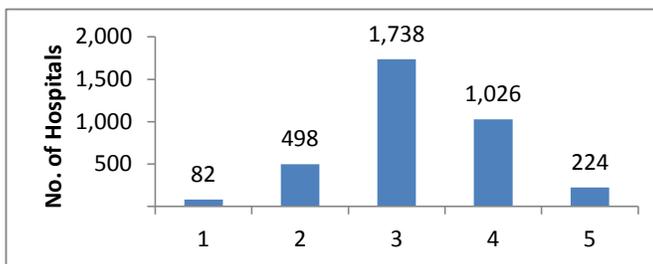


HCAHPS Stars Ratings Distributions for October 2018 Public Reporting (N= 3568 Hospitals)

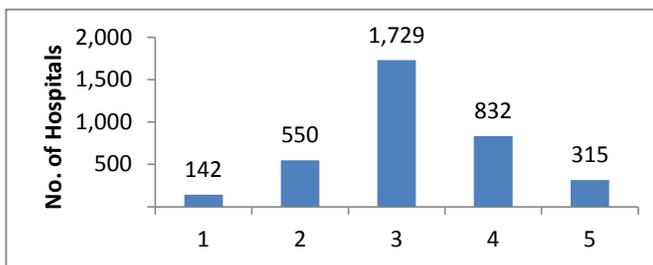
HCAHPS Summary Star Rating

Star Rating	N	%
1	82	2
2	498	14
3	1,738	49
4	1,026	29
5	224	6



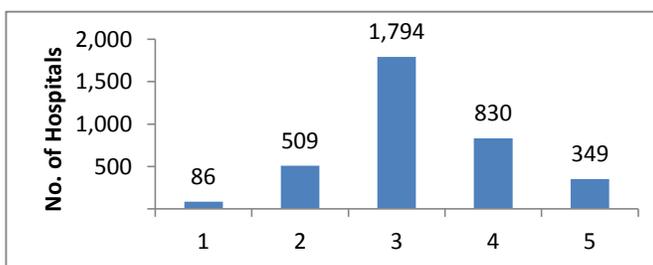
Communication with Nurses

Star Rating	N	%
1	142	4
2	550	15
3	1,729	48
4	832	23
5	315	9



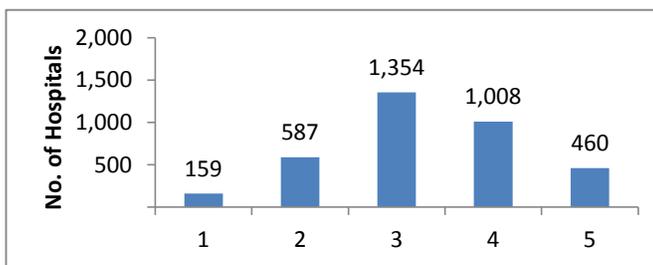
Communication with Doctors

Star Rating	N	%
1	86	2
2	509	14
3	1,794	50
4	830	23
5	349	10



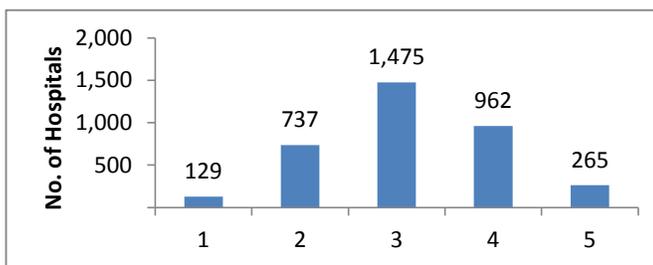
Responsiveness of Hospital Staff

Star Rating	N	%
1	159	4
2	587	16
3	1,354	38
4	1,008	28
5	460	13



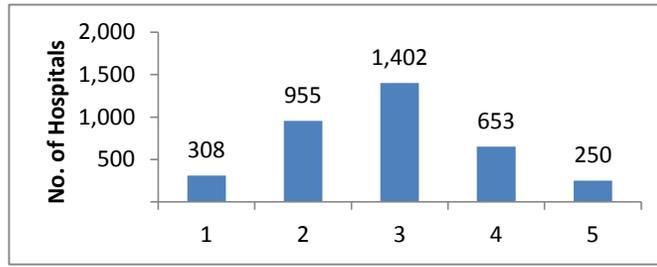
Communication about Medicines

Star Rating	N	%
1	129	4
2	737	21
3	1,475	41
4	962	27
5	265	7



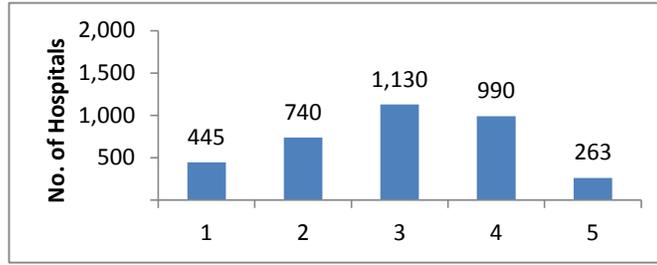
Cleanliness of Hospital Environment

Star Rating	N	%
1	308	9
2	955	27
3	1,402	39
4	653	18
5	250	7



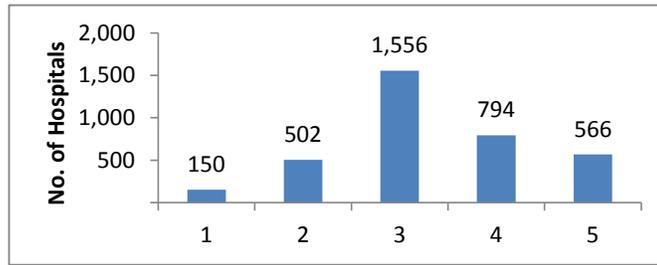
Quietness of Hospital Environment

Star Rating	N	%
1	445	12
2	740	21
3	1,130	32
4	990	28
5	263	7



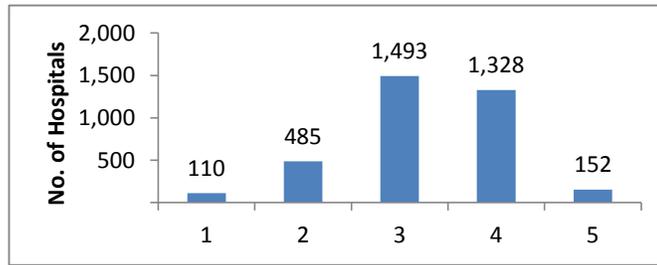
Discharge Information

