

Hospital satisfaction rates 2014

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%	72%	25%	3%
Bath County Community Hospital	76	21	3	65	31	4
Bedford Memorial Hospital	64	25	11	63	32	5
Bon Secours DePaul Medical Center	67	24	9	66	26	8
Bon Secours Mary Immaculate Hospital	69	23	8	71	24	5
Bon Secours Maryview Medical Center	63	26	11	58	33	9
Bon Secours Memorial Regional Medical Center	76	19	5	78	19	3
Bon Secours Rappahannock General Hospital	68	24	8	69	26	5
Bon Secours Richmond Community Hospital	67	22	11	65	27	8
Bon Secours St. Francis Medical Center	73	20	7	76	20	4
Bon Secours St. Mary's Hospital	74	19	7	77	19	4
Buchanan General Hospital	74	21	5	71	25	4
Carilion Franklin Memorial Hospital	67	24	9	65	31	4
Carilion Giles Community Hospital	77	17	6	76	19	5
Carilion Medical Center	68	25	7	71	25	4
Carilion New River Valley/St. Albans	74	19	7	77	21	2
Carilion Stonewall Jackson Hospital	68	24	8	61	33	6
Carilion Tazewell Community Hospital	79	17	4	77	18	5
Centra Health/Virginia Baptist Hospital	72	21	7	77	20	3
Centra Southside Community Hospital	64	26	10	61	34	5
Chesapeake Regional Medical Center	69	23	8	69	26	5
CJW Medical Center	70	22	8	71	23	6
Clinch Valley Medical Center	67	23	10	62	31	7
Danville Regional Medical Center	59	29	12	52	40	8
Dickenson Community Hospital	N/A	N/A	N/A	N/A	N/A	N/A
Fauquier Health System - Hospital in Northern Virginia	72	18	10	70	25	5
Haymarket Medical Center	N/A	N/A	N/A	N/A	N/A	N/A
Henrico Doctors' Hospital	73	20	7	76	20	4
Inova Alexandria Hospital	64	25	11	71	21	8
Inova Fair Oaks Hospital	77	19	4	83	14	3
Inova Fairfax Hospital	73	20	7	80	16	4
Inova Loudoun Hospital	73	18	9	76	21	3
Inova Mount Vernon Hospital	72	21	7	75	20	5
John Randolph Medical Center	60	30	10	57	34	9
Johnston Memorial Hospital	67	22	11	66	27	7
LewisGale Hospital - Alleghany	65	28	7	58	37	5
LewisGale Hospital Montgomery	70	24	6	70	26	4
LewisGale Hospital Pulaski	72	19	9	70	25	5
LewisGale Medical Center	67	24	9	72	23	5
Martha Jefferson Hospital	75	19	6	84	13	3
Mary Washington Hospital	64	27	9	66	29	5
Memorial Hospital of Martinsville & Henry County	56	30	14	50	39	11

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
Norton Community Hospital	71%	24%	5%	72%	25%	3%
Novant Health Prince William Medical Center	60	28	12	61	32	7
Page Memorial Hospital	61	26	13	60	32	8
Pioneer Community Hospital of Patrick	67	22	11	71	12	17
Reston Hospital Center	68	23	9	71	24	5
Riverside Doctors' Hospital Williamsburg	79	18	3	82	15	3
Riverside Regional Medical Center	72	20	8	75	21	4
Riverside Shore Memorial Hospital	56	31	13	54	38	8
Riverside Tappahannock Hospital	68	24	8	67	29	4
Riverside Walter Reed Hospital	66	25	9	63	33	4
Russell County Medical Center	62	21	17	56	32	12
Sentara Careplex Hospital	76	20	4	79	19	2
Sentara Halifax Regional Hospital	70	23	7	65	31	4
Sentara Leigh Hospital	78	17	5	79	18	3
Sentara Norfolk General Hospital	73	21	6	79	18	3
Sentara Northern Virginia Medical Center	64	27	9	67	27	6
Sentara Obici Hospital	77	18	5	77	21	2
Sentara Princess Anne Hospital	82	13	5	84	13	3
Sentara Rockingham Memorial Hospital	72	20	8	71	25	4
Sentara Virginia Beach General Hospital	75	18	7	77	19	4
Sentara Williamsburg Regional Medical Center	80	17	3	81	17	2
Smyth County Community Hospital	72	18	10	68	26	6
Southampton Memorial Hospital	69	23	8	61	33	6
Southern Virginia Regional Medical Center	59	30	11	57	35	8
Southside Regional Medical Center	66	26	8	61	33	6
Spotsylvania Regional Medical Center	69	20	11	70	22	8
Stafford Hospital Center	75	20	5	79	17	4
Twin County Regional Hospital	65	24	11	55	37	8
University of Virginia Medical Center	68	24	8	76	20	4
UVA Culpeper Hospital	71	22	7	73	22	5
Valley Health Shenandoah Memorial Hospital	67	25	8	62	33	5
Valley Health Warren Memorial Hospital	65	26	9	65	30	5
Valley Health Winchester Medical Center	69	23	8	73	22	5
VCU Community Memorial Hospital	67	24	9	65	30	5
VCU Health System	74	21	5	76	21	3
Virginia Hospital Center	85	11	4	86	12	2
Wellmont Lonesome Pine Hospital	69	22	9	67	30	3
Wythe County Community Hospital	69	22	9	66	28	6
Virginia average	70	22	8	70	25	5
U.S. average	71	21	8	71	24	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. A basis for comparing individual hospital's performance

Patient Survey Collection Dates: January 2014 - December 2014. Released in October 2015

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