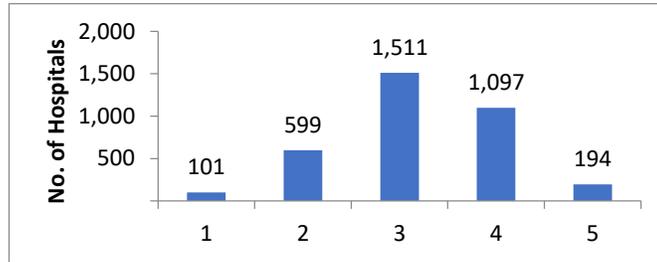


**HCAHPS Stars Ratings Distributions for October 2019 Public Reporting (N= 3502 Hospitals)**

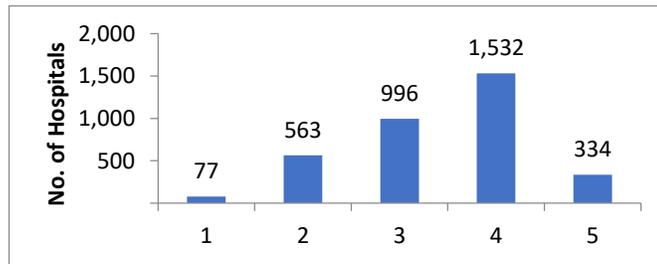
**HCAHPS Summary Star Rating**

Star Rating	N	%
1	101	3
2	599	17
3	1,511	43
4	1,097	31
5	194	6



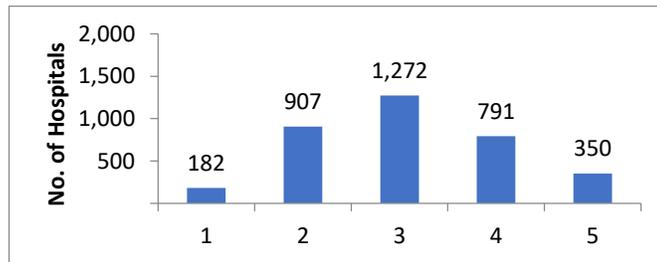
**Communication with Nurses**

Star Rating	N	%
1	77	2
2	563	16
3	996	28
4	1,532	44
5	334	10



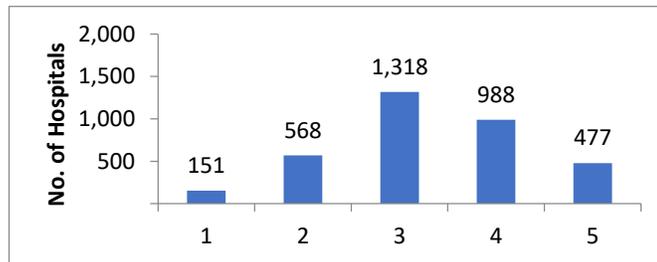
**Communication with Doctors**

Star Rating	N	%
1	182	5
2	907	26
3	1,272	36
4	791	23
5	350	10



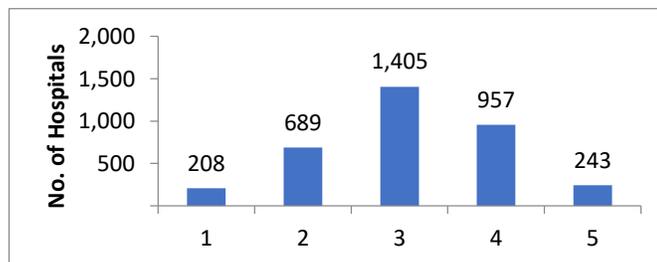
**Responsiveness of Hospital Staff**

Star Rating	N	%
1	151	4
2	568	16
3	1,318	38
4	988	28
5	477	14



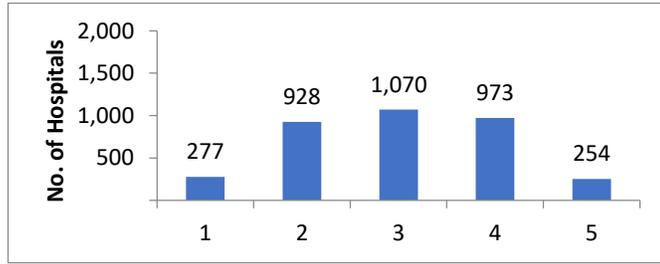
**Communication about Medicines**

Star Rating	N	%
1	208	6
2	689	20
3	1,405	40
4	957	27
5	243	7



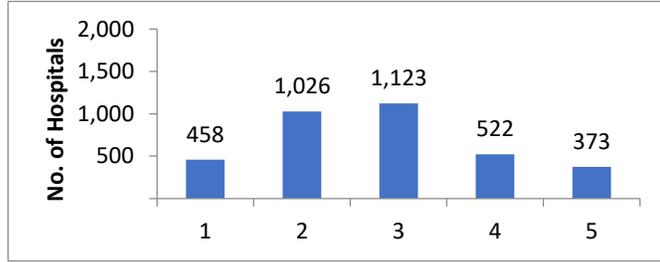
**Cleanliness of Hospital Environment**

Star Rating	N	%
1	277	8
2	928	26
3	1,070	31
4	973	28
5	254	7



