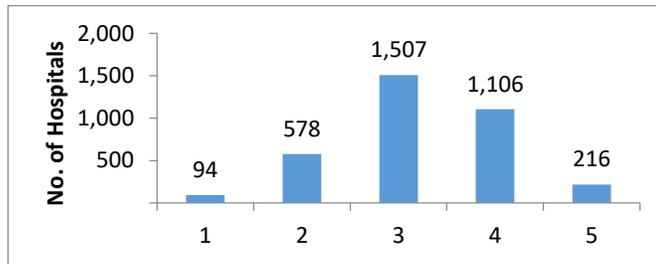


HCAHPS Stars Ratings Distributions for January 2020 Public Reporting (N= 3501 Hospitals)

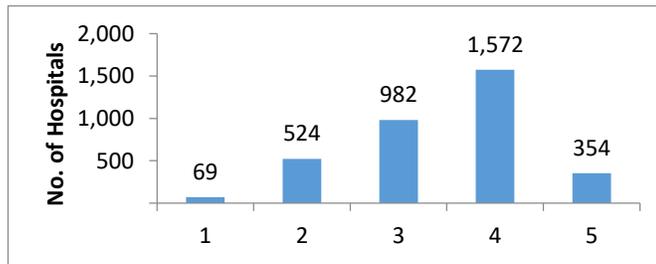
HCAHPS Summary Star Rating

Star Rating	N	%
1	94	3
2	578	17
3	1,507	43
4	1,106	32
5	216	6



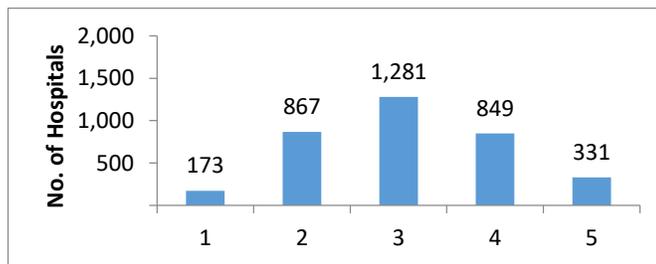
Communication with Nurses

Star Rating	N	%
1	69	2
2	524	15
3	982	28
4	1,572	45
5	354	10



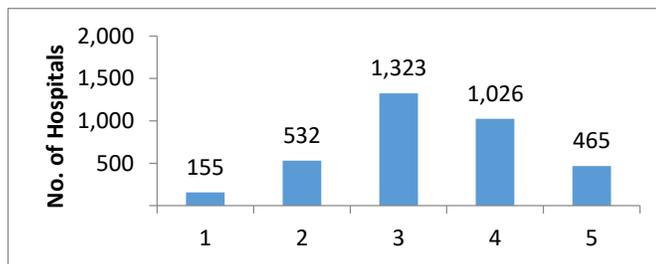
Communication with Doctors

Star Rating	N	%
1	173	5
2	867	25
3	1,281	37
4	849	24
5	331	9



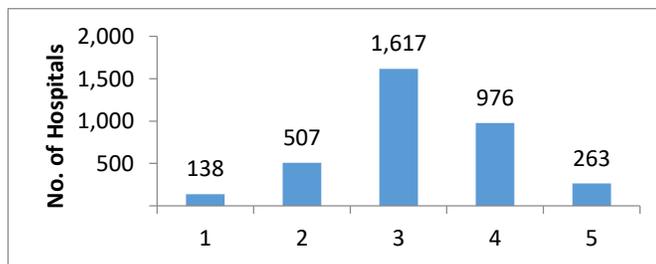
Responsiveness of Hospital Staff

Star Rating	N	%
1	155	4
2	532	15
3	1,323	38
4	1,026	29
5	465	13



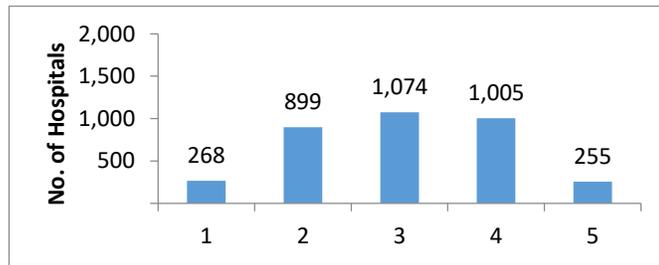
Communication about Medicines

Star Rating	N	%
1	138	4
2	507	14
3	1,617	46
4	976	28
5	263	8



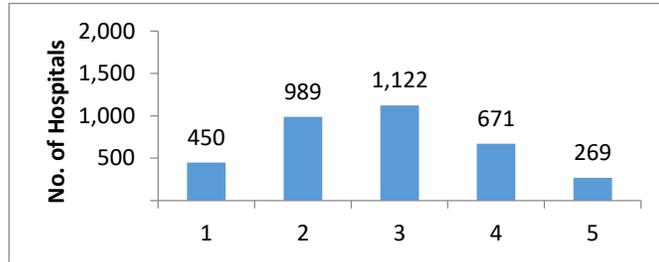
Cleanliness of Hospital Environment

Star Rating	N	%
1	268	8
