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Wisconsin Patients Recommend their Hospital at Higher Rates than the Rest of the Nation

Becker’s analysis shows Wisconsin’s hospitals outperform other states in patient satisfaction among 5-star hospitals

According to an analysis of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores from *Becker’s Hospital Review*, Wisconsin ranks as one of the top states for patient satisfaction among 5-star hospitals, coming in the top spot among peer states with 100 or more hospitals and third overall, just behind Maine and Utah.

“Some criticize Wisconsin hospital quality to advance political agendas, but data directly from patient satisfaction scores tells a much different story about how Wisconsin patients value the quality of care they receive in a Wisconsin hospital,” said WHA President and CEO Eric Borgerding.

State Rankings for Number of 5-Star Hospitals that Patients “Definitely Recommend” <i>*States with >100 hospitals</i>		
Ranking	State	% of State Hospitals
1	Wisconsin	23%
2	North Carolina	15%
3	Pennsylvania	14%
4	Iowa	13%
5	Michigan	13%

“What is of great concern to patients, workers and families all across the state is the frustrating complexity, red tape, care denials, co-pays, deductibles and other surprise costs that the mega insurance companies, third party administrators and other health care middlemen continue heaping onto our health care system while avoiding much needed scrutiny,” added Borgerding.

According to the most recent HCAHPS measure scores, 96% of patients in Wisconsin would “probably” or “definitely” recommend their local hospital to friends or family. Wisconsin's top-performing hospitals far-exceed their peers in other states with this measure of patient satisfaction.

Ironically, these same critics of hospitals have also stated that we need more transparent quality information. HCAHPS measures have been available on CheckPoint, WHA’s resource for quality accountability and transparency, for nearly two decades.

