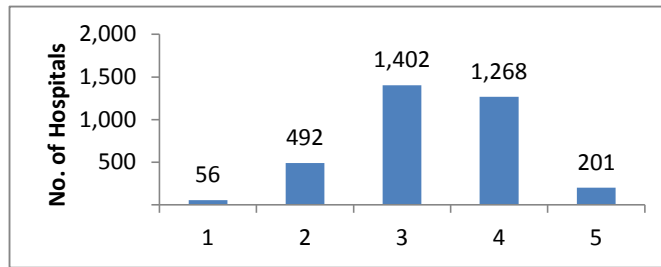


HCAHPS Stars Ratings Distributions for December 2017 Public Reporting (N= 3419 Hospitals)

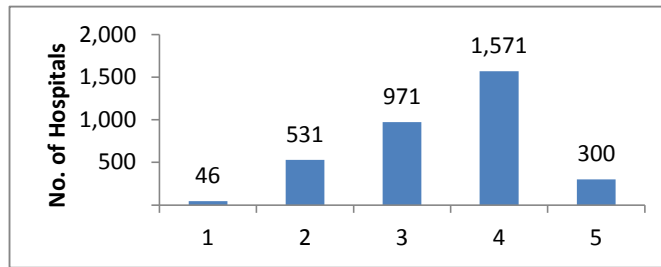
HCAHPS Summary Star Rating

Star Rating	N	%
1	56	2
2	492	14
3	1,402	41
4	1,268	37
5	201	6



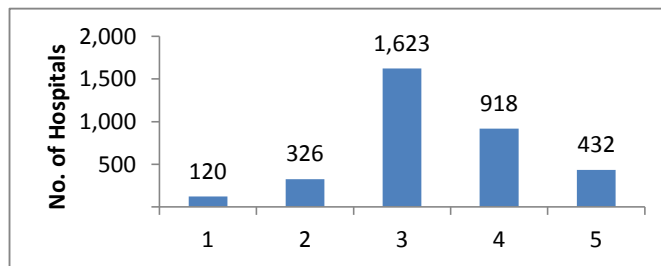
Communication with Nurses

Star Rating	N	%
1	46	1
2	531	16
3	971	28
4	1,571	46
5	300	9



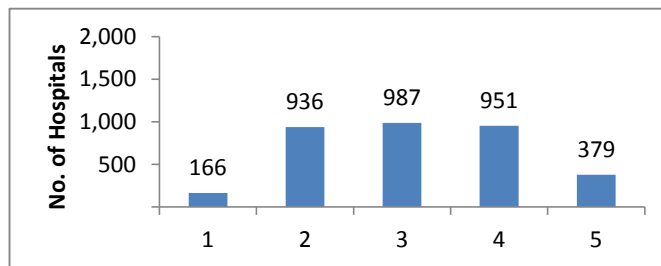
Communication with Doctors

Star Rating	N	%
1	120	4
2	326	10
3	1,623	47
4	918	27
5	432	13



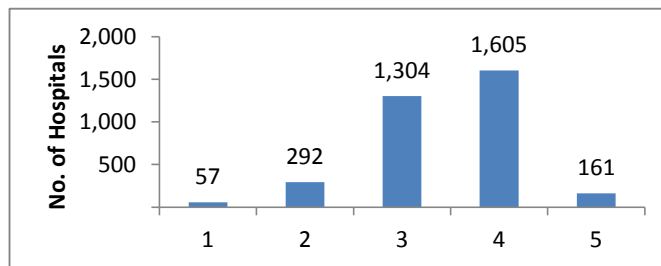
Responsiveness of Hospital Staff

Star Rating	N	%
1	166	5
2	936	27
3	987	29
4	951	28
5	379	11



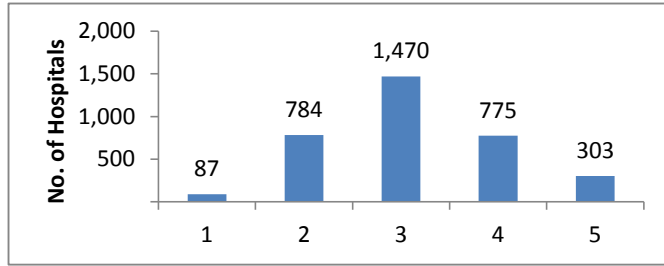
Pain Management

Star Rating	N	%
1	57	2
2	292	9
3	1,304	38
4	1,605	47
5	161	5



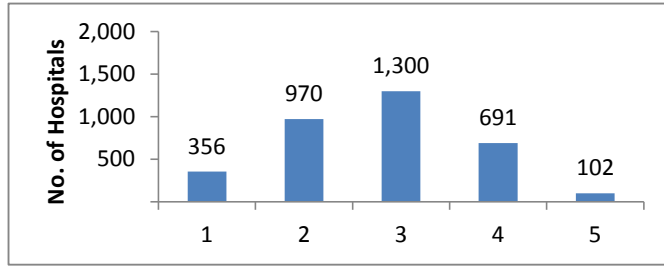
Communication about Medicines

Star Rating	N	%
1	87	3
2	784	23
3	1,470	43
4	775	23
5	303	9



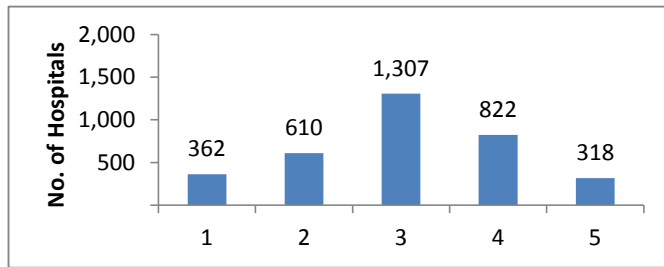
Cleanliness of Hospital Environment

