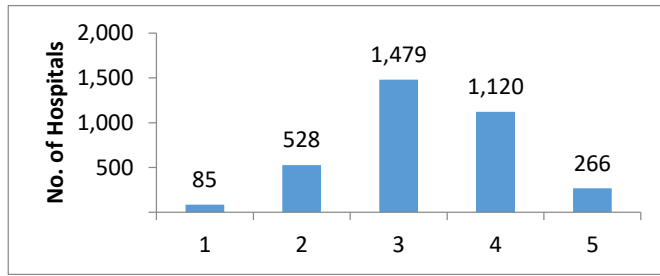


**HCAHPS Stars Ratings Distributions for July 2020 Public Reporting (N= 3478 Hospitals)**

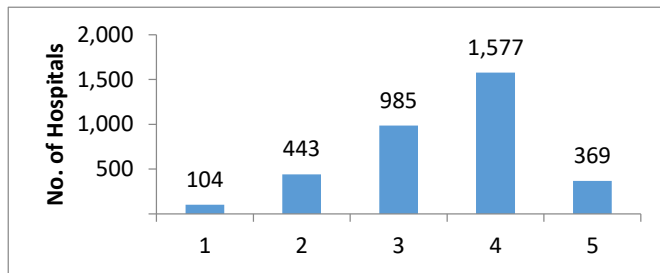
**HCAHPS Summary Star Rating**

Star Rating	N	%
1	85	2
2	528	15
3	1,479	43
4	1,120	32
5	266	8



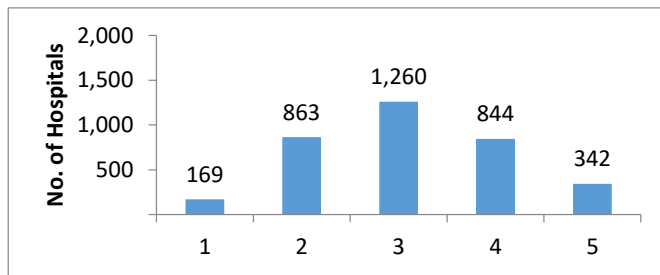
**Communication with Nurses**

Star Rating	N	%
1	104	3
2	443	13
3	985	28
4	1,577	45
5	369	11



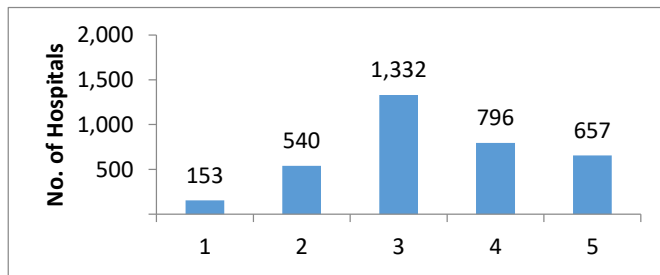
**Communication with Doctors**

Star Rating	N	%
1	169	5
2	863	25
3	1,260	36
4	844	24
5	342	10



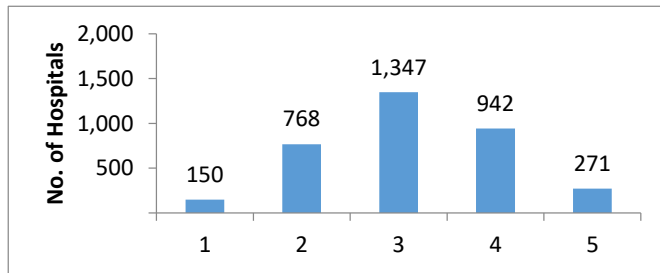
**Responsiveness of Hospital Staff**

Star Rating	N	%
1	153	4
2	540	16
3	1,332	38
4	796	23
5	657	19



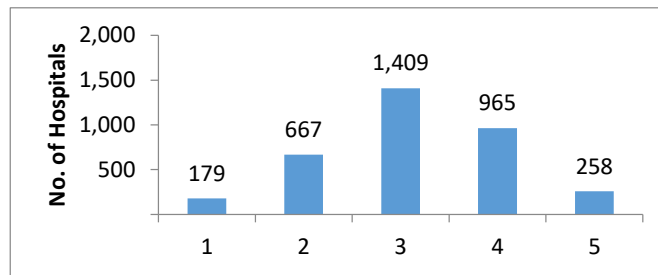
**Communication about Medicines**

Star Rating	N	%
1	150	4
2	768	22
3	1,347	39
4	942	27
5	271	8



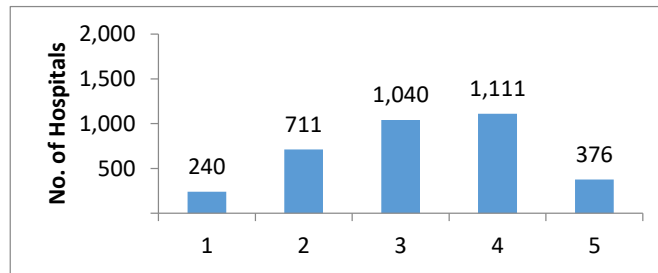
### Cleanliness of Hospital Environment

Star Rating	N	%
1	179	5
2	667	19
3	1,409	41
