

Hospital satisfaction rates 2016

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	75%	17%	8%	68%	28%	4%
Bath Community Hospital ¹	74	22	4	76	20	4
Bon Secours DePaul Medical Center	63	26	11	63	29	8
Bon Secours Mary Immaculate Hospital	74	18	8	76	19	5
Bon Secours Maryview Medical Center	58	28	14	53	36	11
Bon Secours Memorial Regional Medical Center	72	21	7	75	21	4
Bon Secours Rappahannock General Hospital	68	21	11	65	30	5
Bon Secours Richmond Community Hospital	68	28	4	65	31	4
Bon Secours St. Francis Medical Center	75	19	6	78	18	4
Bon Secours St. Mary's Hospital	77	18	5	81	16	3
Buchanan General Hospital	66	27	7	64	33	3
Carilion Franklin Memorial Hospital	70	23	7	65	32	3
Carilion Giles Community Hospital	84	13	3	84	13	3
Carilion Medical Center	70	22	8	75	21	4
Carilion Saint Albans Hospital	73	21	6	74	21	5
Carilion Stonewall Jackson Hospital	72	19	9	62	31	7
Carilion Tazewell Community Hospital	71	23	6	66	30	4
Centra Bedford Memorial Hospital	67	26	7	67	31	2
Centra Health	73	20	7	77	20	3
Centra Southside Community Hospital	65	26	9	61	36	3
Chesapeake Regional Medical Center	68	23	9	68	26	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	72	21	7	72	24	4
Clinch Valley Medical Center	73	21	6	69	25	6
Cumberland Hospital for Children and Adolescents ²	N/A	N/A	N/A	N/A	N/A	N/A
Danville Regional Medical Center	61	27	12	53	38	9
Dickenson Community Hospital and Green Oak Behavioral Health ³	N/A	N/A	N/A	N/A	N/A	N/A
Fauquier Hospital - Hospital in Northern Virginia	70	22	8	67	27	6
Henrico Doctors' Hospital	74	20	6	77	19	4
Hiram Davis Medical Center ²	N/A	N/A	N/A	N/A	N/A	N/A
Inova Alexandria Hospital	65	25	10	67	27	6
Inova Fair Oaks Hospital	81	16	3	85	13	2
Inova Fairfax Hospital	79	15	6	80	16	4
Inova Loudoun Hospital	75	20	5	78	19	3
Inova Mount Vernon Hospital	73	19	8	76	19	5
John Randolph Medical Center	64	25	11	63	29	8
Johnston Memorial Hospital	68	20	12	65	28	7
LewisGale Hospital Alleghany	68	23	9	63	32	5
LewisGale Hospital Montgomery	70	25	5	72	25	3
LewisGale Hospital Pulaski	69	21	10	69	23	8
LewisGale Medical Center	67	24	9	72	24	4
Martha Jefferson Hospital	77	18	5	80	18	2
Mary Washington Hospital	63	28	9	64	30	6
Memorial Hospital of Martinsville & Henry County	57	29	14	52	37	11
Norton Community Hospital	72	19	9	74	19	7

Hospital	How do patients rate the hospital overall?			Would patients recommend the hospital to friends and family?		
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Novant Health UVA Health System Culpeper Hospital	65%	23%	12%	65%	27%	8%
Novant Health UVA Health System Haymarket Medical Center	78	15	7	80	14	6
Novant Health UVA Health System Prince William Medical Center	66	24	10	66	26	8
Page Memorial Hospital	70	22	8	69	26	5
Reston Hospital Center	66	24	10	69	24	7
Riverside Doctors' Hospital Williamsburg	82	14	4	85	11	4
Riverside Regional Medical Center	71	22	7	75	21	4
Riverside Shore Memorial Hospital	54	35	11	52	39	9
Riverside Tappahannock Hospital	67	23	10	68	27	5
Riverside Walter Reed Hospital	67	24	9	63	31	6
Russell County Medical Center	65	26	9	60	35	5
Sentara CarePlex Hospital	73	22	5	72	23	5
Sentara Halifax Regional Hospital	68	25	7	63	34	3
Sentara Leigh Hospital	82	13	5	83	14	3
Sentara Norfolk General Hospital	74	20	6	77	19	4
Sentara Northern Virginia Medical Center	69	25	6	68	28	4
Sentara Obici Hospital	79	16	5	74	23	3
Sentara Princess Anne Hospital	81	14	5	82	15	3
Sentara RMH Medical Center	71	22	7	65	31	4
Sentara Virginia Beach General Hospital	77	19	4	78	18	4
Sentara Williamsburg Regional Medical Center	79	17	4	78	20	2
Smyth County Community Hospital	76	19	5	74	24	2
Southampton Memorial Hospital	60	29	11	52	38	10
Southern Virginia Regional Medical Center	66	25	9	48	43	9
Southside Regional Medical Center	70	19	11	62	31	7
Spotsylvania Regional Medical Center	68	22	10	71	21	8
Stafford Hospital Center	77	16	7	77	18	5
StoneSprings Hospital Center	72	18	10	72	18	10
Twin County Regional Hospital	63	26	11	56	35	9
University of Virginia Medical Center	73	21	6	80	17	3
Valley Health Shenandoah Memorial Hospital	76	18	6	69	26	5
Valley Health Warren Memorial Hospital	68	26	6	62	34	4
Valley Health Winchester Medical Center	68	23	9	72	25	3
VCU Health Community Memorial Hospital	64	27	9	59	36	5
VCU Health System	77	18	5	81	16	3
Virginia Hospital Center	83	13	4	85	13	2
Wellmont Lonesome Pine Hospital	71	21	8	71	22	7
Wythe County Community Hospital	70	21	9	66	28	6
VA state average	71%	21%	8%	70%	25%	5%
U.S. average	73	20	7	72	23	5

- NOTES:
- 1 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.
 - 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.

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 2016 - December 2016. Released in October 2017

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