## **Excellent care**

## is what patients expect.



Healthgrades analyzed Patient Experience Surveys to identify hospital characteristics that lead to better patient satisfaction.



## For the prior 11 years,



we found that patients who felt: "Nurses always communicated well" were more likely to give the hospital an overall rating of 9 or 10 and say they would recommend the hospital to family and friends.\*

## This year,





a new Care Transition Measure was included in the methodology, which evaluated "How well did hospital staff communicate to patients about their health and care needs as they were leaving the hospital?" We found this measure to be of significant importance as it had the highest correlation to patients who were likely to give the hospital an overall rating of 9 or 10 and say they would recommend the hospital to family and friends.\*\*



424
hospitals

received the 2020 Healthgrades

Outstanding Patient Experience Award™
representing the top 15% of hospitals
in the nation for patient experience\*





Congratulations to the 2020 Outstanding Patient Experience Award<sup>™</sup> recipients!