

Excellent care

is what patients expect.



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

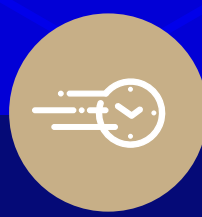


For the prior 11 years,



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*



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Congratulations to the 2020 Outstanding Patient Experience Award™ recipients!

*Analysis of the most recent 11 years of data from HCAHPS patient survey from the Centers for Medicare & Medicaid Services (CMS).

**Healthgrades evaluates patient experience in U.S. hospitals using Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data released in January 2020 by the Centers for Medicare and Medicaid Services (CMS), covering patients discharged between April 1, 2018 and March 31, 2019.