



HCAHPS Results: SSH Discharges October 2017-September 2018

	South Shore Hospital	State Average	US Average
Overall Rating of Hospital	72%	71%	73%
Willingness to Recommend Hospital	74%	73%	72%

HCAHPS Sections:

Communication with Nurses	83%	81%	81%
Communication with Doctors	81%	80%	81%
Responsiveness of Hospital Staff	65%	65%	70%
Communication about Medicines	67%	64%	66%
Cleanliness of Hospital Environment	71%	71%	75%
Quietness of Hospital Environment	54%	51%	62%
Discharge Information	91%	89%	87%
Care Transition	54%	52%	53%

Source: Centers for Medicare and Medicaid Services (CMS)

For more information, visit the Medicare Hospital Compare tool at <https://www.medicare.gov/hospitalcompare/search.html>

At South Shore Health, our colleagues always put the safety and care of our patients and families first. We define the patient experience as a compilation of safe, quality care delivered in the right place at the right time by the right provider with compassion and empathy in the most efficient and cost-effective way.