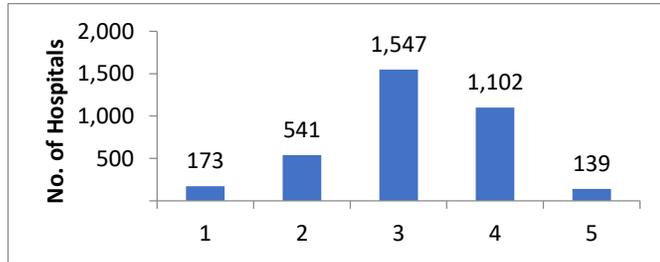
**Quietness of Hospital Environment**

Star Rating	N	%
1	458	13
2	1,026	29
3	1,123	32
4	522	15
5	373	11



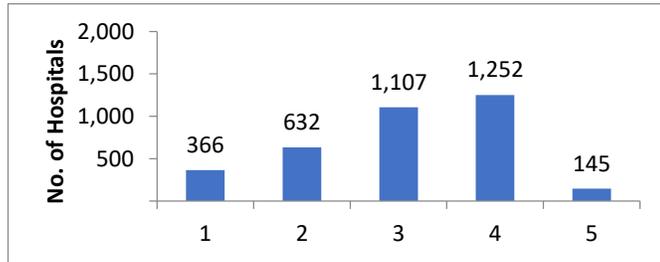
**Discharge Information**

Star Rating	N	%
1	173	5
2	541	15
3	1,547	44
4	1,102	31
5	139	4



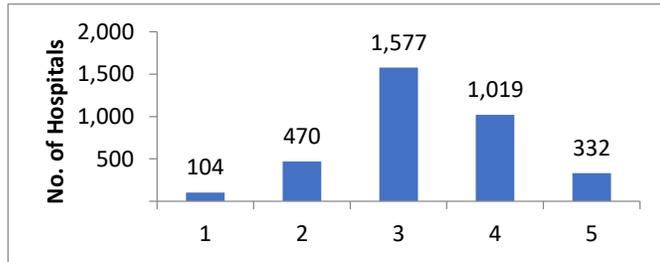
**Care Transition**

Star Rating	N	%
1	366	10
2	632	18
3	1,107	32
4	1,252	36
5	145	4



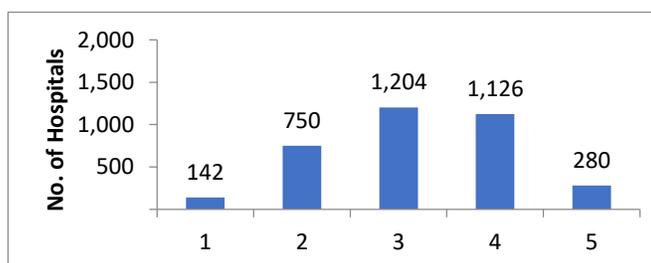
**Hospital Rating**

Star Rating	N	%
1	104	3
2	470	13
3	1,577	45
4	1,019	29
5	332	9



### Recommend the Hospital

Star Rating	N	%
1	142	4
2	750	21
3	1,204	34
4	1,126	32
5	280	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

3502 Hospitals received HCAHPS Star Ratings in October 2019

HCAHPS Star Ratings are based on patients discharged between January 2018 and December 2018

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:

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

*Month, Date, Year the page was accessed.*