



# Patient experience: *communication matters*

## What makes for a good patient experience?

Healthgrades analyzed Patient Experience Surveys to identify the questions most closely associated with a **top overall rating of 9 or 10** and a response of ***"Yes, I would recommend this hospital."***\*

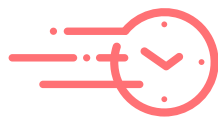
Year over year for nine years, we found:



### "Nurses always communicated well"

had the **highest** correlation to both ratings

Additional responses that correlate to this year's award recipients:



### "Patients always received help as soon as they wanted"



### "Staff always explained medications"



## 439 hospitals



received the 2018 Healthgrades Outstanding Patient Experience Award,<sup>™</sup> representing the top 15% of hospitals in the nation for patient experience



congratulates the 2018 Outstanding Patient Experience Award recipients



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\*Analysis of the most recent eight years of data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey from the Centers for Medicare & Medicaid Services (CMS).