## **Hospital satisfaction rates 2015**

Augusta Health         770         Column         Procession         No.           Bath County Community Hospital 1         73         27         0         698         31         0           Bath County Community Hospital 1         63         29         8         66         29         5           Bon Secours Mary Immaculate Hospital         72         19         9         67         22         6           Bon Secours Mary View Medical Center         62         27         11         9         72         22         6           Bon Secours Mary View Medical Center         62         27         11         9         33         9           Bon Secours Reppahannock General Hospital         61         30         9         65         30         5           Bon Secours St. Francis Medical Center         73         20         7         76         20         4           Bon Secours St. Francis Medical Center         72         25         3         68         30         2           Carrillon Francis Michael Center         72         25         3         68         30         2           Carrillon Francis Michael Center         72         25         3         68         30	Hospital	How do patients rate the hospital overall?			Would patients recommend the hospital to friends and family?		
Bath County Community Hospital		9 or 10	7 or 8		Yes, Definitely	Yes, Probably	No
Bedford Memorial Hospital   63   29   8   66   29   5   8   80   66   25   9   9   8   80   80   80   80   80	Augusta Health	77%	17%	6%	73%	24%	3%
Bon Secours DePaul Medical Center         67         21         12         66         25         9           Bon Secours Mary Immaculate Hospital         72         19         9         72         22         6           Bon Secours Mamyriem Medical Center         62         27         11         58         33         9           Bon Secours Rappshannock General Hospital         61         30         9         65         30         5           Bon Secours Richmond Community Hospital         66         24         10         64         26         10           Bon Secours St. Francis Medical Center         73         20         7         76         20         4           Bon Secours St. Mary's Hospital         77         18         5         78         19         3           Bon Secours St. Mary's Hospital         77         18         5         78         19         3           Carillon Franklin Memorial Hospital         72         25         3         65         30         5           Carillon Franklin Memorial Hospital         68         23         12         5         78         17         5           Carillon Fracell Gommunity Hospital         67         20         8<	Bath County Community Hospital 1	73	27	0	69	31	0
Bon Secours Mary immaculate Hospital   72   19   9   72   22   6	Bedford Memorial Hospital	63	29	8	66	29	5
Bon Secours Maryview Medical Center	Bon Secours DePaul Medical Center	67	21	12	66	25	9
Bon Secours Remorial Regional Medical Center   74   20   6   76   20   4	Bon Secours Mary Immaculate Hospital	72	19	9	72	22	6
Bon Secours Rappahannock General Hospital   61   30   9   65   30   5	Bon Secours Maryview Medical Center	62	27	11	58	33	9
Bon Secours Richmond Community Hospital   06   24   10   64   26   10   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   4   20   4   20   4   4   20   4   20   4   20   4   20   4   20   4   20   4   20   20	Bon Secours Memorial Regional Medical Center	74	20	6	76	20	4
Bon Secours St. Francis Medical Center	Bon Secours Rappahannock General Hospital	61	30	9	65	30	5
Bon Secours St. Mary's Hospital   77	Bon Secours Richmond Community Hospital	66	24	10	64	26	10
Buchanan General Hospital   72   25   3   68   30   2	Bon Secours St. Francis Medical Center	73	20	7	76	20	4
Carilion Franklin Memorial Hospital         68         23         9         65         30         5           Carilion Giles Community Hospital         83         12         5         78         17         5           Carilion Medical Center         72         20         8         77         19         4           Carilion We River Valley (doing business as St. Albans)         78         17         5         79         18         3           Carilion Stonewall Jackson Hospital         67         26         7         63         33         4           Carilion Tazewell Community Hospital         72         19         9         77         14         9           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A	Bon Secours St. Mary's Hospital	77	18	5	78	19	3
Carillon Giles Community Hospital         83         12         5         78         17         5           Carillon Medical Center         72         20         8         77         19         4           Carillon New River Valley (doing business as St. Albans)         78         17         5         79         18         3           Carilion Tazewell Community Hospital         67         26         7         63         33         4           Carilion Tazewell Community Hospital         72         19         9         77         14         9           Centra Health - Virginia Baptist and Lynchburg General hospitals         72         21         7         76         21         3           Centra Southside Community Hospital         67         23         10         64         30         6           Children's Hospital of The King's Daughters 2         N/A	Buchanan General Hospital	72	25	3	68	30	2
Carilion Medical Center         72         20         8         77         19         4           Carilion New River Valley (doing business as St. Albans)         78         17         5         79         18         3           Carilion Stonewall Jackson Hospital         67         26         7         63         33         4           Carilion Tazewell Community Hospital         67         26         7         63         33         4           Centra Health - Virginia Baptist and Lynchburg General hospitals         72         21         7         76         21         3           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A         N/	Carilion Franklin Memorial Hospital	68	23	9	65	30	5
