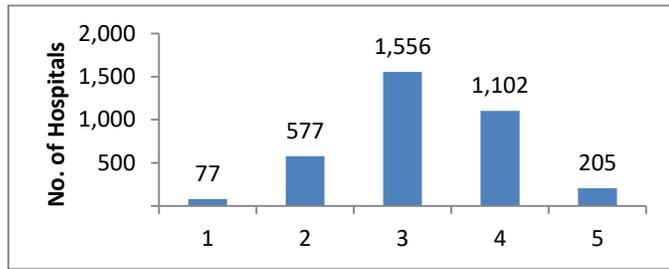


HCAHPS Stars Ratings Distributions for July 2019 Public Reporting (N= 3517 Hospitals)

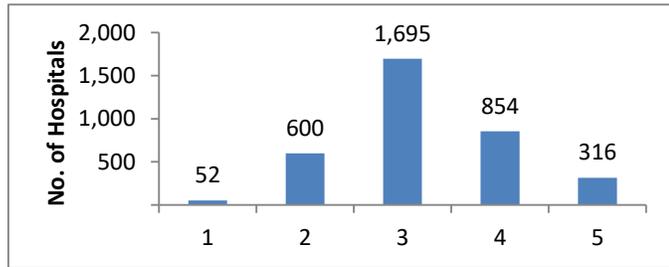
HCAHPS Summary Star Rating

Star Rating	N	%
1	77	2
2	577	16
3	1,556	44
4	1,102	31
5	205	6



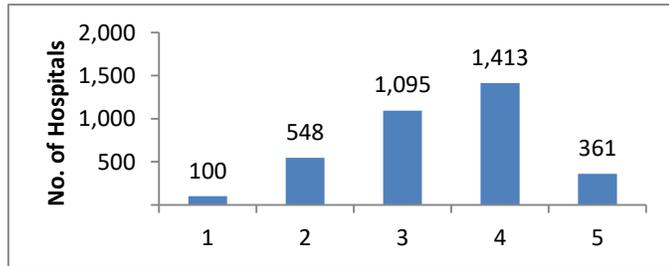
Communication with Nurses

Star Rating	N	%
1	52	1
2	600	17
3	1,695	48
4	854	24
5	316	9



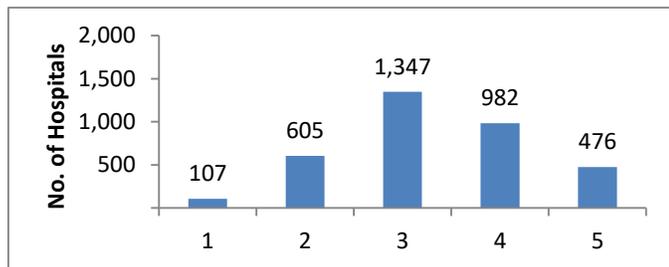
Communication with Doctors

Star Rating	N	%
1	100	3
2	548	16
3	1,095	31
4	1,413	40
5	361	10



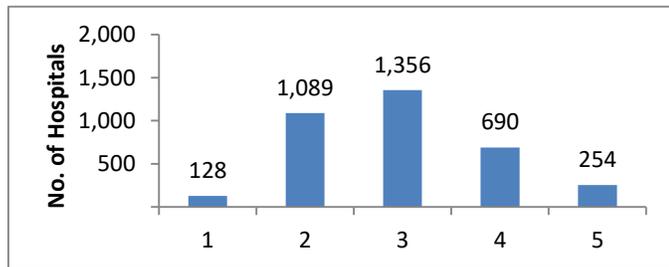
Responsiveness of Hospital Staff

Star Rating	N	%
1	107	3
2	605	17
3	1,347	38
4	982	28
5	476	14



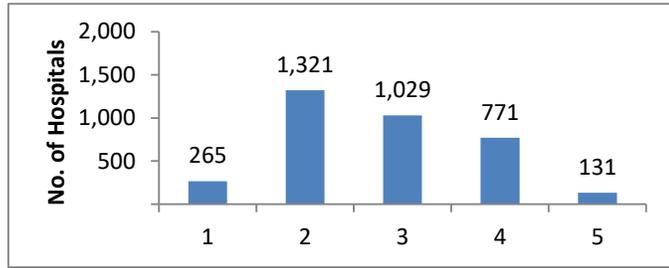
Communication about Medicines

Star Rating	N	%
1	128	4
2	1,089	31
3	1,356	39
4	690	20
5	254	7



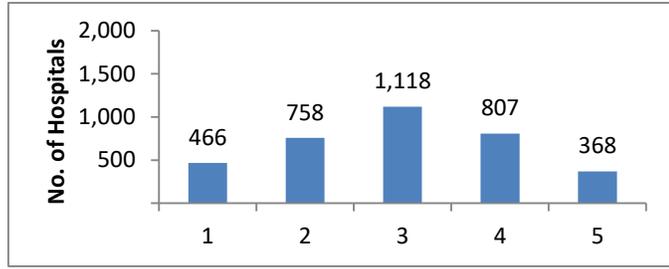
Cleanliness of Hospital Environment

Star Rating	N	%
1	265	8
2	1,321	38
3	1,029	29
4	771	22
5	131	4



