

## SUMMARY STAR RATING

**2.0** out of 5  
 — 0.0 vs. last year  
 State avg: 3.0 | National avg: 3.2

## RECOMMEND STAR RATING

**2.0** out of 5  
 — 0.0 vs. last year  
 State avg: 3.4 | National avg: 3.5

## SATISFACTION STAR RATING

**1.0** out of 5  
 ▼ -1.0 vs. last year  
 State avg: 3.2 | National avg: 3.2

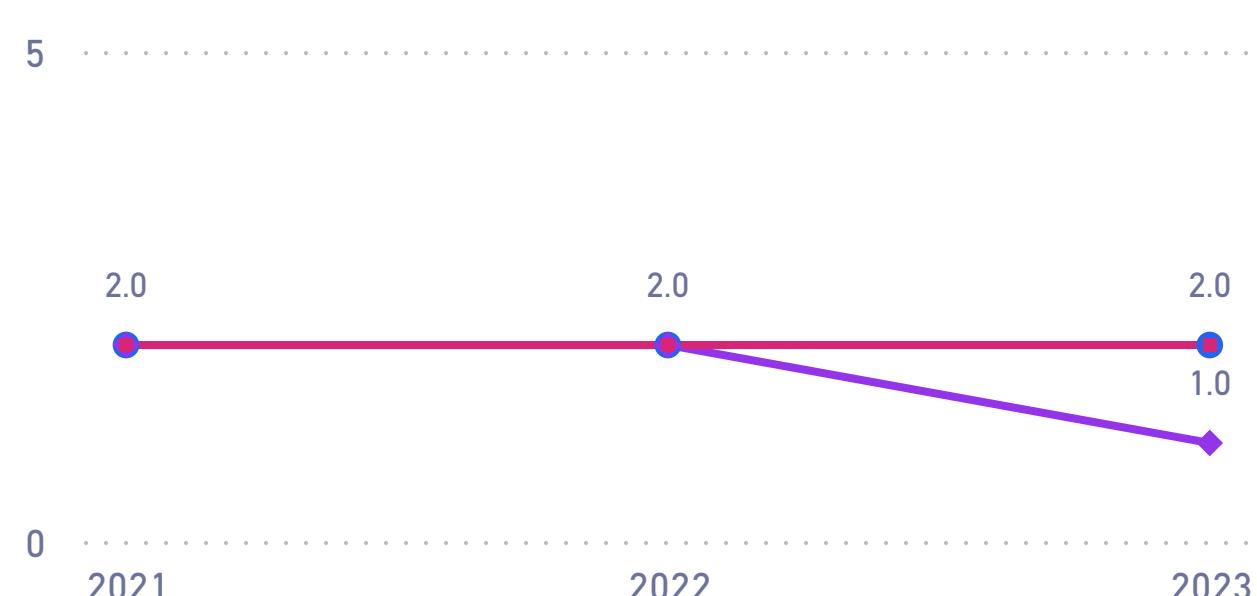
## GENERAL INFORMATION

Hospital type: Not-for-profit # of responses: 690  
 # of beds: 259 Response rate: 11%

## YEARLY TRENDS

Yearly survey data

● Recommend ♦ Satisfaction ■ Summary



## PIEDMONT HOSPITALS COMPARISON

#15 out of 15

Rank	Hospital Name	Satisfaction (%)
1	PIEDMONT COLUMBUS REGIONAL NORTHSIDE	77%
2	PIEDMONT ATHENS REGIONAL MEDICAL CENTER	75%
3	PIEDMONT MACON NORTH HOSPITAL	72%
4	PIEDMONT COLUMBUS REGIONAL MIDTOWN	71%
4	PIEDMONT FAYETTE HOSPITAL	71%
4	PIEDMONT HOSPITAL, INC	71%
4	PIEDMONT MOUNTAINSIDE HOSPITAL INC	71%

\* % of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

## OTHER RATINGS BREAKDOWN

Domain	Impact Level <sup>1</sup>	Star Rating	vs. Prev Year	Score Rating	State Avg. <sup>2</sup>	National Avg. <sup>2</sup>
Care transition	High	★★★★★	▼ -1.0	1.0	2.9	3.1
Doctor communication	High	★★★★★	— 0.0	2.0	3.2	3.3
Med communication	High	★★★★★	— 0.0	2.0	2.8	3.1
Nurse communication	High	★★★★★	— 0.0	2.0	3.1	3.3
Quietness	Low	★★★★★	▲ +1.0	3.0	3.6	3.1
Room cleanliness	Low	★★★★★	— 0.0	2.0	2.9	3.1
Discharge information	Moderate	★★★★★	— 0.0	2.0	2.8	3.4
Staff responsiveness	Moderate	★★★★★	— 0.0	2.0	2.8	3.1

(1) Impact level of each domain is determined using relative importance analysis across all U.S hospitals in 2024.

(2) Colors on "State Avg." and "National Avg." indicate a ±0.5pt difference between the hospital rating and the average (red: negative; green: positive).