2	899	26
3	1,074	31
4	1,005	29
5	255	7



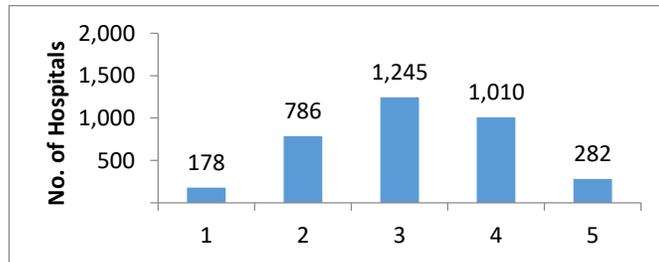
Quietness of Hospital Environment

Star Rating	N	%
1	450	13
2	989	28
3	1,122	32
4	671	19
5	269	8



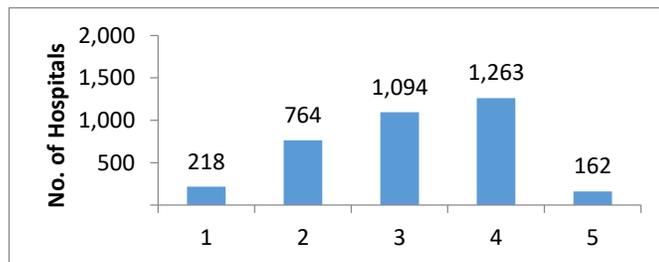
Discharge Information

Star Rating	N	%
1	178	5
2	786	22
3	1,245	36
4	1,010	29
5	282	8



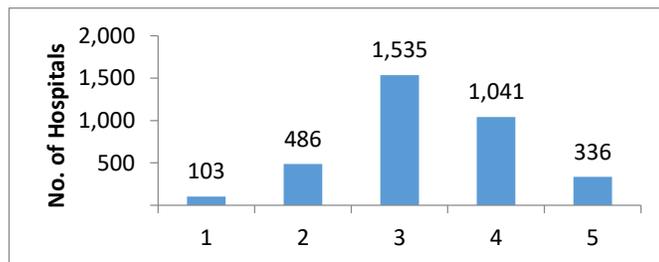
Care Transition

Star Rating	N	%
1	218	6
2	764	22
3	1,094	31
4	1,263	36
5	162	5



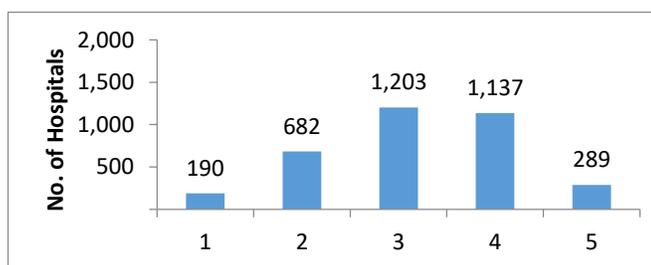
Hospital Rating

Star Rating	N	%
1	103	3
2	486	14
3	1,535	44
4	1,041	30
5	336	10



Recommend the Hospital

Star Rating	N	%
1	190	5
2	682	19
3	1,203	34
4	1,137	32
5	289	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

3501 Hospitals received HCAHPS Star Ratings in January 2020

HCAHPS Star Ratings are based on patients discharged between April 2018 and March 2019

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.