4	965	28
5	258	7



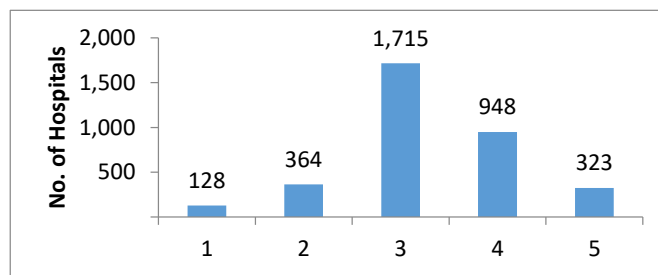
### Quietness of Hospital Environment

Star Rating	N	%
1	240	7
2	711	20
3	1,040	30
4	1,111	32
5	376	11



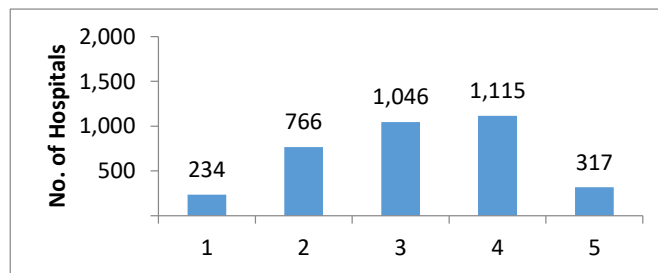
### Discharge Information

Star Rating	N	%
1	128	4
2	364	10
3	1,715	49
4	948	27
5	323	9



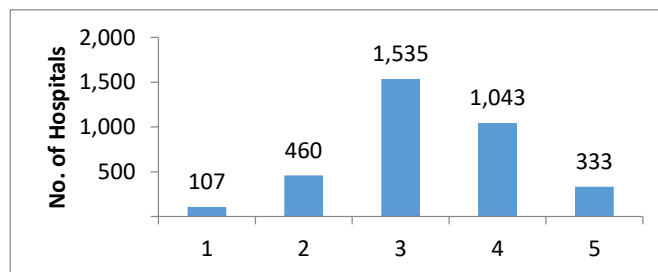
### Care Transition

Star Rating	N	%
1	234	7
2	766	22
3	1,046	30
4	1,115	32
5	317	9



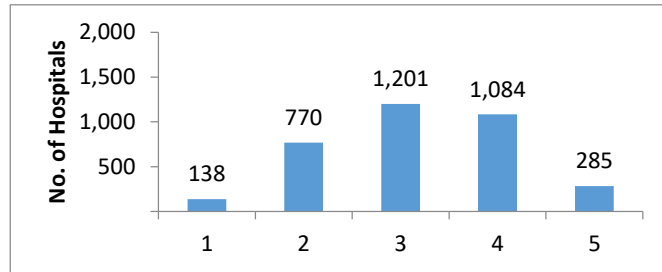
### Hospital Rating

Star Rating	N	%
1	107	3
2	460	13
3	1,535	44
4	1,043	30
5	333	10



### Recommend the Hospital

Star Rating	N	%
1	138	4
2	770	22
3	1,201	35
4	1,084	31
5	285	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

3478 Hospitals received HCAHPS Star Ratings in July 2020.

HCAHPS Star Ratings are based on patients discharged between Oct 2018 and Sep 2019.

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

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