUIET_HSP_A_P
3077787300	VA-H_RECMND_DY
5094347000	VA-H_QUIET_HSP_A_P
6053363230	VA-H_RECMND_DY
7027919024	VA-H_CLEAN_HSP_A_P
3077787300	VA-H_COMP_5_A_P
3193380581	VA-H_HSP_RATING_9_10
5206291821	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Doctors "always" communicated well	71
"Always" quiet at night	64
"YES" patients would definitely recommend the hospital	65
"Always" quiet at night	56
"YES" patients would definitely recommend the hospital	72
Room was "always" clean	74
Staff "always" explained	70
Patients who gave a rating of "9" or "10" (high)	80
Patients who “Strongly Agree” they understood their care when they left the hospital	52

444

369

338

313

342

568

211

317

626

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

601 HIGHWAY 6 WEST
IOWA CITY, IA 52246
(41.664557, -91.547615)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

Veterans Health Administration Survey of Healthcare Experier

05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
50011F	SPOKANE VA MEDICAL CENTER	4815 N. ASSEMBLY STREET
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
05025F	FRESNO VA MEDICAL CENTER (VA CENTRAL CALIFORNIA HEALTHCARE SYSTEM)	2615 E. CLINTON AVENUE
13003F	BOISE VA MEDICAL CENTER	500 W. FORT STREET
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA	4101 WOOLWORTH AVENUE

FRESNO	CA	93703	FRESNO
LONG BEACH	CA	90822	LOS ANGELES
DES MOINES	IA	50310	POLK
SPOKANE	WA	99205	SPOKANE
FRESNO	CA	93703	FRESNO
FRESNO	CA	93703	FRESNO
BOISE	ID	83702	ADA
ROSEBURG	OR	97471	DOUGLAS
OMAHA	NE	68105	DOUGLAS

Veterans Health Administration Survey of Healthcare Experier

5592285338	VA-H_HSP_RATING_9_10
5628268000	VA-H_COMP_4_A_P
5156995999	VA-H_COMP_3_A_P
5094347000	VA-H_HSP_RATING_9_10
5592285338	VA-H_COMP_7_SA
5592285338	VA-H_COMP_5_A_P
2084221000	VA-H_CLEAN_HSP_A_P
5414401000	VA-H_COMP_1_A_P
4023468800	VA-H_CLEAN_HSP_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were

Veterans Health Administration Survey of Healthcare Experier

Patients who gave a rating of "9" or "10" (high)	57
Pain was "always" well controlled	62
Patients "always" received help as soon as they wanted	71
Patients who gave a rating of "9" or "10" (high)	77
Patients who “Strongly Agree” they understood their care when they left the hospital	49
Staff "always" explained	60
Room was "always" clean	83
Nurses "always" communicated well	80
Room was "always" clean	81

Veterans Health Administration Survey of Healthcare Experier

395

314

204

310

386

228

377

205

446

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(32.181434, -110.968281)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

4815 N. ASSEMBLY STREET
SPOKANE, WA 99205
(47.702535, -117.475567)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

2615 E. CLINTON AVENUE
FRESNO, CA 93703
(36.772278, -119.780173)

500 W. FORT STREET
BOISE, ID 83702
(43.619209, -116.194781)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

4101 WOOLWORTH AVENUE

	WESTERN IOWA HEALTHCARE SYSTEM)	
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD
05130F	SAN FRANCISCO VA MEDICAL CENTER	4150 CLEMENT STREET
28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
53005F	SHERIDAN VA MEDICAL CENTER	1898 FORT ROAD

SHERIDAN	WY	82801	SHERIDAN
SAN FRANCISCO	CA	94121	SAN FRANCIS
OMAHA	NE	68105	DOUGLAS
FORT MEADE	SD	57741	MEADE
LONG BEACH	CA	90822	LOS ANGELES
RENO	NV	89502	WASHOE
DES MOINES	IA	50310	POLK
SHERIDAN	WY	82801	SHERIDAN

3076721675	VA-H_COMP_7_SA
4152214810	VA-H_COMP_7_SA
4023468800	VA-H_COMP_5_A_P
6053472511	VA-H_COMP_4_A_P
5628268000	VA-H_COMP_3_A_P
7753281263	VA-H_COMP_6_Y_P
5156995999	VA-H_HSP_RATING_9_10
3076721675	VA-H_COMP_1_A_P

	"Always" clean
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Patients who “Strongly Agree” they understood their care when they left the hospital	52
Patients who “Strongly Agree” they understood their care when they left the hospital	53
Staff "always" explained	69
Pain was "always" well controlled	70
Patients "always" received help as soon as they wanted	52
Yes staff "did" give patients this information	88
Patients who gave a rating of "9" or "10" (high)	72
Nurses "always" communicated well	73

