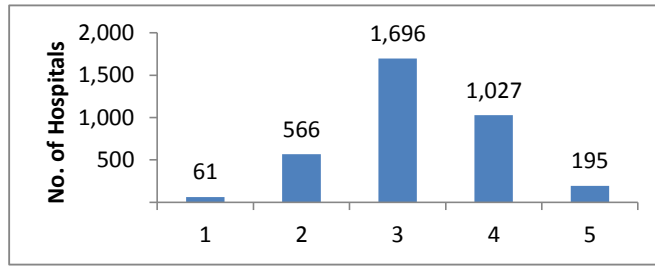


HCAHPS Stars Ratings Distributions for July 2016 Public Reporting (N= 3545 Hospitals)

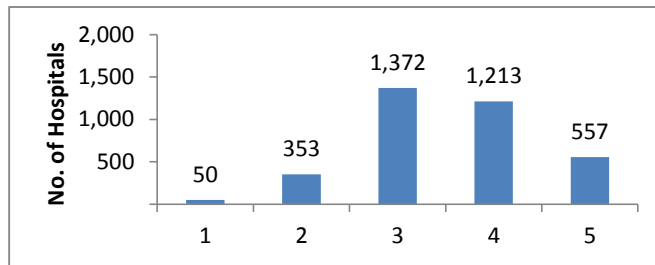
HCAHPS Summary Star Rating

Star Rating	N	%
1	61	2
2	566	16
3	1,696	48
4	1,027	29
5	195	6



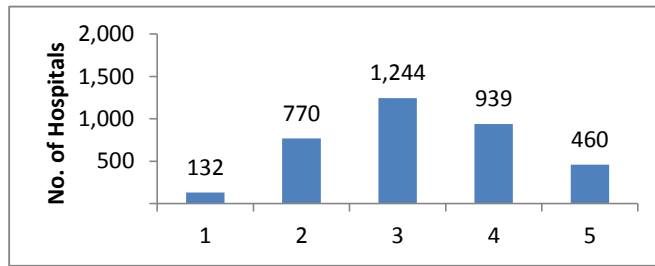
Communication with Nurses

Star Rating	N	%
1	50	1
2	353	10
3	1,372	39
4	1,213	34
5	557	16



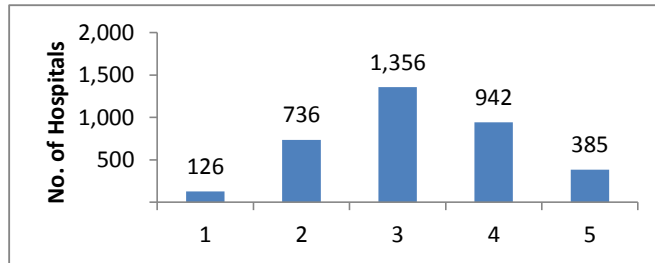
Communication with Doctors

Star Rating	N	%
1	132	4
2	770	22
3	1,244	35
4	939	26
5	460	13



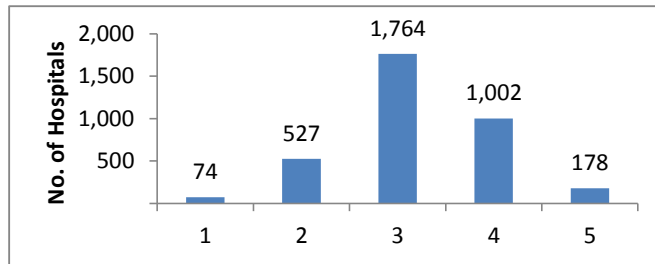
Responsiveness of Hospital Staff

Star Rating	N	%
1	126	4
2	736	21
3	1,356	38
4	942	27
5	385	11



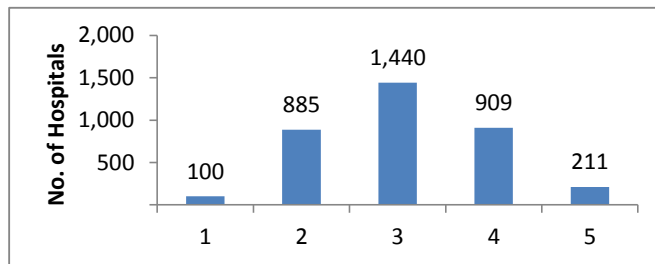
Pain Management

Star Rating	N	%
1	74	2
2	527	15
3	1,764	50
4	1,002	28
5	178	5



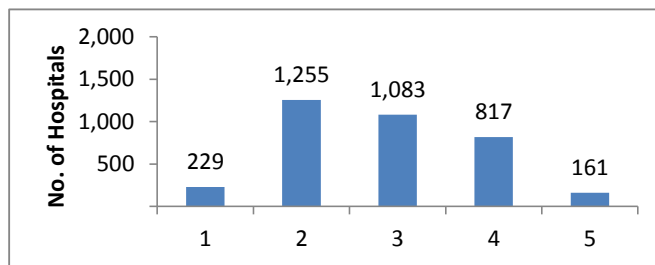
Communication about Medicines

Star Rating	N	%
1	100	3
2	885	25
3	1,440	41
4	909	26
5	211	6



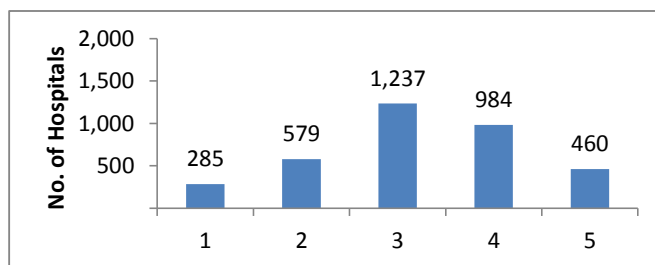
Cleanliness of Hospital Environment

Star Rating	N	%
1	229	6
2	1,255	35
3	1,083	31
4	817	23
