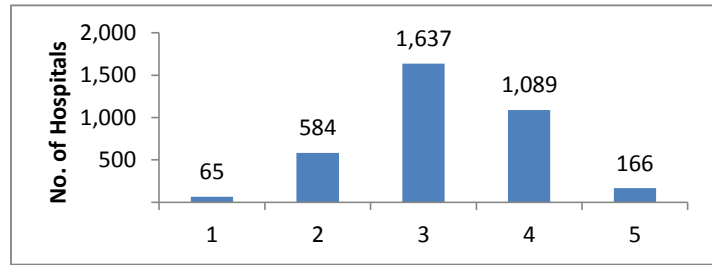


HCAHPS Stars Ratings Distributions for April/May 2016 Public Reporting (N= 3541 Hospitals)

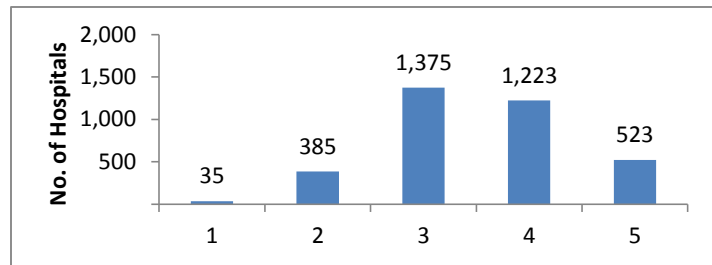
HCAHPS Summary Star Rating

Star Rating	N	%
1	65	2
2	584	16
3	1,637	46
4	1,089	31
5	166	5



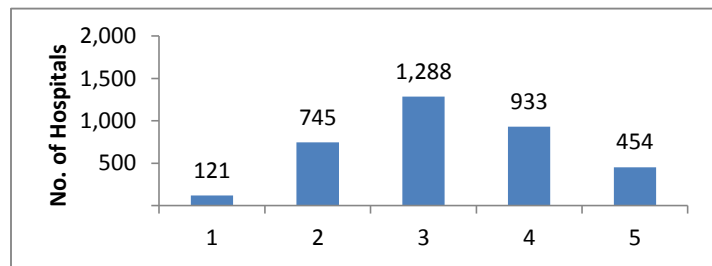
Communication with Nurses

Star Rating	N	%
1	35	1
2	385	11
3	1,375	39
4	1,223	35
5	523	15



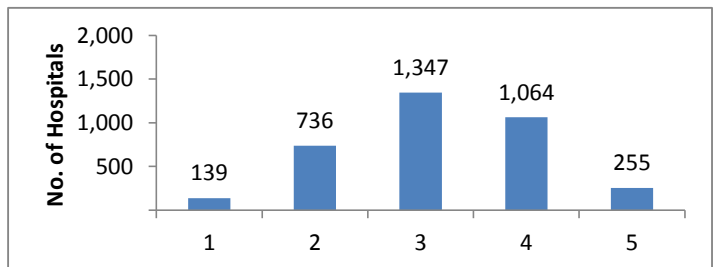
Communication with Doctors

Star Rating	N	%
1	121	3
2	745	21
3	1,288	36
4	933	26
5	454	13



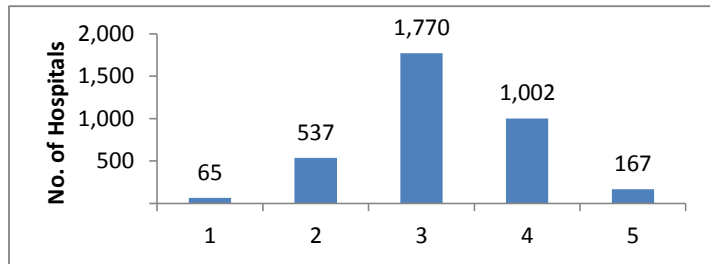
Responsiveness of Hospital Staff

Star Rating	N	%
1	139	4
2	736	21
3	1,347	38
4	1,064	30
5	255	7



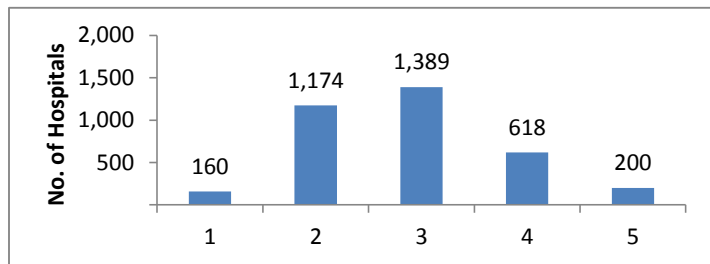
Pain Management

Star Rating	N	%
1	65	2
2	537	15
3	1,770	50
4	1,002	28
5	167	5



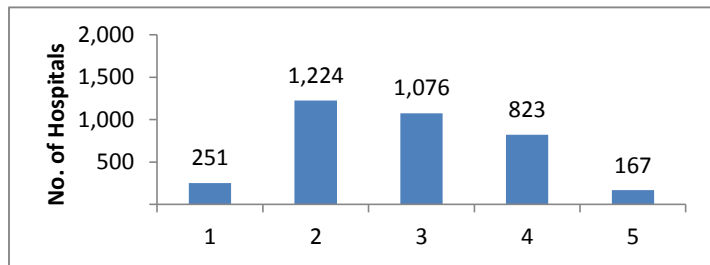
Communication about Medicines

Star Rating	N	%
1	160	5
2	1,174	33
3	1,389	39
4	618	17
5	200	6