62	Fewer than 100 patients responded to the SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
507	
243	
224	
297	
405	
327	
66	Fewer than 100 patients responded to the SHEP survey item. Use these scores with

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

OMAHA, NE 68105
(41.245158, -95.974488)
1898 FORT ROAD
SHERIDAN, WY 82801
(44.829532, -106.988868)

4150 CLEMENT STREET
SAN FRANCISCO, CA 94121
(37.781135, -122.503917)
4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)
113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)
5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)
975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)
3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)
1898 FORT ROAD
SHERIDAN, WY 82801

Veterans Health Administration Survey of Healthcare Experier

28006F	OMAHA VA MEDICAL CENTER (VA NEBRASKA WESTERN IOWA HEALTHCARE SYSTEM)	4101 WOOLWORTH AVENUE
37012F	MUSKOGEE VA MEDICAL CENTER	1011 HONOR HEIGHTS DRIVE
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET
50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY

OMAHA	NE	68105	DOUGLAS
MUSKOGEE	OK	74401	MUSKOGEE
DES MOINES	IA	50310	POLK
SALT LAKE CITY	UT	84148	SALT LAKE
SALT LAKE CITY	UT	84148	SALT LAKE
ROSEBURG	OR	97471	DOUGLAS
DES MOINES	IA	50310	POLK
SEATTLE	WA	98108	KING

4023468800	VA-H_RECMND_DY
9185773000	VA-H_COMP_4_A_P
5156995999	VA-H_CLEAN_HSP_A_P
8015841211	VA-H_COMP_1_A_P
8015841211	VA-H_COMP_3_A_P
5414401000	VA-H_RECMND_DY
5156995999	VA-H_COMP_1_A_P
2067642299	VA-H_COMP_2_A_P

	communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	69
Pain was "always" well controlled	57
Room was "always" clean	77
Nurses "always" communicated well	76
Patients "always" received help as soon as they wanted	68
"YES" patients would definitely recommend the hospital	64
Nurses "always" communicated well	79
Doctors "always" communicated well	79

		SHEP survey item. Use these scores with caution as the number of responses may be too low to reliably assess hospital performance.
444		
269		
332		
503		
305		
197		
334		
307		

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SHERIDAN, WY 82801
(44.829532, -106.988868)

4101 WOOLWORTH AVENUE
OMAHA, NE 68105
(41.245158, -95.974488)

1011 HONOR HEIGHTS DRIVE
MUSKOGEE, OK 74401
(35.765237, -95.413756)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

1660 S. COLUMBIAN WAY
SEATTLE, WA 98108

	HEALTHCARE SYSTEM)	
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
29002F	VA SIERRA NEVADA HEALTHCARE SYSTEM	975 KIRMAN AVENUE
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
38004F	VA ROSEBURG HEALTHCARE SYSTEM	913 NW GARDEN VALLEY BLVD.
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.

Veterans Health Administration Survey of Healthcare Experier

DENVER	CO	80220	DENVER
RENO	NV	89502	WASHOE
OKLAHOMA CITY	OK	73104	OKLAHOMA
LONG BEACH	CA	90822	LOS ANGELES
MATHER	CA	95655	SACRAMENTO
ROSEBURG	OR	97471	DOUGLAS
FORT HARRISON	MT	59636	LEWIS AND C
LOS ANGELES	CA	90073	LOS ANGELES

Veterans Health Administration Survey of Healthcare Experier

3033932800	VA-H_COMP_1_A_P
7753281263	VA-H_QUIET_HSP_A_P
4052700501	VA-H_CLEAN_HSP_A_P
5628268000	VA-H_COMP_6_Y_P
8003828387	VA-H_HSP_RATING_9_10
5414401000	VA-H_COMP_4_A_P
4064477900	VA-H_COMP_4_A_P
3104783711	VA-H_COMP_1_A_P

	communicated well
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well

Veterans Health Administration Survey of Healthcare Experier

Nurses "always" communicated well	75
"Always" quiet at night	54
Room was "always" clean	69
Yes staff "did" give patients this information	83
Patients who gave a rating of "9" or "10" (high)	69
Pain was "always" well controlled	61
Pain was "always" well controlled	69
Nurses "always" communicated well	70

527

449

515

499

446

123

223

578

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

SEATTLE, WA 98108
(47.561822, -122.310776)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

975 KIRMAN AVENUE
RENO, NV 89502
(39.516208, -119.798481)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

913 NW GARDEN VALLEY BLVD.
ROSEBURG, OR 97471
(43.228267, -123.365936)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

05127F	LOMA LINDA VA MEDICAL CENTER	11201 BENTON STREET
27003F	VA MONTANA HEALTHCARE SYSTEM	3687 VETERANS DRIVE
35002F	FARGO VA MEDICAL CENTER	2101 ELM STREET
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
06005F	VA EASTERN COLORADO HEALTHCARE SYSTEM	1055 CLERMONT STREET
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET

