**Project Description**

**Due Date: 3/1/2022**

Please use the attached Excel file to work in the following tasks. The Excel file represents patients’ satisfaction at HHC hospitals, which is measured by a standardized survey known as the Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS). The survey has been validated by the federal Centers for Medicare and Medicaid Services (CMS) as a standard assessment tool for all hospitals. The data show patient satisfaction scores in HHC hospitals.

**Required Tasks:**

**1) For every hospital in the survey, calculate the basic statistics for all questions, including mean, median and mode.**

**2) For every topic (Question in the survey), identify the best hospital based on patients’ satisfaction levels (show this in graph)**

***Hint: you should have 10 distinct figures; one for each question.***

**3) Assume that all questions have the same weight, recommend the two best hospitals given that our patients are very concerned about cleanliness and pain controlling.**

**4) List the hospital(s) that have scores < the mean score in all questions in the survey. (show the result(s) in an ascending order)**

***Hint: the answer should include only one list. Don’t provide a list for each question.***

**5)Assume that all questions have the same weight, rank the hospitals based on their HCAHPS scores.**