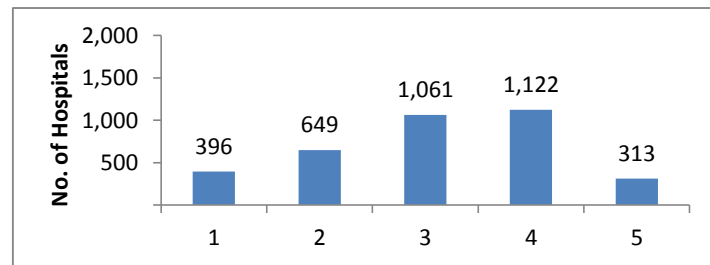
Cleanliness of Hospital Environment

Star Rating	N	%
1	251	7
2	1,224	35
3	1,076	30
4	823	23
5	167	5



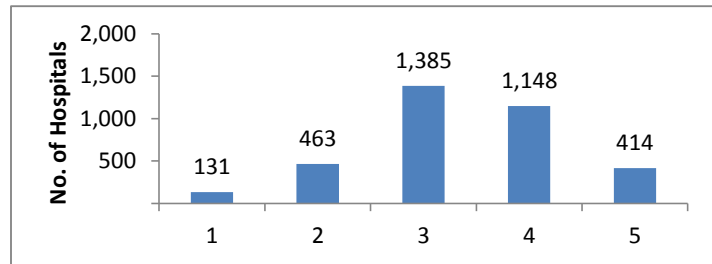
Quietness of Hospital Environment

Star Rating	N	%
1	396	11
2	649	18
3	1,061	30
4	1,122	32
5	313	9



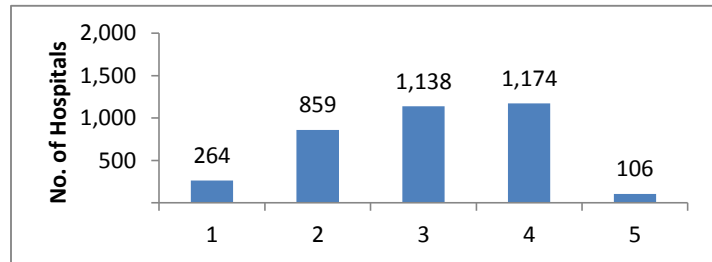
Discharge Information

Star Rating	N	%
1	131	4
2	463	13
3	1,385	39
4	1,148	32
5	414	12



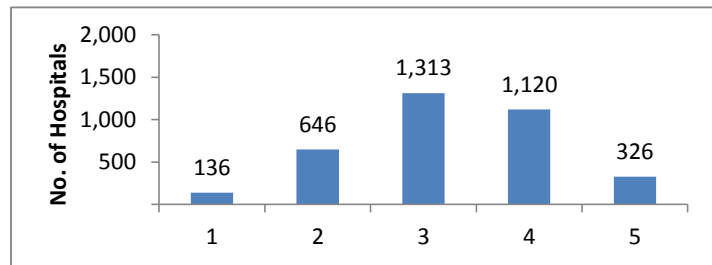
Care Transition

Star Rating	N	%
1	264	7
2	859	24
3	1,138	32
4	1,174	33
5	106	3



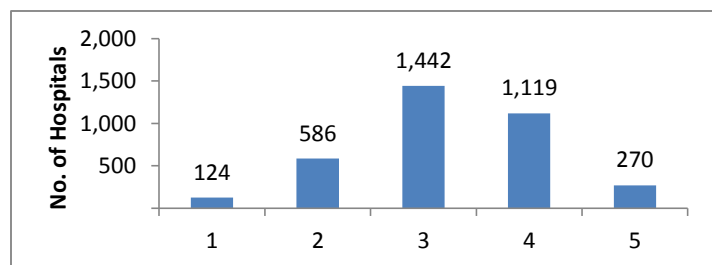
Overall Hospital Rating

Star Rating	N	%
1	136	4
2	646	18
3	1,313	37
4	1,120	32
5	326	9



Recommend the Hospital

Star Rating	N	%
1	124	4
2	586	17
3	1,442	41
4	1,119	32
5	270	8



Notes

- 3,541 hospitals received HCAHPS Star Ratings in April 2016
- HCAHPS Star Ratings are based on patients discharged between July 2014 and June 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.