LOMA LINDA	CA	92357	SAN BERNARD
FORT HARRISON	MT	59636	LEWIS AND C
FARGO	ND	58102	CASS
SIOUX FALLS	SD	57117	MINNEHAHA
SALT LAKE CITY	UT	84148	SALT LAKE
LOS ANGELES	CA	90073	LOS ANGELES
MATHER	CA	95655	SACRAMENTO
DENVER	CO	80220	DENVER
DES MOINES	IA	50310	POLK

9098257084	VA-H_COMP_3_A_P
4064477900	VA-H_HSP_RATING_9_10
7012323241	VA-H_COMP_6_Y_P
6053363230	VA-H_QUIET_HSP_A_P
8015841211	VA-H_COMP_6_Y_P
3104783711	VA-H_COMP_6_Y_P
8003828387	VA-H_COMP_1_A_P
3033932800	VA-H_CLEAN_HSP_A_P
5156995999	VA-H_COMP_6_Y_P

Veterans Health Administration Survey of Healthcare Experier

VA-Responsiveness of Hospital Staff	Patients who reported that they "Always" received help as soon as they wanted
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Cleanliness of the Hospital Environment	Patients who reported that their room and bathroom were "Always" clean
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home

Veterans Health Administration Survey of Healthcare Experier

Patients "always" received help as soon as they wanted	56
Patients who gave a rating of "9" or "10" (high)	70
Yes staff "did" give patients this information	93
"Always" quiet at night	56
Yes staff "did" give patients this information	88
Yes staff "did" give patients this information	80
Nurses "always" communicated well	74
Room was "always" clean	66
Yes staff "did" give patients this information	87

345

338

288

341

423

515

452

524

277

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

11201 BENTON STREET
LOMA LINDA, CA 92357
(34.050282, -117.252416)

3687 VETERANS DRIVE
FORT HARRISON, MT 59636
(46.61772, -112.10197)

2101 ELM STREET
FARGO, ND 58102
(46.906445, -96.776868)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

1055 CLERMONT STREET
DENVER, CO 80220
(39.731905, -104.935149)

3600 30TH STREET
DES MOINES, IA 50310
(41.627753, -93.658733)

Veterans Health Administration Survey of Healthcare Experier

43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
46002F	VA SALT LAKE CITY HEALTHCARE - GEORGE E. WAHLEN VA MEDICAL CENTER	500 FOOTHILL BLVD.
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
05030F	VA N CALIFORNIA HEALTHCARE SYSTEM	10535 HOSPITAL WAY
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
03013F	VA S. ARIZONA HEALTHCARE SYSTEM	3601 SOUTH SIXTH AVENUE
43002F	VA BLACK HILLS HEALTHCARE SYSTEM - FORT MEADE	113 COMANCHE ROAD
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET

SIOUX FALLS	SD	57117	MINNEHAHA
SALT LAKE CITY	UT	84148	SALT LAKE
PALO ALTO	CA	94304	SANTA CLARA
MATHER	CA	95655	SACRAMENTO
PALO ALTO	CA	94304	SANTA CLARA
TUCSON	AZ	85723	PIMA
TUCSON	AZ	85723	PIMA
FORT MEADE	SD	57741	MEADE
OKLAHOMA CITY	OK	73104	OKLAHOMA

6053363230	VA-H_COMP_6_Y_P
8015841211	VA-H_COMP_7_SA
6508583939	VA-H_COMP_2_A_P
8003828387	VA-H_RECMND_DY
6508583939	VA-H_RECMND_DY
5206291821	VA-H_COMP_5_A_P
5206291821	VA-H_QUIET_HSP_A_P
6053472511	VA-H_COMP_6_Y_P
4052700501	VA-H_COMP_4_A_P

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital
VA-Communication with Doctors	Patients who reported that their doctors "Always" communicated well
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Communication about Medication	Patients who reported that staff "Always" explained about medicines before giving it to them
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Pain Management	Patients who reported that their pain was "Always" well

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	90
Patients who “Strongly Agree” they understood their care when they left the hospital	55
Doctors "always" communicated well	83
"YES" patients would definitely recommend the hospital	71
"YES" patients would definitely recommend the hospital	83
Staff "always" explained	63
"Always" quiet at night	50
Yes staff "did" give patients this information	92
Pain was "always" well controlled	62

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292

484

400

444

399

362

649

318

355

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

(41.627753, -93.658733)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

500 FOOTHILL BLVD.
SALT LAKE CITY, UT 84148
(40.758438, -111.841375)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

