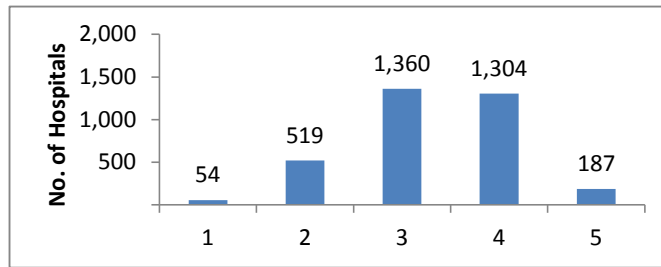


HCAHPS Stars Ratings Distributions for October 2017 Public Reporting (N= 3424 Hospitals)

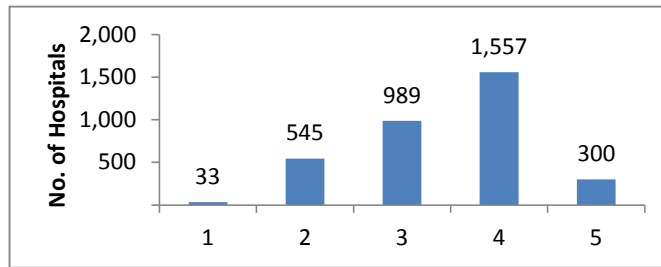
HCAHPS Summary Star Rating

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 54 | 2 |
| 2 | 519 | 15 |
| 3 | 1,360 | 40 |
| 4 | 1,304 | 38 |
| 5 | 187 | 5 |



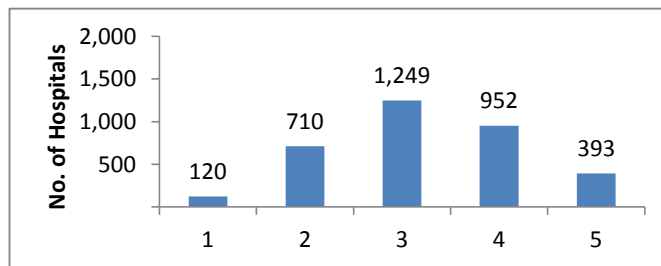
Communication with Nurses

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 33 | 1 |
| 2 | 545 | 16 |
| 3 | 989 | 29 |
| 4 | 1,557 | 45 |
| 5 | 300 | 9 |



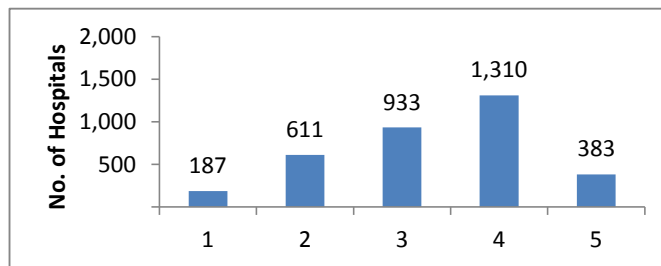
Communication with Doctors

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 120 | 4 |
| 2 | 710 | 21 |
| 3 | 1,249 | 36 |
| 4 | 952 | 28 |
| 5 | 393 | 11 |



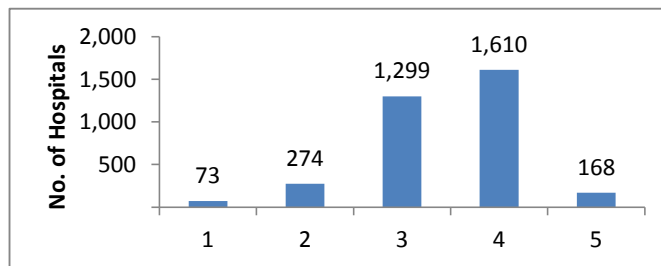
Responsiveness of Hospital Staff

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 187 | 5 |
| 2 | 611 | 18 |
| 3 | 933 | 27 |
| 4 | 1,310 | 38 |
| 5 | 383 | 11 |



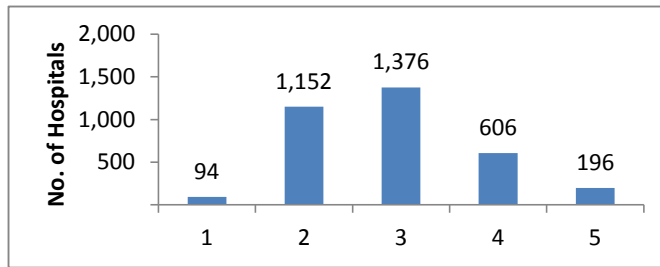
Pain Management

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 73 | 2 |
| 2 | 274 | 8 |
| 3 | 1,299 | 38 |
| 4 | 1,610 | 47 |
| 5 | 168 | 5 |



