














Medicare.gov | Hospital Compare

The Official U.S. Government Site for Medicare

General information

	x	x	x
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> 	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> 	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> 
	<p>Overall rating : 4 out of 5 stars Learn more</p>	<p>Overall rating : 1 out of 5 stars Learn more</p>	<p>Overall rating : 3 out of 5 stars Learn more</p>
	<p>Distance : 23.0 miles</p>	<p>Distance : 23.1 miles</p>	<p>Distance : 56.4 miles</p>
Hospital type 	Acute Care Hospitals	Acute Care Hospitals	Acute Care Hospitals
Provides emergency services 	Yes	Yes	Yes
Able to receive lab results electronically 	Yes	Yes	Yes
Able to track patients' lab results, tests, and referrals electronically between visits 	Yes	Yes	Yes

Uses outpatient safe surgery checklist ⓘ	Yes	Yes	Yes
Uses inpatient safe surgery checklist ⓘ	Yes	Yes	Yes
Uses hospital survey on patient safety culture ⓘ	Yes	Yes	Yes

Survey of patients' experiences

Survey of patients' experiences




HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. Use the results shown here to compare hospitals based on 10 important hospital quality topics.

Find out why these [measures](#) and the [star ratings](#) are important.

[Learn more about the data and star ratings.](#)

[Get the current data collection period.](#)

[Get tips for printing star images.](#)

	X	X	X		
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Patient survey summary star rating. More stars are better. Learn more	2 out of 5 stars	2 out of 5 stars	3 out of 5 stars		
Patients who reported that their nurses "Always" communicated well	74%	74%	83%	76%	80%
Patients who reported that their doctors "Always" communicated well	71%	75%	80%	77%	81%
Patients who reported that they "Always" received help as soon as they wanted	61%	57%	72%	64%	70%
Patients who reported that staff "Always" explained about medicines before giving it to them	55%	61%	68%	63%	66%
Patients who reported that their room and bathroom were "Always" clean	65%	63%	76%	72%	75%
Patients who reported that the area around their room was "Always" quiet at night	50%	41%	40%	51%	62%
Patients who reported that YES, they were given information about what to do during their recovery at home	83%	88%	88%	85%	87%
Patients who "Strongly Agree" they understood their care when they left the hospital	47%	44%	52%	50%	53%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	68%	64%	74%	69%	73%
Patients who reported YES, they would definitely recommend the hospital	68%	67%	73%	70%	72%

Timely & effective care

Timely & effective care

These measures show how often or how quickly hospitals provide care that research shows gets the best results for patients with certain conditions. This information can help you compare which hospitals give recommended care most often as part of the overall care they provide to patients.




▼ Sepsis care

Sepsis is a complication that occurs when your body has an extreme response to an infection. It causes damage to organs in the body and can be life-threatening if not treated. Sepsis can sometimes turn into septic shock, which has a higher risk of death. Identifying sepsis early and starting appropriate care quickly increase the chances of survival.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

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Percentage of patients who received appropriate care for severe sepsis and septic shock <i>Higher percentages are better</i>	88% ²	55% ²	66% ²	56%	51%
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▼ **Cataract surgery outcome**

Cataracts affect your vision and are very common in older people. Cataracts can make your vision blurry and can impact your ability to see at night. The purpose of cataract surgery is to improve visual function and the quality of life for people with cataracts.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

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Percentage of patients who had cataract surgery and had improvement in visual function within 90 days following the surgery <i>Higher percentages are better</i>	Not Available ⁵	Not Available ⁵	Not Available ⁵	99%	95%




▼ Colonoscopy follow-up

A colonoscopy is one test doctors can use to find precancerous polyps (abnormal growths) or colorectal cancer. Scientific evidence shows that the following measures represent best practices for follow-up colonoscopies.

Find out why these measures are important.

Get more information about the data.

Get the current data collection period.

