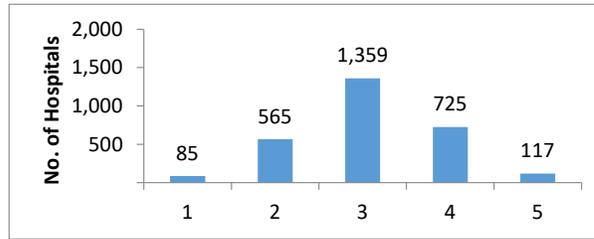


**HCAHPS Stars Ratings Distributions for October 2021 Public Reporting (N= 2851 Hospitals)†**

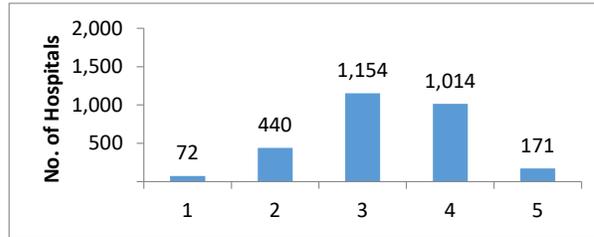
**HCAHPS Summary Star Rating**

Star Rating	N	%
1	85	3
2	565	20
3	1,359	48
4	725	25
5	117	4



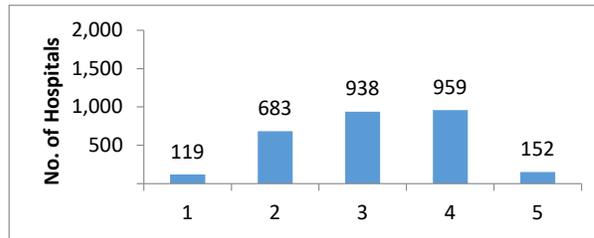
**Communication with Nurses**

Star Rating	N	%
1	72	3
2	440	15
3	1,154	40
4	1,014	36
5	171	6



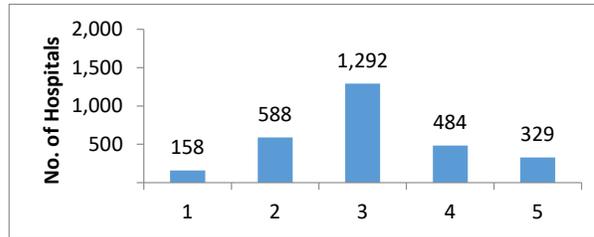
**Communication with Doctors**

Star Rating	N	%
1	119	4
2	683	24
3	938	33
4	959	34
5	152	5



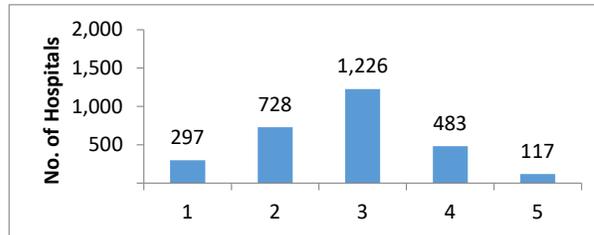
**Responsiveness of Hospital Staff**

Star Rating	N	%
1	158	6
2	588	21
3	1,292	45
4	484	17
5	329	12



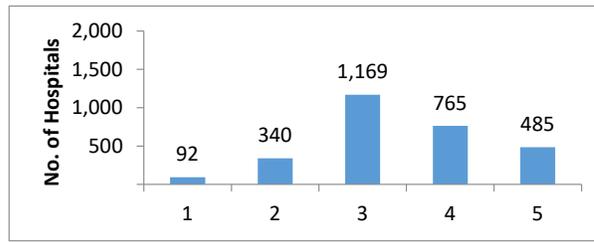
**Communication about Medicines**

Star Rating	N	%
1	297	10
2	728	26
3	1,226	43
4	483	17
5	117	4



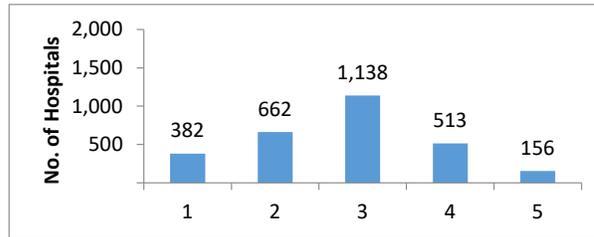
### Cleanliness of Hospital Environment

Star Rating	N	%
1	92	3
2	340	12
3	1,169	41
4	765	27
5	485	17



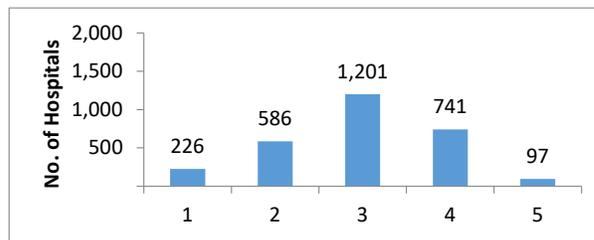
### Quietness of Hospital Environment

Star Rating	N	%
1	382	13
2	662	23
3	1,138	40
4	513	18
5	156	5



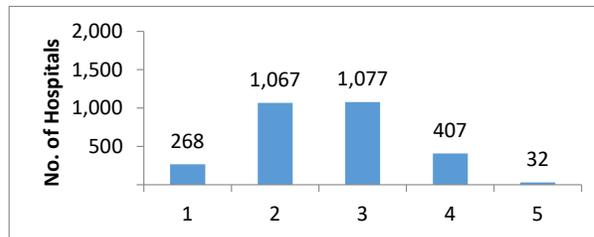
### Discharge Information

Star Rating	N	%
1	226	8
2	586	21
3	1,201	42
4	741	26
5	97	3



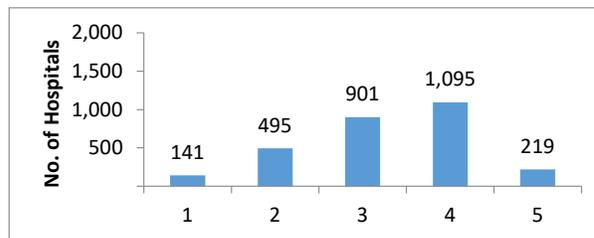
### Care Transition

Star Rating	N	%
1	268	9
2	1,067	37
3	1,077	38
4	407	14
5	32	1



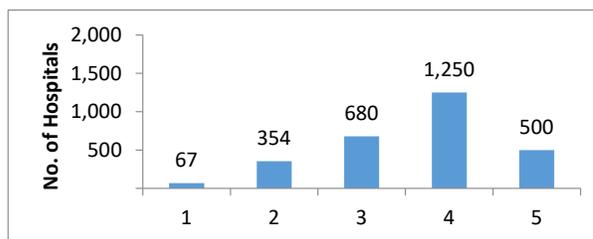
### Hospital Rating

Star Rating	N	%
1	141	5
2	495	17
3	901	32
4	1,095	38
5	219	8



### Recommend the Hospital

Star Rating	N	%
1	67	2
2	354	12
3	680	24
4	1,250	44
5	500	18



\*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

2851 Hospitals received HCAHPS Star Ratings in October 2021.

HCAHPS Star Ratings are based on patients discharged between July 2020 and Dec 2020.

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

† The October 2021 HCAHPS Star Ratings are based on two quarters of data (Q3 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS results as they are based on fewer months of data and fewer discharged patients than normal.

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.*