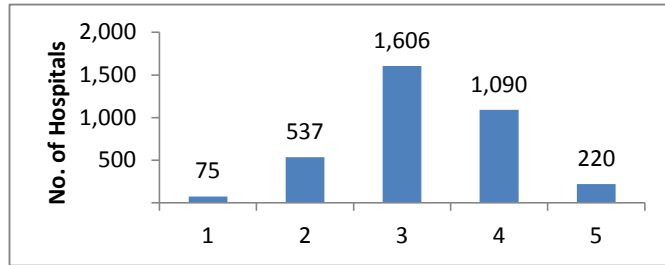


HCAHPS Stars Ratings Distributions for April 2019 Public Reporting (N= 3528 Hospitals)

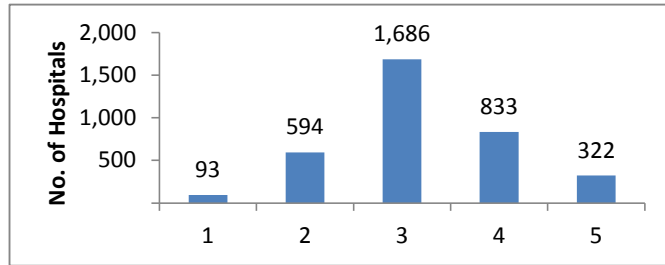
HCAHPS Summary Star Rating

Star Rating	N	%
1	75	2
2	537	15
3	1,606	46
4	1,090	31
5	220	6



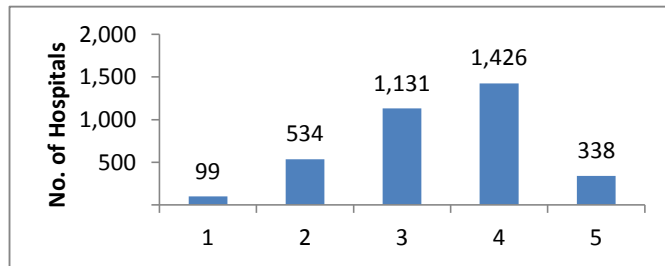
Communication with Nurses

Star Rating	N	%
1	93	3
2	594	17
3	1,686	48
4	833	24
5	322	9



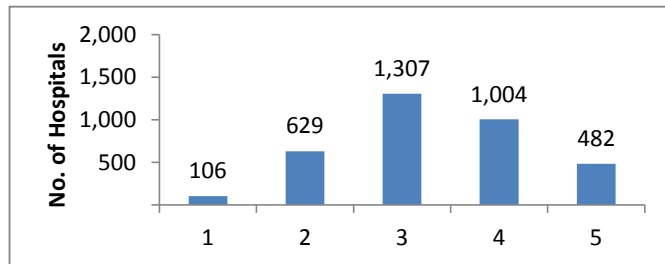
Communication with Doctors

Star Rating	N	%
1	99	3
2	534	15
3	1,131	32
4	1,426	40
5	338	10



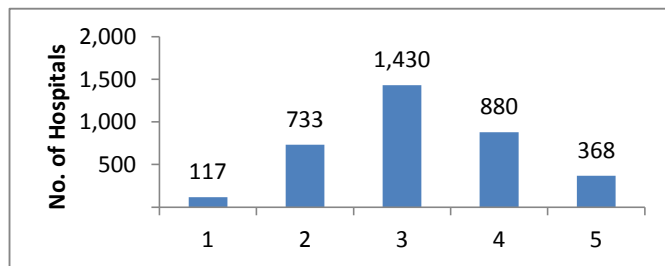
Responsiveness of Hospital Staff

Star Rating	N	%
1	106	3
2	629	18
3	1,307	37
4	1,004	28
5	482	14



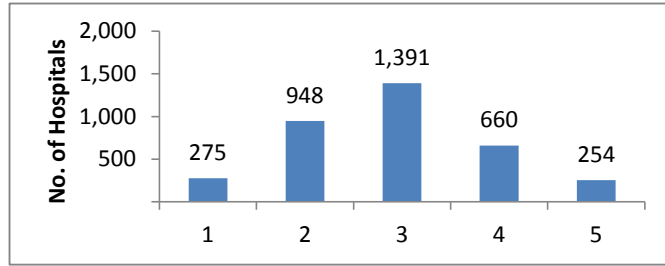
Communication about Medicines

Star Rating	N	%
1	117	3
2	733	21
3	1,430	41
4	880	25
5	368	10



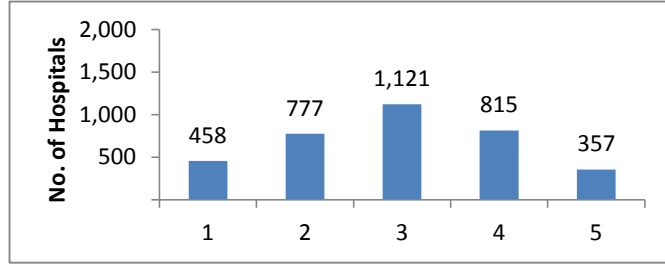
Cleanliness of Hospital Environment

Star Rating	N	%