5	161	5



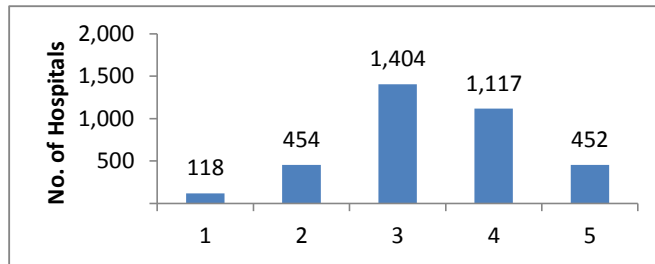
Quietness of Hospital Environment

Star Rating	N	%
1	285	8
2	579	16
3	1,237	35
4	984	28
5	460	13



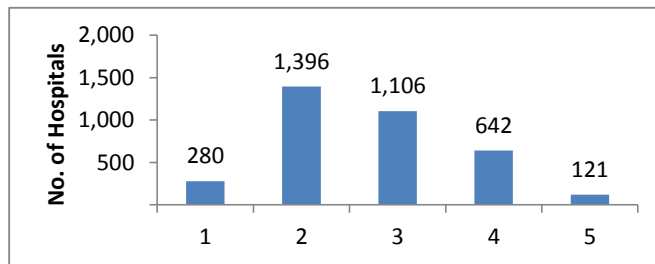
Discharge Information

Star Rating	N	%
1	118	3
2	454	13
3	1,404	40
4	1,117	32
5	452	13



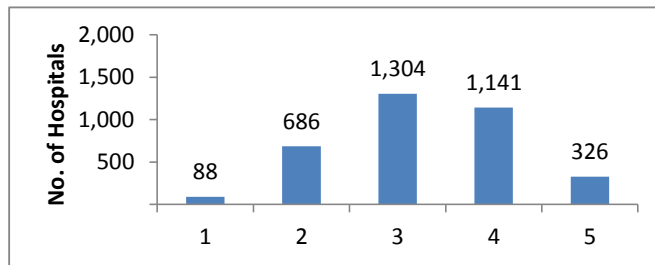
Care Transition

Star Rating	N	%
1	280	8
2	1,396	39
3	1,106	31
4	642	18
5	121	3



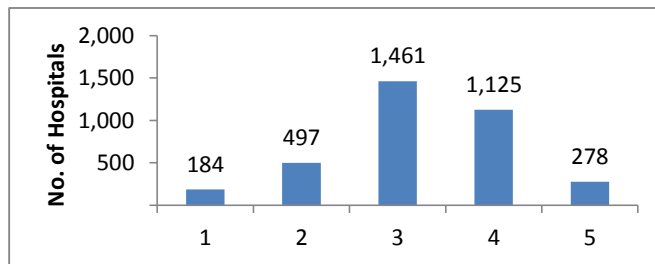
Hospital Rating

Star Rating	N	%
1	88	2
2	686	19
3	1,304	37
4	1,141	32
5	326	9



Recommend the Hospital

Star Rating	N	%
1	184	5
2	497	14
3	1,461	41
4	1,125	32
5	278	8



Notes

- 3,545 hospitals received HCAHPS Star Ratings in July 2016
- HCAHPS Star Ratings are based on patients discharged between October 2014 and September 2015
- For more information about HCAHPS Star Ratings visit <http://www.hcahponline.org/StarRatings.aspx>
- Please use the following citation when referencing material on this website.

<http://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD.

Month, Date, Year the page was accessed.