

Star-Crossed SATISFACTION



Do Online Ratings help patients make informed choices?

There is no relationship between the average hospital's Online Rating and Patient Satisfaction Score.

AVERAGE HOSPITAL RATING



2.7 out of 5

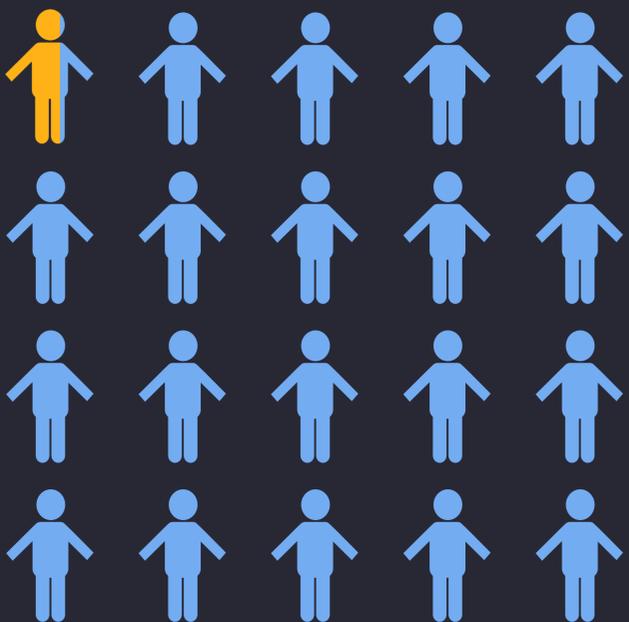


4.5 out of 5

While an Online Rating of 2.7 is average, it's difficult for patients to know if a 2.7 can be interpreted as "good" or "bad". Patient Satisfaction Scores let you easily communicate how well your hospital is rated compared to others.

AVERAGE NUMBER OF RATINGS

ONLINE



Fewer than 1 in 20 patients

PATIENT SATISFACTION



13 in 20 patients

The average hospital has a very low number of Online Ratings compared to number of patients served.

When anyone can rate your hospital on a variety of platforms that are quickly and easily accessible to patients and stakeholders, it is crucial to collect your own patient satisfaction data and share your results!

Actively promote your internal Patient Satisfaction Scores

Ask patients and stakeholders to complete Online Ratings