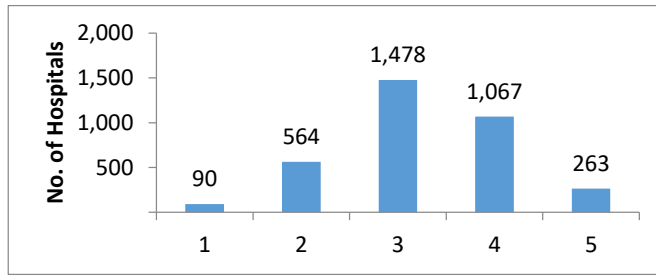


**HCAHPS Stars Ratings Distributions for October 2020 Public Reporting (N= 3462 Hospitals)**

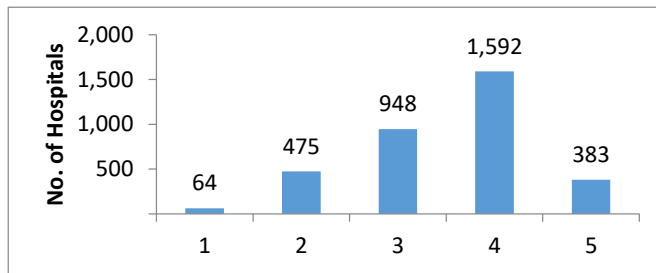
**HCAHPS Summary Star Rating**

Star Rating	N	%
1	90	3
2	564	16
3	1,478	43
4	1,067	31
5	263	8



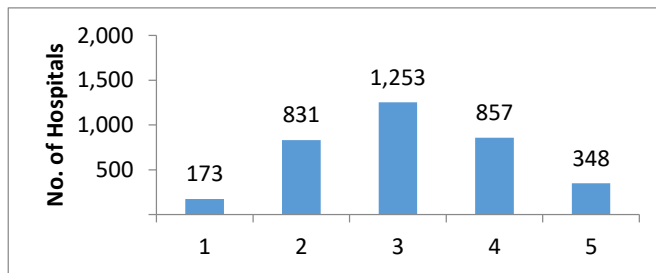
**Communication with Nurses**

Star Rating	N	%
1	64	2
2	475	14
3	948	27
4	1,592	46
5	383	11



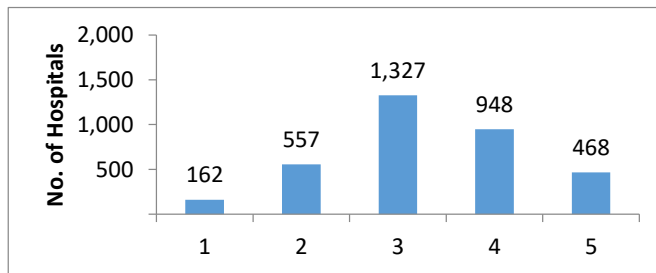
**Communication with Doctors**

Star Rating	N	%
1	173	5
2	831	24
3	1,253	36
4	857	25
5	348	10



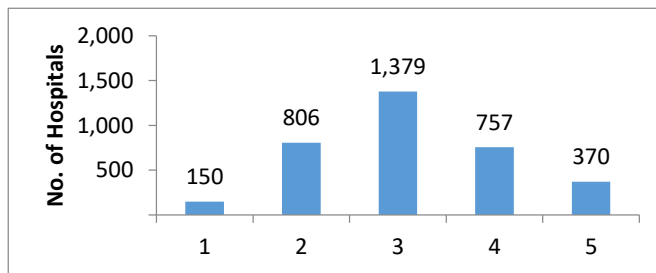
**Responsiveness of Hospital Staff**

Star Rating	N	%
1	162	5
2	557	16
3	1,327	38
4	948	27
5	468	14



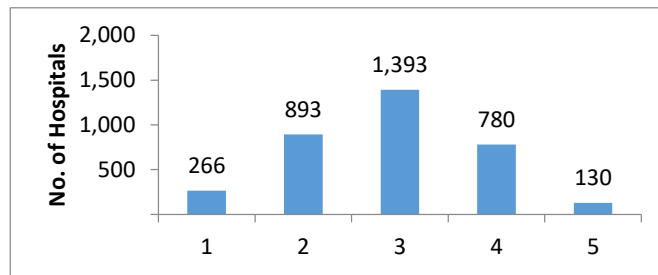
**Communication about Medicines**

Star Rating	N	%
1	150	4
2	806	23
3	1,379	40
4	757	22
5	370	11



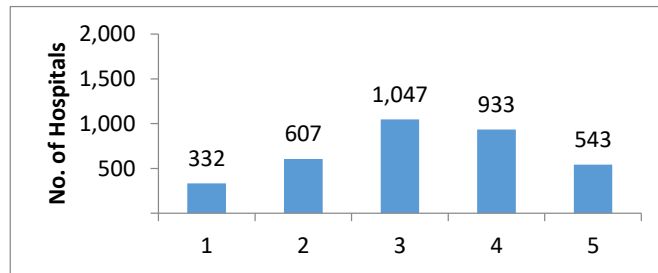
### Cleanliness of Hospital Environment

Star Rating	N	%
1	266	8
2	893	26
3	1,393	40