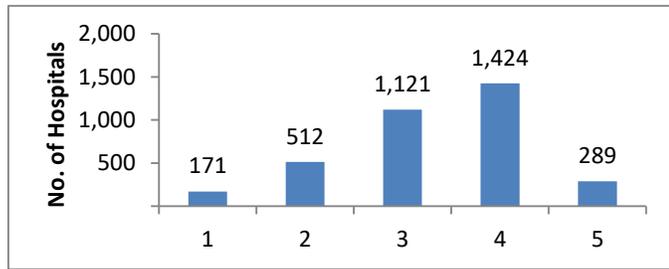
Quietness of Hospital Environment

Star Rating	N	%
1	466	13
2	758	22
3	1,118	32
4	807	23
5	368	10



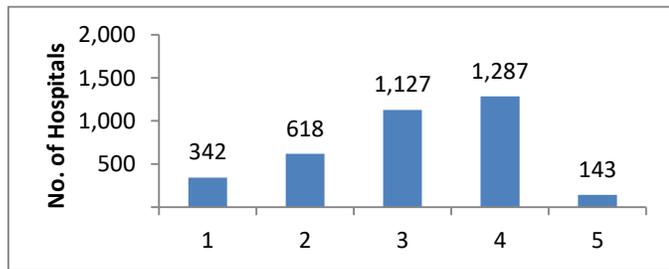
Discharge Information

Star Rating	N	%
1	171	5
2	512	15
3	1,121	32
4	1,424	40
5	289	8



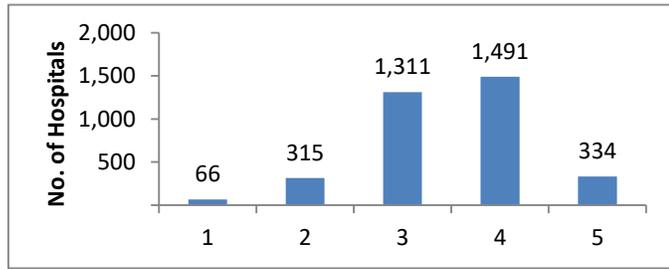
Care Transition

Star Rating	N	%
1	342	10
2	618	18
3	1,127	32
4	1,287	37
5	143	4



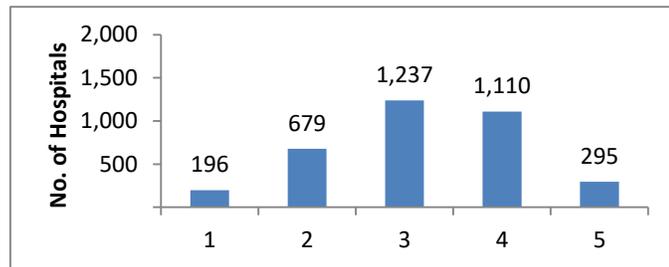
Hospital Rating

Star Rating	N	%
1	66	2
2	315	9
3	1,311	37
4	1,491	42
5	334	9



Recommend the Hospital

Star Rating	N	%
1	196	6
2	679	19
3	1,237	35
4	1,110	32
5	295	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

3517 Hospitals received HCAHPS Star Ratings in July 2019

HCAHPS Star Ratings are based on patients discharged between October 2017 and September 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:

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Month, Date, Year the page was accessed.