Carilion New River Valley (doing business as St. Albans)         78         17         5         79         18         3           Carilion Stonewall Jackson Hospital         67         26         7         63         33         4           Carilion Tazewell Community Hospital         72         19         9         77         14         9           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A	Carilion Giles Community Hospital	83	12	5	78	17	5
Carillon Stonewall Jackson Hospital         67         26         7         63         33         4           Carillon Tazewell Community Hospital         72         19         9         77         14         9           Centra Health - Viriginia Baptist and Lynchburg General hospitals         72         21         7         76         21         3           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A	Carilion Medical Center	72	20	8	77	19	4
Carilion Tazewell Community Hospital         72         19         9         77         14         9           Centra Health - Virginia Baptist and Lynchburg General hospitals         72         21         7         76         21         3           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A	Carilion New River Valley (doing business as St. Albans)	78	17	5	79	18	3
Centra Health - Virginia Baptist and Lynchburg General hospitals         72         21         7         76         21         3           Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A	Carilion Stonewall Jackson Hospital	67	26	7	63	33	4
Centra Southside Community Hospital         67         23         10         64         30         6           Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters ²         N/A         N/A<	Carilion Tazewell Community Hospital	72	19	9	77	14	9
Chesapeake Regional Medical Center         65         25         10         62         32         6           Children's Hospital of The King's Daughters 2         N/A         N/A <th>Centra Health - Virginia Baptist and Lynchburg General hospitals</th> <td>72</td> <td>21</td> <td>7</td> <td>76</td> <td>21</td> <td>3</td>	Centra Health - Virginia Baptist and Lynchburg General hospitals	72	21	7	76	21	3
Children's Hospital of The King's Daughters 2         N/A         N/A <th>Centra Southside Community Hospital</th> <td>67</td> <td>23</td> <td>10</td> <td>64</td> <td>30</td> <td>6</td>	Centra Southside Community Hospital	67	23	10	64	30	6
CJW Medical Center         70         22         8         73         22         5           Clinch Valley Medical Center         72         21         7         67         27         6           Cumberland Hospital for Children and Adolescents 2         N/A	Chesapeake Regional Medical Center	65	25	10	62	32	6
Clinch Valley Medical Center         72         21         7         67         27         6           Cumberland Hospital for Children and Adolescents 2         N/A	Children's Hospital of The King's Daughters <sup>2</sup>	N/A	N/A	N/A	N/A	N/A	N/A
Cumberland Hospital for Children and Adolescents 2         N/A         N/	CJW Medical Center	70	22	8	73	22	5
Danville Regional Medical Center         57         31         12         50         41         9           Dickenson Community Hospital and Green Oak Behavioral Health³         N/A	Clinch Valley Medical Center	72	21	7	67	27	6
Dickenson Community Hospital and Green Oak Behavioral Health 3         N/A         1         2	Cumberland Hospital for Children and Adolescents <sup>2</sup>	N/A	N/A	N/A	N/A	N/A	N/A
Fauquier Hospital in Northern Virginia         70         23         7         72         25         3           Haymarket Medical Center         80         16         4         83         14         3           Henrico Doctors' Hospital         74         20         6         78         18         4           Inova Alexandria Hospital         67         23         10         69         25         6           Inova Fairfax Hospital         78         16         6         81         15         4           Inova Fairfax Hospital         75         20         5         80         17         3           Inova Loudoun Hospital         71         22         7         75         21         4           Inova Mount Vernon Hospital         73         20         7         76         19         5           John Randolph Medical Center         61         27         12         61         30         9           JewisGale Hospital - Alleghany         66         24         10         63         29         8           LewisGale Hospital Montgomery         70         23         7         73         23         10           LewisGale Medical Cent	Danville Regional Medical Center	57	31	12	50	41	9
Haymarket Medical Center       80       16       4       83       14       3         Henrico Doctors' Hospital       74       20       6       78       18       4         Inova Alexandria Hospital       67       23       10       69       25       6         Inova Fair Oaks Hospital       78       16       6       81       15       4         Inova Fairfax Hospital       75       20       5       80       17       3         Inova Loudoun Hospital       71       22       7       75       21       4         Inova Mount Vernon Hospital       73       20       7       76       19       5         John Randolph Medical Center       61       27       12       61       30       9         Johnston Memorial Hospital       66       21       13       64       27       9         LewisGale Hospital Montgomery       70       23       7       73       23       4         LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson	Dickenson Community Hospital and Green Oak Behavioral Health <sup>3</sup>	N/A	N/A	N/A	N/A	N/A	N/A
Henrico Doctors' Hospital	Fauquier Hospital in Northern Virginia	70	23	7	72	25	3
Inova Alexandria Hospital         67         23         10         69         25         6           Inova Fair Oaks Hospital         78         16         6         81         15         4           Inova Fairfax Hospital         75         20         5         80         17         3           Inova Loudoun Hospital         71         22         7         75         21         4           Inova Mount Vernon Hospital         73         20         7         76         19         5           John Randolph Medical Center         61         27         12         61         30         9           Johnston Memorial Hospital         66         21         13         64         27         9           LewisGale Hospital - Alleghany         66         24         10         63         29         8           LewisGale Hospital Montgomery         70         23         7         73         23         4           LewisGale Medical Center         69         23         8         73         22         5           Martha Jefferson Hospital         78         16         6         81         17         2	Haymarket Medical Center	80	16	4	83	14	3
Inova Fair Oaks Hospital   78	Henrico Doctors' Hospital	74	20	6	78	18	4
Inova Fairfax Hospital         75         20         5         80         17         3           Inova Loudoun Hospital         71         22         7         75         21         4           Inova Mount Vernon Hospital         73         20         7         76         19         5           John Randolph Medical Center         61         27         12         61         30         9           Johnston Memorial Hospital         66         21         13         64         27         9           LewisGale Hospital - Alleghany         66         24         10         63         29         8           LewisGale Hospital Montgomery         70         23         7         73         23         4           LewisGale Medical Center         69         23         8         73         22         5           Martha Jefferson Hospital         78         16         6         81         17         2	Inova Alexandria Hospital	67	23	10	69	25	6
Inova Loudoun Hospital         71         22         7         75         21         4           Inova Mount Vernon Hospital         73         20         7         76         19         5           John Randolph Medical Center         61         27         12         61         30         9           Johnston Memorial Hospital         66         21         13         64         27         9           LewisGale Hospital - Alleghany         66         24         10         63         29         8           LewisGale Hospital Montgomery         70         23         7         73         23         4           LewisGale Hospital Pulaski         65         23         12         67         23         10           LewisGale Medical Center         69         23         8         73         22         5           Martha Jefferson Hospital         78         16         6         81         17         2	Inova Fair Oaks Hospital	78	16	6	81	15	4
Inova Mount Vernon Hospital         73         20         7         76         19         5           John Randolph Medical Center         61         27         12         61         30         9           Johnston Memorial Hospital         66         21         13         64         27         9           LewisGale Hospital - Alleghany         66         24         10         63         29         8           LewisGale Hospital Montgomery         70         23         7         73         23         4           LewisGale Hospital Pulaski         65         23         12         67         23         10           LewisGale Medical Center         69         23         8         73         22         5           Martha Jefferson Hospital         78         16         6         81         17         2	Inova Fairfax Hospital	75	20	5	80	17	3
John Randolph Medical Center       61       27       12       61       30       9         Johnston Memorial Hospital       66       21       13       64       27       9         LewisGale Hospital - Alleghany       66       24       10       63       29       8         LewisGale Hospital Montgomery       70       23       7       73       23       4         LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	Inova Loudoun Hospital	71	22	7	75	21	4
Johnston Memorial Hospital       66       21       13       64       27       9         LewisGale Hospital - Alleghany       66       24       10       63       29       8         LewisGale Hospital Montgomery       70       23       7       73       23       4         LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	Inova Mount Vernon Hospital	73	20	7	76	19	5
LewisGale Hospital - Alleghany       66       24       10       63       29       8         LewisGale Hospital Montgomery       70       23       7       73       23       4         LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	John Randolph Medical Center	61	27	12	61	30	9
LewisGale Hospital Montgomery       70       23       7       73       23       4         LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	Johnston Memorial Hospital	66	21	13	64	27	9
LewisGale Hospital Pulaski       65       23       12       67       23       10         LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	LewisGale Hospital - Alleghany	66	24	10	63	29	8
LewisGale Medical Center       69       23       8       73       22       5         Martha Jefferson Hospital       78       16       6       81       17       2	LewisGale Hospital Montgomery	70	23	7	73	23	4
Martha Jefferson Hospital         78         16         6         81         17         2	LewisGale Hospital Pulaski	65	23	12	67	23	10
·	LewisGale Medical Center	69	23	8	73	22	5
Mary Washington Hospital 64 26 10 65 29 6	Martha Jefferson Hospital	78	16	6	81	17	2
,	Mary Washington Hospital	64	26	10	65	29	6
Memorial Hospital of Martinsville & Henry County 59 27 14 48 41 11	Memorial Hospital of Martinsville & Henry County	59	27	14	48	41	11
Norton Community Hospital         69         23         8         70         26         4	Norton Community Hospital	69	23	8	70	26	4
Novant Health Prince William Medical Center 59 29 12 62 32 6	Novant Health Prince William Medical Center	59	29	12	62	32	6

## Top Hospitals

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
Page Memorial Hospital	76%	14%	10%	67%	23%	10%
Pioneer Community Hospital of Patrick <sup>4</sup>	70	23	7	70	26	4
Reston Hospital Center	69	24	7	72	23	5
Riverside Doctors' Hospital Williamsburg	82	13	5	84	11	5
Riverside Regional Medical Center	73	21	6	74	23	3
Riverside Shore Memorial Hospital	60	28	12	57	37	6
Riverside Tappahannock Hospital	70	25	5	72	25	3
Riverside Walter Reed Hospital	68	26	6	69	26	5
Russell County Medical Center	64	28	8	66	31	3
Sentara Careplex Hospital	75	21	4	79	19	2
Sentara Halifax Regional Hospital	71	22	7	65	31	4
Sentara Leigh Hospital	81	14	5	81	16	3
Sentara Norfolk General Hospital	75	19	6	77	20	3
Sentara Northern Virginia Medical Center	66	25	9	64	30	6
Sentara Obici Hospital	75	20	5	73	23	4
Sentara Princess Anne Hospital	82	14	4	84	14	2
Sentara RMH Medical Center	71	22	7	69	28	3
Sentara Virginia Beach General Hospital	76	17	7	78	16	6
Sentara Williamsburg Regional Medical Center	80	15	5	81	17	2
Smyth County Community Hospital	70	19	11	66	26	8
Southampton Memorial Hospital	66	23	11	63	30	7
Southern Virginia Regional Medical Center	65	26	9	60	33	7
Southside Regional Medical Center	67	26	7	62	31	7
Spotsylvania Regional Medical Center	65	24	11	69	24	7
Stafford Hospital Center	76	19	5	79	17	4
Stone Springs Hospital Center <sup>3</sup>	N/A	N/A	N/A	N/A	N/A	N/A
Twin County Regional Hospital	64	25	11	56	37	7
University of Virginia Medical Center	70	22	8	76	20	4
UVA Culpeper Hospital	68	24	8	67	27	6
Valley Health Shenandoah Memorial Hospital	70	22	8	68	27	5
Valley Health Warren Memorial Hospital	68	23	9	66	26	8
Valley Health Winchester Medical Center	69	22	9	76	20	4
VCU Community Memorial Hospital	67	23	10	61	34	5
VCU Health System	73	22	5	77	20	3
Virginia Hospital Center	83	13	4	85	13	2
Wellmont Lonesome Pine Mt. View Hospital	70	23	7	72	24	4
Wythe County Community Hospital	75	17	8	68	25	7
Virginia Average	70	22	8	70	25	5
U.S. Average	72	21	7	72	23	5

## NOTES:

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: January 2015 - December 2015. Released in October 2016

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

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 reli-

ably assess hospital performance.

Data are shown only for hospitals that participate in the Inpatient Quality Reporting (IQR) and Outpatient Quality Reporting (OQR) programs.

Results are not available for this reporting period.

Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.