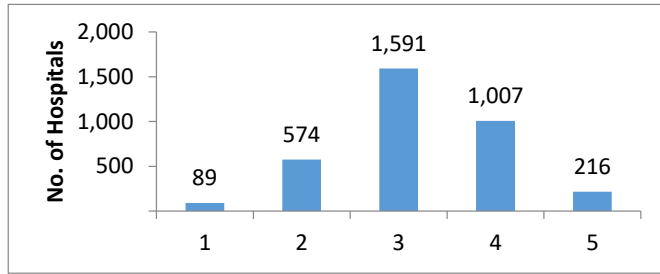


HCAHPS Stars Ratings Distributions for April 2020 Public Reporting (N= 3477 Hospitals)

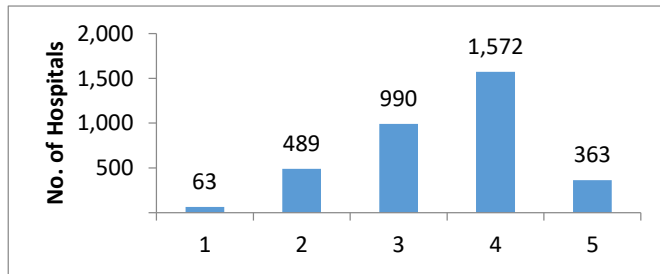
HCAHPS Summary Star Rating

Star Rating	N	%
1	89	3
2	574	17
3	1,591	46
4	1,007	29
5	216	6



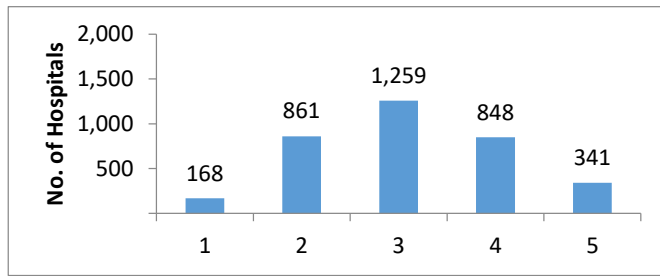
Communication with Nurses

Star Rating	N	%
1	63	2
2	489	14
3	990	28
4	1,572	45
5	363	10



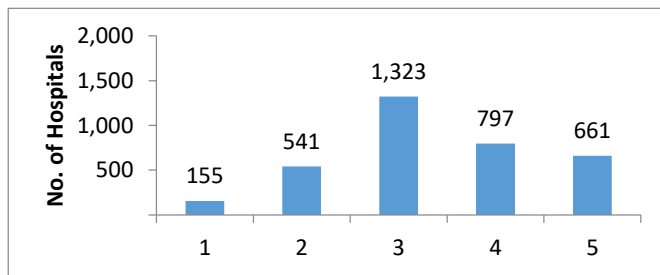
Communication with Doctors

Star Rating	N	%
1	168	5
2	861	25
3	1,259	36
4	848	24
5	341	10



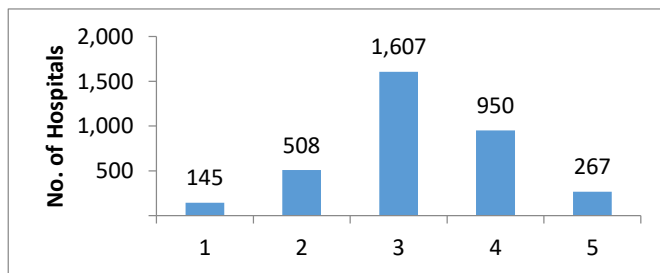
Responsiveness of Hospital Staff

Star Rating	N	%
1	155	4
2	541	16
3	1,323	38
4	797	23
5	661	19



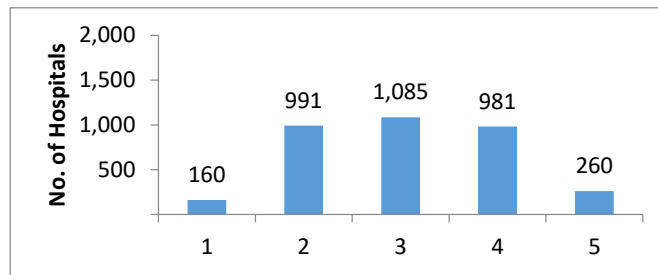
Communication about Medicines

Star Rating	N	%
1	145	4
2	508	15
3	1,607	46
4	950	27
5	267	8



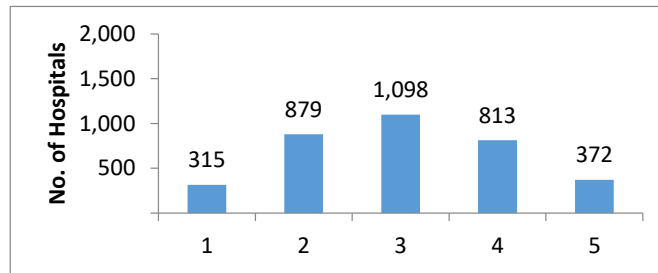
Cleanliness of Hospital Environment

Star Rating	N	%
1	160	5
2	991	29
3	1,085	31