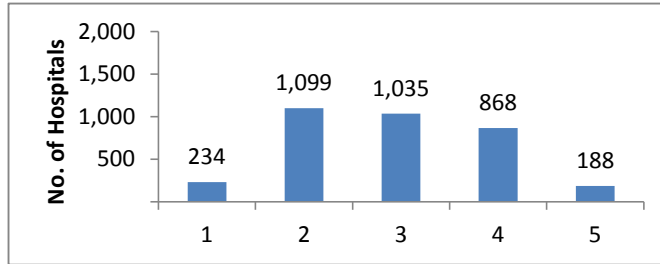
Communication about Medicines

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 94 | 3 |
| 2 | 1,152 | 34 |
| 3 | 1,376 | 40 |
| 4 | 606 | 18 |
| 5 | 196 | 6 |



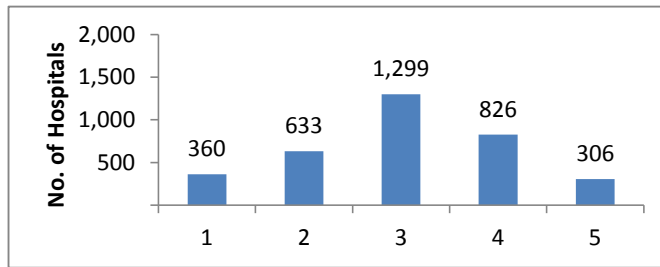
Cleanliness of Hospital Environment

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 234 | 7 |
| 2 | 1,099 | 32 |
| 3 | 1,035 | 30 |
| 4 | 868 | 25 |
| 5 | 188 | 5 |



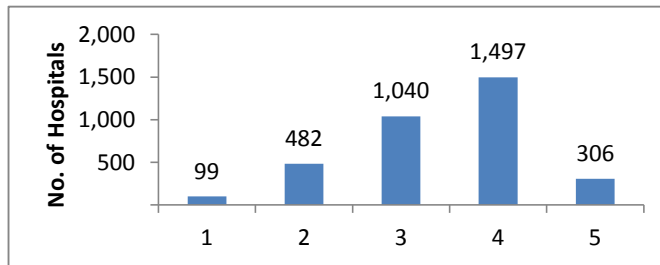
Quietness of Hospital Environment

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 360 | 11 |
| 2 | 633 | 18 |
| 3 | 1,299 | 38 |
| 4 | 826 | 24 |
| 5 | 306 | 9 |



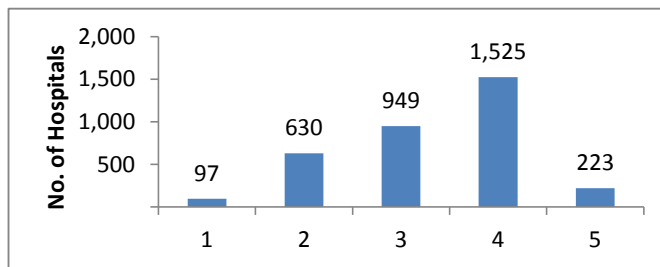
Discharge Information

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 99 | 3 |
| 2 | 482 | 14 |
| 3 | 1,040 | 30 |
| 4 | 1,497 | 44 |
| 5 | 306 | 9 |



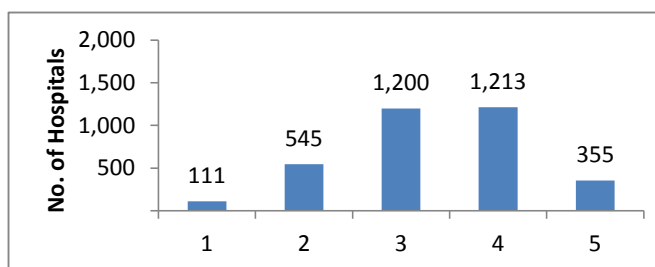
Care Transition

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 97 | 3 |
| 2 | 630 | 18 |
| 3 | 949 | 28 |
| 4 | 1,525 | 45 |
| 5 | 223 | 7 |



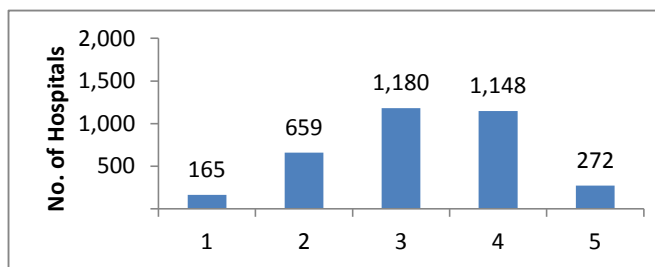
Hospital Rating

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 111 | 3 |
| 2 | 545 | 16 |
| 3 | 1,200 | 35 |
| 4 | 1,213 | 35 |
| 5 | 355 | 10 |



Recommend the Hospital

| Star Rating | N | % |
|-------------|-------|----|
| 1 | 165 | 5 |
| 2 | 659 | 19 |
| 3 | 1,180 | 34 |
| 4 | 1,148 | 34 |
| 5 | 272 | 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

3424 Hospitals received HCAHPS Star Ratings in October 2017

HCAHPS Star Ratings are based on patients discharged between January 2016 and December 2016

For more information about HCAHPS Star Ratings visit <http://www.hcahpsonline.org/StarRatings.aspx>

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