Star Rating	N	%
1	356	10
2	970	28
3	1,300	38
4	691	20
5	102	3



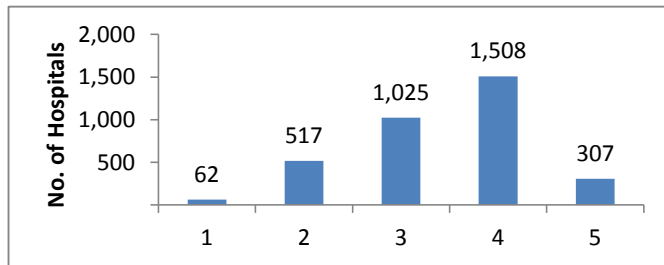
Quietness of Hospital Environment

Star Rating	N	%
1	362	11
2	610	18
3	1,307	38
4	822	24
5	318	9



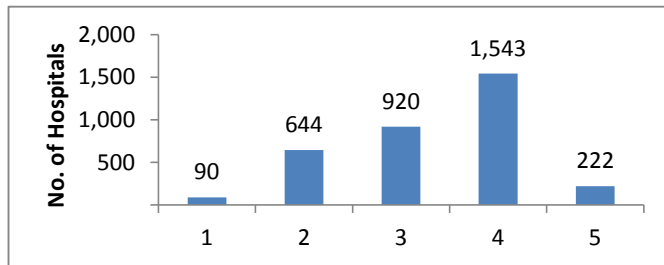
Discharge Information

Star Rating	N	%
1	62	2
2	517	15
3	1,025	30
4	1,508	44
5	307	9



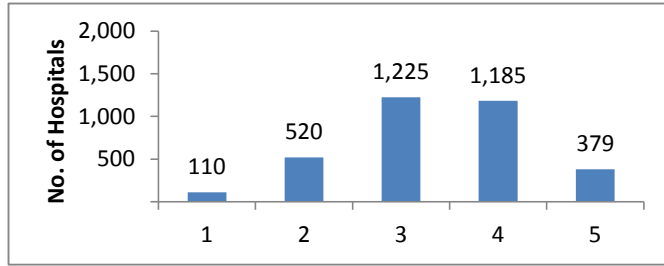
Care Transition

Star Rating	N	%
1	90	3
2	644	19
3	920	27
4	1,543	45
5	222	6



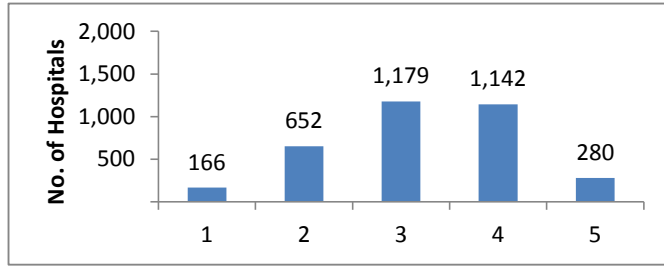
Hospital Rating

Star Rating	N	%
1	110	3
2	520	15
3	1,225	36
4	1,185	35
5	379	11



Recommend the Hospital

Star Rating	N	%
1	166	5
2	652	19
3	1,179	34
4	1,142	33
5	280	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

3419 Hospitals received HCAHPS Star Ratings in December 2017

HCAHPS Star Ratings are based on patients discharged between April 2016 and March 2017

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

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