

Excellent care

is what patients expect.



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

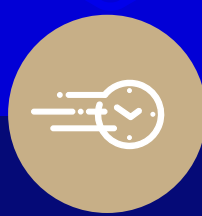


Year over year for 11 years,



we found 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,



additional highly correlating responses to an overall rating of 9 or 10 included: **"Doctors always communicated well"** and **"Patients always received help as soon as they wanted."***



434 hospitals

received the 2019 Healthgrades Outstanding Patient Experience Award™ representing the **top 15%** of hospitals in the nation for patient experience*



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Congratulations to the 2019 Outstanding Patient Experience Award™ recipients!

*Healthgrades evaluates patient experience in U.S. hospitals using Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data released in October 2018 by the Centers for Medicare and Medicaid Services (CMS), covering patients discharged between January 2017 and December 2017.

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