

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%

PIEDMONT HOSPITALS COMPARISON

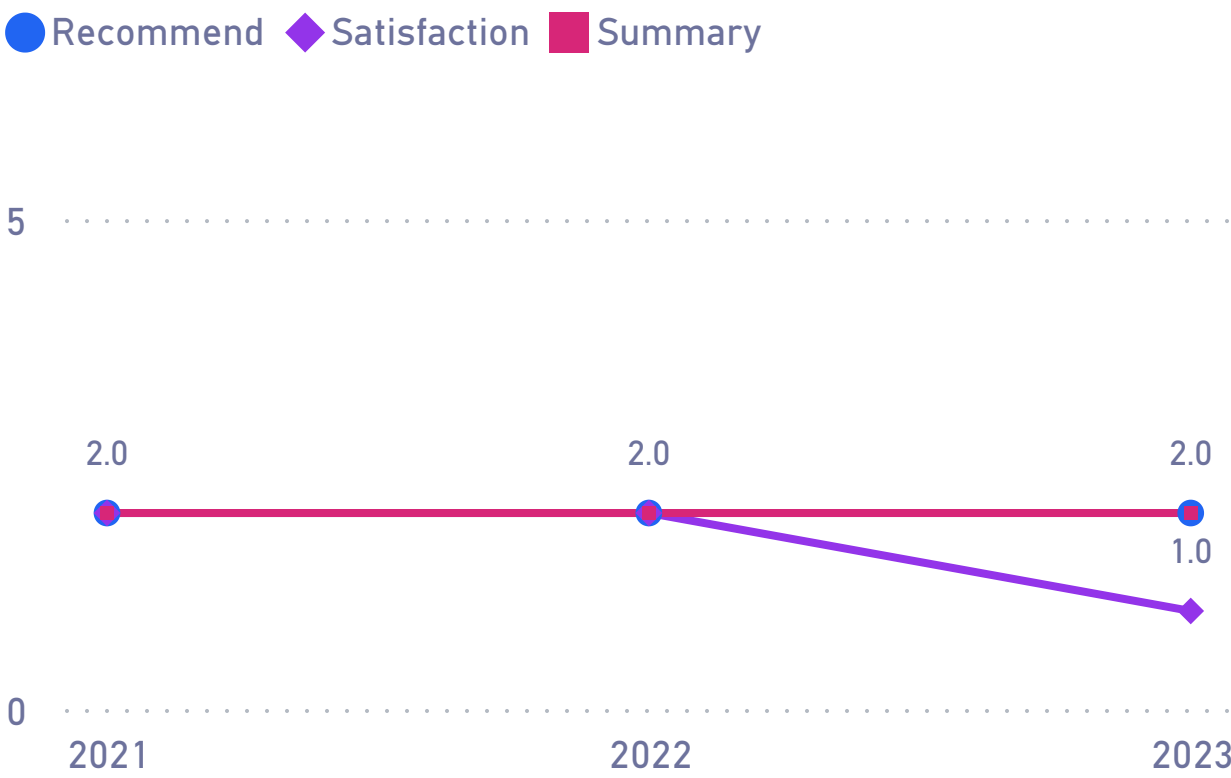
#15 out of 15

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).

YEARLY TRENDS

Yearly survey data



OTHER RATINGS BREAKDOWN

Domain	Impact Level ¹	Star Rating	vs. Prev Year	Score Rating	State Avg. ²	National Avg. ²
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).