Hospital satisfaction rates 2017

Hospital	How do patients rate the hospital overall?			Would patients recommend the hospital to friends and family?		
	9 or 10	7 or 8	6 or lower	Yes, definitely	Yes, probably	No
Augusta Health	73%	20%	7%	68%	26%	6%
Ballad Health Lonesome Pine and Mountain View Regional hospitals	73	18	9	71	24	5
Bath Community Hospital[1]	77	21	2	79	13	8
Bon Secours DePaul Medical Center	66	23	11	63	29	8
Bon Secours Mary Immaculate Hospital	73	19	8	74	21	5
Bon Secours Maryview Medical Center	56	29	15	50	37	13
Bon Secours Memorial Regional Medical Center	75	19	6	75	21	4
Bon Secours Rappahannock General Hospital	58	30	12	58	33	9
Bon Secours Richmond Community Hospital	77	18	5	67	28	5
Bon Secours St. Francis Medical Center	78	16	6	81	15	4
Bon Secours St. Mary's Hospital	76	18	6	80	16	4
Buchanan General Hospital	75	21	4	76	22	2
Carilion Franklin Memorial Hospital	71	24	5	67	30	3
Carilion Giles Community Hospital	81	13	6	80	15	5
Carilion Medical Center	72	21	7	75	22	3
Carilion New River Valley Medical Center	73	22	5	77	19	4
Carilion Stonewall Jackson Hospital	75	18	7	67	28	5
Carilion Tazewell Community Hospital	71	17	12	75	18	7
Centra Bedford Memorial Hospital	69	24	7	65	32	3
Centra Health	73	20	7	75	21	4
Centra Southside Community Hospital	65	27	8	63	32	5
Chesapeake Regional Medical Center	65	25	10	65	28	7
Children's Hospital - Transitional Care Unit[2]	N/A	N/A	N/A	N/A	N/A	N/A
Children's Hospital of The King's Daughters[2]	N/A	N/A	N/A	N/A	N/A	N/A
CJW Medical Center	71	21	8	73	22	5
Clinch Valley Medical Center	76	17	7	74	20	6
Cumberland Hospital for Children and Adolescents[2]	N/A	N/A	N/A	N/A	N/A	N/A
Danville Regional Medical Center - Sovah Health	61	24	15	51	38	11
Dickenson Community Hospital and Green Oak Behavioral Health[3]	N/A	N/A	N/A	N/A	N/A	N/A
Fauquier Hospital	70	20	10	66	28	6
Henrico Doctors' Hospital	71	21	8	75	21	4
Inova Alexandria Hospital	65	28	7	66	29	5
Inova Fair Oaks Hospital	81	13	6	83	14	3
Inova Fairfax Hospital	80	16	4	83	15	2
Inova Loudoun Hospital	72	21	7	74	22	4
Inova Mount Vernon Hospital	75	19	6	78	18	4
John Randolph Medical Center	62	27	11	59	33	8
Johnston Memorial Hospital	68	20	12	63	30	7
LewisGale Hospital - Alleghany	72	21	7	63	33	4
LewisGale Hospital Montgomery	69	24	7	72	23	5
LewisGale Hospital Pulaski	73	21	6	71	25	4
LewisGale Medical Center	67	23	10	71	23	6
Mary Washington Hospital	67	24	9	67	28	5
Memorial Hospital of Martinsville & Henry County	61	25	14	53	38	9
Norton Community Hospital - Ballad Health	73	17	10	72	22	6

Novant Health UVA Health System Culpeper Hospital	68	21	11	64	28	8
Novant Health UVA Health System Haymarket Medical Center	80%	15%	5%	83%	14%	3%
Novant Health UVA Health System Prince William Medical Center	63	26	11	63	29	8
Reston Hospital Center	67	23	10	71	22	7
Riverside Doctors' Hospital Williamsburg	85	13	2	87	12	1
Riverside Regional Medical Center	70	20	10	72	22	6
Riverside Shore Memorial Hospital	65	27	8	60	34	6
Riverside Tappahannock Hospital	65	24	11	66	27	7
Riverside Walter Reed Hospital	68	24	8	66	30	4
Russell County Medical Center	75	19	6	69	28	3
Sentara Careplex Hospital	74	20	6	71	25	4
Sentara Halifax Regional Hospital	69	24	7	64	32	4
Sentara Leigh Hospital	82	15	3	84	15	1
Sentara Martha Jefferson Hospital	79	17	4	83	15	2
Sentara Norfolk General Hospital	74	20	6	77	19	4
Sentara Northern Virginia Medical Center	67	24	9	66	28	6
Sentara Obici Hospital	79	17	4	75	23	2
Sentara Princess Anne Hospital	82	14	4	84	14	2
Sentara RMH Medical Center	69	23	8	66	30	4
Sentara Virginia Beach General Hospital	75	19	6	78	19	3
Sentara Williamsburg Regional Medical Center	79	16	5	79	18	3
Smyth County Community Hospital	76	19	5	68	30	2
Southampton Memorial Hospital	63	29	8	57	36	7
Southern Virginia Regional Medical Center	72	18	10	53	39	8
Southside Regional Medical Center	67	23	10	62	29	9
Spotsylvania Regional Medical Center	71	20	9	74	20	6
Stafford Hospital Center	75	19	6	77	18	5
StoneSprings Hospital Center	78	15	7	78	16	6
Twin County Regional Hospital	64	27	9	56	36	8
University of Virginia Medical Center	76	17	7	78	19	3
Valley Health Page Memorial Hospital	80	14	6	72	26	2
Valley Health Shenandoah Memorial Hospital	73	21	6	70	26	4
Valley Health Warren Memorial Hospital	65	26	9	61	34	5
Valley Health Winchester Medical Center	71	22	7	72	24	4
VCU Health Community Memorial Hospital	66	27	7	60	36	4
VCU Health System	78	17	5	80	18	2
Virginia Hospital Center	80	15	5	82	15	3
Wythe County Community Hospital[4]	68	20	12	60	30	10
VA state average	**72%**	**20%**	**8%**	**70%**	**25%**	**5%**
U.S. average	**73**	**20**	**7**	**72**	**23**	**5**

NOTES:

1 Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.
2 Data are shown only for hospitals that participate in the Inpatient Quality Reporting (IQR) and Outpatient Quality Reporting (OQR) programs.
3 Results are not available for this reporting period.
4 There were discrepancies in the data collection process.

Virginia and U.S. averages are included so you have a better idea of what is typical for Virginia or the U.S.

Patient Survey Collection Dates: October 2016 - September 2017, Released in July 2018

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey information obtained from the Centers for Medicare & Medicaid Services (CMS)

Learn more about this survey at **www.vhi.org/satisfaction_about.asp**