1	275	8
2	948	27
3	1,391	39
4	660	19
5	254	7



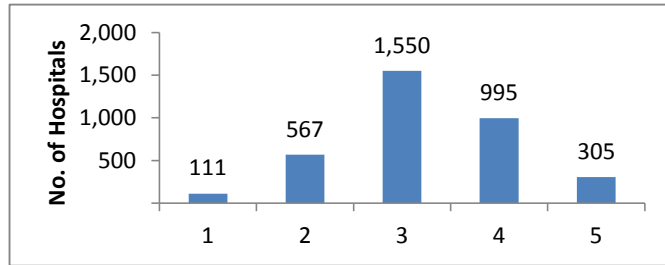
Quietness of Hospital Environment

Star Rating	N	%
1	458	13
2	777	22
3	1,121	32
4	815	23
5	357	10



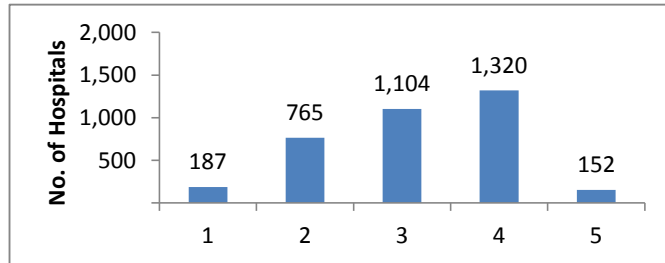
Discharge Information

Star Rating	N	%
1	111	3
2	567	16
3	1,550	44
4	995	28
5	305	9



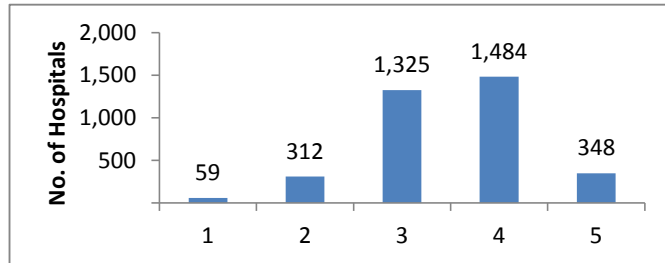
Care Transition

Star Rating	N	%
1	187	5
2	765	22
3	1,104	31
4	1,320	37
5	152	4



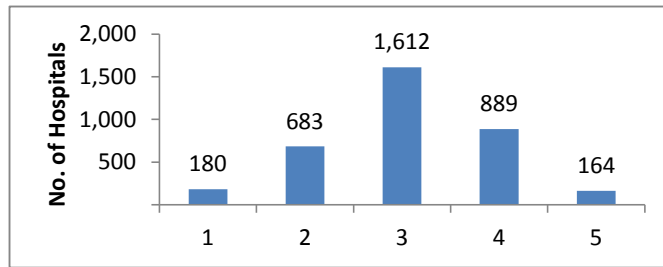
Hospital Rating

Star Rating	N	%
1	59	2
2	312	9
3	1,325	38
4	1,484	42
5	348	10



Recommend the Hospital

Star Rating	N	%
1	180	5
2	683	19
3	1,612	46
4	889	25
5	164	5



*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

3528 Hospitals received HCAHPS Star Ratings in April 2019

HCAHPS Star Ratings are based on patients discharged between July 2017 and June 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.