4	780	23
5	130	4



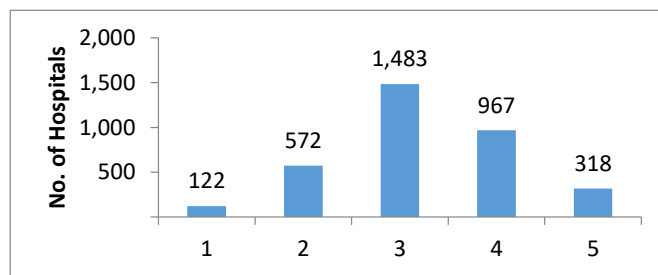
### Quietness of Hospital Environment

Star Rating	N	%
1	332	10
2	607	18
3	1,047	30
4	933	27
5	543	16



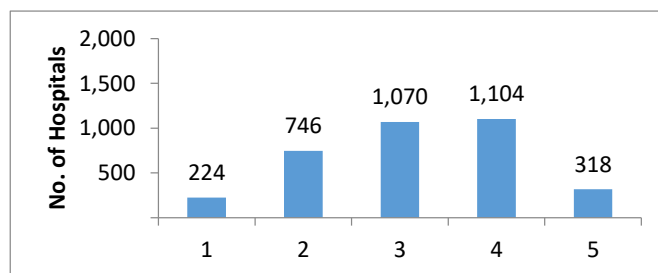
### Discharge Information

Star Rating	N	%
1	122	4
2	572	17
3	1,483	43
4	967	28
5	318	9



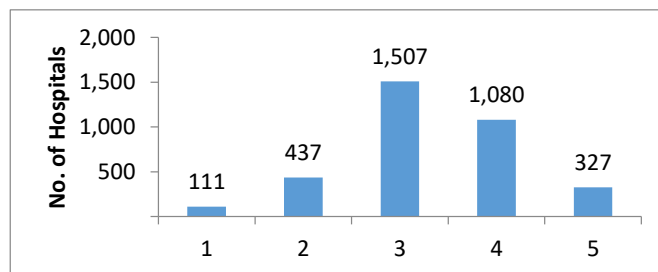
### Care Transition

Star Rating	N	%
1	224	6
2	746	22
3	1,070	31
4	1,104	32
5	318	9



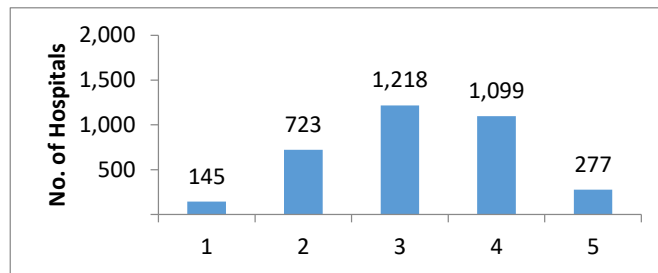
### Hospital Rating

Star Rating	N	%
1	111	3
2	437	13
3	1,507	44
4	1,080	31
5	327	9



### Recommend the Hospital

Star Rating	N	%
1	145	4
2	723	21
3	1,218	35
4	1,099	32
5	277	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

3462 Hospitals received HCAHPS Star Ratings in October 2020.

HCAHPS Star Ratings are based on patients discharged between Jan 2019 and Dec 2019.

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

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