Star Rating	N	%
1	150	4
2	502	14
3	1,556	44
4	794	22
5	566	16



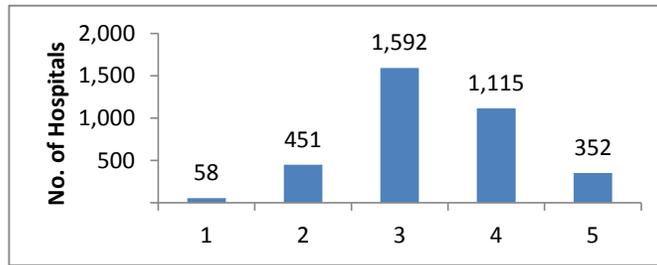
Care Transition

Star Rating	N	%
1	110	3
2	485	14
3	1,493	42
4	1,328	37
5	152	4



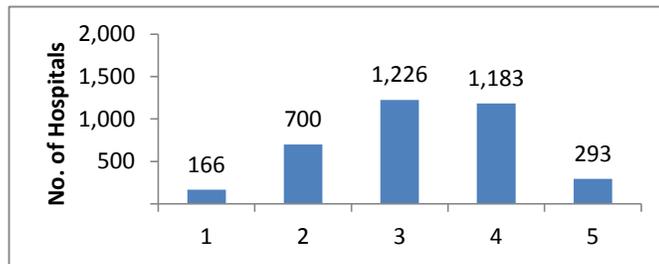
Hospital Rating

Star Rating	N	%
1	58	2
2	451	13
3	1,592	45
4	1,115	31
5	352	10



Recommend the Hospital

Star Rating	N	%
1	166	5
2	700	20
3	1,226	34
4	1,183	33
5	293	8



*These results encompass all hospitals that received HCAHPS scores. Because not all hospitals report their results on Hospital Compare, the values on that Web site may differ from those shown here.

Notes

3568 Hospitals received HCAHPS Star Ratings in October 2018

HCAHPS Star Ratings are based on patients discharged between January 2017 and December 2017

For more information about HCAHPS Star Ratings visit <https://www.hcahpsonline.org/en/hcahps-star-ratings/>

Beginning with July 2018 public reporting (October 2016 through September 2017 discharges) CMS no longer reports the Pain Management composite measure.

Please use the following citation when referencing material on this website:

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed .