

Hospital satisfaction rates 2015

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	77%	17%	6%	73%	24%	3%
Bath County Community Hospital ¹	73	27	0	69	31	0
Bedford Memorial Hospital	63	29	8	66	29	5
Bon Secours DePaul Medical Center	67	21	12	66	25	9
Bon Secours Mary Immaculate Hospital	72	19	9	72	22	6
Bon Secours Maryview Medical Center	62	27	11	58	33	9
Bon Secours Memorial Regional Medical Center	74	20	6	76	20	4
Bon Secours Rappahannock 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
Buchanan General Hospital	72	25	3	68	30	2
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 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 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/A	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A	N/A
Danville Regional Medical Center	57	31	12	50	41	9
Dickenson Community Hospital and Green Oak Behavioral Health ³	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 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 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
Mary Washington Hospital	64	26	10	65	29	6
Memorial Hospital of Martinsville & Henry County	59	27	14	48	41	11
Norton Community Hospital	69	23	8	70	26	4
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 ⁴	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 ³	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:

- 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 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.

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