4	981	28
5	260	7



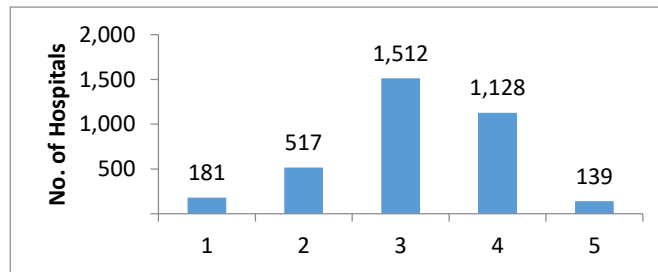
Quietness of Hospital Environment

Star Rating	N	%
1	315	9
2	879	25
3	1,098	32
4	813	23
5	372	11



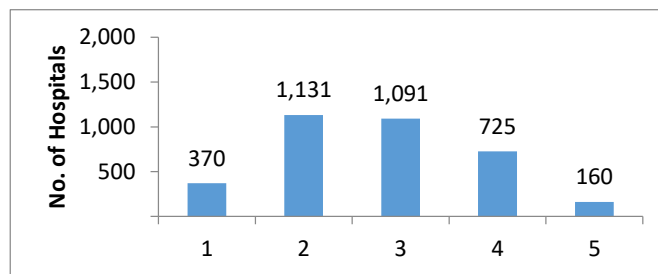
Discharge Information

Star Rating	N	%
1	181	5
2	517	15
3	1,512	43
4	1,128	32
5	139	4



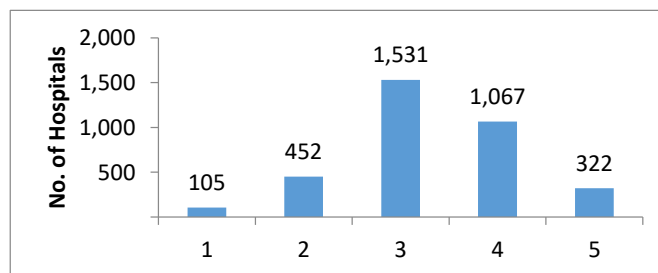
Care Transition

Star Rating	N	%
1	370	11
2	1,131	33
3	1,091	31
4	725	21
5	160	5



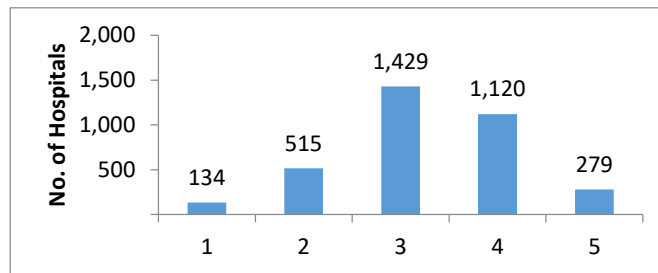
Hospital Rating

Star Rating	N	%
1	105	3
2	452	13
3	1,531	44
4	1,067	31
5	322	9



Recommend the Hospital

Star Rating	N	%
1	134	4
2	515	15
3	1,429	41
4	1,120	32
5	279	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

3477 Hospitals received HCAHPS Star Ratings in April 2020

HCAHPS Star Ratings are based on patients discharged between July 2018 and June 2019

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

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