10535 HOSPITAL WAY
MATHER, CA 95655
(38.572349, -121.296106)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

3601 SOUTH SIXTH AVENUE
TUCSON, AZ 85723
(32.181434, -110.968281)

113 COMANCHE ROAD
FORT MEADE, SD 57741
(44.412777, -103.47779)

921 NE 13TH STREET

05027F	VA LONG BEACH HEALTHCARE SYSTEM	5901 E. SEVENTH STREET
37014F	OKLAHOMA CITY VA MEDICAL CENTER	921 NE 13TH STREET
53004F	CHEYENNE VA MEDICAL CENTER	2360 E. PERSHING BLVD.
29004F	VA SOUTHERN NEVADA HEALTHCARE SYSTEM	6900 NORTH PECOS ROAD
05128F	VA GREATER LOS ANGELES HEALTHCARE SYSTEM	11301 WILSHIRE BLVD.
05031F	PALO ALTO VA MEDICAL CENTER	3801 MIRANDA AVENUE
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
05114F	VA SAN DIEGO HEALTHCARE SYSTEM	3350 LA JOLLA VILLAGE DRIVE

LONG BEACH	CA	90822	LOS ANGELES
OKLAHOMA CITY	OK	73104	OKLAHOMA
CHEYENNE	WY	82001	LARAMIE
N. LAS VEGAS	NV	89086	CLARK
LOS ANGELES	CA	90073	LOS ANGELES
PALO ALTO	CA	94304	SANTA CLARA
SIOUX FALLS	SD	57117	MINNEHAHA
SAN DIEGO	CA	92161	SAN DIEGO

5628268000	VA-H_RECMND_DY
4052700501	VA-H_RECMND_DY
3077787300	VA-H_COMP_4_A_P
7027919024	VA-H_COMP_6_Y_P
3104783711	VA-H_RECMND_DY
6508583939	VA-H_HSP_RATING_9_10
6053363230	VA-H_COMP_4_A_P
8585528585	VA-H_QUIET_HSP_A_P

	controlled
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Willingness to Recommend Hospital	Patients who reported YES they would definitely recommend the hospital
VA-Overall Rating of Hospital	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
VA-Pain Management	Patients who reported that their pain was "Always" well controlled
VA-Quietness of the Hospital Environment	Patients who reported that the area around their room was "Always" quiet at night

Veterans Health Administration Survey of Healthcare Experier

"YES" patients would definitely recommend the hospital	68
"YES" patients would definitely recommend the hospital	65
Pain was "always" well controlled	69
Yes staff "did" give patients this information	82
"YES" patients would definitely recommend the hospital	59
Patients who gave a rating of "9" or "10" (high)	78
Pain was "always" well controlled	69
"Always" quiet at night	38

539

509

234

516

572

401

232

566

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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
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07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016
07/01/2015	06/30/2016

OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

5901 E. SEVENTH STREET
LONG BEACH, CA 90822
(33.776172, -118.118925)

921 NE 13TH STREET
OKLAHOMA CITY, OK 73104
(35.482408, -97.495568)

2360 E. PERSHING BLVD.
CHEYENNE, WY 82001
(41.1457, -104.785544)

6900 NORTH PECOS ROAD
N. LAS VEGAS, NV 89086
(36.284964, -115.094049)

11301 WILSHIRE BLVD.
LOS ANGELES, CA 90073
(34.053085, -118.4529)

3801 MIRANDA AVENUE
PALO ALTO, CA 94304
(37.402799, -122.141679)

2501 WEST 22ND STREET
SIOUX FALLS, SD 57117
(43.533064, -96.756786)

3350 LA JOLLA VILLAGE DRIVE
SAN DIEGO, CA 92161
(32.8753, -117.232288)

50030F	SEATTLE VA MEDICAL CENTER (VA PUGIT SOUND HEALTHCARE SYSTEM)	1660 S. COLUMBIAN WAY
43005F	SIOUX FALLS VA MEDICAL CENTER	2501 WEST 22ND STREET
16003F	VA CENTRAL IOWA HEALTHCARE SYSTEM	3600 30TH STREET

SEATTLE	WA	98108	KING
SIOUX FALLS	SD	57117	MINNEHAHA
DES MOINES	IA	50310	POLK

2067642299	VA-H_COMP_6_Y_P
6053363230	VA-H_COMP_1_A_P
5156995999	VA-H_COMP_7_SA

Veterans Health Administration Survey of Healthcare Experier

VA-Discharge Information	Patients who reported that YES they were given information about what to do during their recovery at home
VA-Communication with Nurses	Patients who reported that their nurses "Always" communicated well
VA-Care Transition	Patients who "Strongly Agree" they understood their care when they left the hospital

Veterans Health Administration Survey of Healthcare Experier

Yes staff "did" give patients this information	89
Nurses "always" communicated well	77
Patients who “Strongly Agree” they understood their care when they left the hospital	57

273

344

317

Veterans Health Administration Survey of Healthcare Experier

07/01/2015	06/30/2016
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07/01/2015	06/30/2016

Veterans Health Administration Survey of Healthcare Experier

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