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Percentage of patients receiving appropriate recommendation for follow-up screening colonoscopy <i>Higher percentages are better</i>	100%	92%	97%	85% ²⁶	88% ²⁶
Percentage of patients with history of polyps receiving follow-up colonoscopy in the appropriate timeframe <i>Higher percentages are better</i>	100%	73%	85%	78% ²⁶	90% ²⁶

▼ Heart attack care




An acute myocardial infarction (AMI) or heart attack happens when one of the heart's arteries becomes blocked and the supply of blood and oxygen to part of the heart muscle is slowed or stopped. When the heart muscle doesn't get the oxygen and nutrients it needs, the affected heart tissue may die.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

▼ Timely heart attack care

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<p>Average (median) number of minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital <i>A lower number of minutes is better</i></p>	Not Available ⁵	Not Available ⁵	Not Available ⁵	70 Minutes ²⁶	64 Minutes ²⁶

Average (median) number of minutes before outpatients with chest pain or possible heart attack got an ECG <i>A lower number of minutes is better</i>	Not Available ^{1,3}	Not Available ^{1,3}	6 Minutes	10 Minutes ²⁶	8 Minutes ²⁶
Outpatients with chest pain or possible heart attack who got drugs to break up blood clots within 30 minutes of arrival <i>Higher percentages are better</i>	Not Available ⁵	Not Available ^{3,7}	Not Available ¹	57% ²⁶	59% ²⁶
Outpatients with chest pain or possible heart attack who received aspirin within 24 hours of arrival or before transferring from the emergency department <i>Higher percentages are better</i>	Not Available ^{1,3}	Not Available ^{1,3}	98%	95% ²⁶	95% ²⁶

Hospital Compare data are reported using the median only. However, the median is often referred to as the 'average' on the Hospital Compare website to allow for ease of understanding.

▼ **Emergency department care**

Timely and effective care in hospital emergency departments is essential for good patient outcomes. Delays before getting care in the emergency department can reduce the quality of care and increase risks and discomfort for patients with serious illnesses or injuries. Waiting times at different hospitals can vary widely, depending on the number of patients seen, staffing levels, efficiency, admitting procedures, or the availability of inpatient beds.




The information below shows how quickly the hospitals you selected treat patients who come to the hospital emergency department, compared to the average for all hospitals in the U. S.

[Find out why these measures are important.](#)




[Get more information about the data.](#)

[Get the current data collection period.](#)

▼ **Timely emergency department care**

	X	X	X		
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Average (median) time patients who came to the emergency department with broken bones had to wait before getting pain medication <i>A lower number of minutes is better</i>	67 Minutes	44 Minutes	28 Minutes	56 Minutes ²⁶	49 Minutes ²⁶
Percentage of patients who left the emergency department before being seen <i>Lower percentages are better</i>	4%	1%	1%	2%	2%
Percentage of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival <i>Higher percentages are better</i>	Not Available ¹	67%	88%	73%	73%

<p>Volume legend (patients annually): <u>Low</u>: 0 - 19,999 <u>Medium</u>: 20,000 - 39,999 <u>High</u>: 40,000 - 59,999 <u>Very High</u>: 60,000+</p>	<p style="text-align: right;">X</p> <p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p style="text-align: right;">X</p> <p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p style="text-align: right;">X</p> <p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>
<p>Emergency department volume</p>	<p>High</p>	<p>High</p>	<p>Medium</p>
<p>Average (median) time patients spent in the emergency department, before they were admitted to the hospital as an inpatient <i>A lower number of minutes is better</i></p>	<p>392 Minutes²</p> <p>Other High volume hospitals: Nation: 302 Minutes^{25,26} California: 346 Minutes^{25,26}</p>	<p>416 Minutes²</p> <p>Other High volume hospitals: Nation: 302 Minutes^{25,26} California: 346 Minutes^{25,26}</p>	<p>284 Minutes²</p> <p>Other Medium volume hospitals: Nation: 261 Minutes^{25,26} California: 292 Minutes^{25,26}</p>
<p>Average (median) time patients spent in the emergency department, after the doctor decided to admit them as an inpatient before leaving the emergency department for their inpatient room <i>A lower number of minutes is better</i></p>	<p>211 Minutes²</p> <p>Other High volume hospitals: Nation: 118 Minutes^{25,26} California: 161 Minutes^{25,26}</p>	<p>244 Minutes²</p> <p>Other High volume hospitals: Nation: 118 Minutes^{25,26} California: 161 Minutes^{25,26}</p>	<p>129 Minutes²</p> <p>Other Medium volume hospitals: Nation: 92 Minutes^{25,26} California: 137 Minutes^{25,26}</p>
<p>Average (median) time patients spent in the emergency department before leaving from the visit <i>A lower number of minutes is better</i></p>	<p>146 Minutes</p>	<p>172 Minutes</p>	<p>137 Minutes</p>

	<p>Other High volume hospitals: Nation: 162 Minutes^{25,26} California: 171 Minutes^{25,26}</p>	<p>Other High volume hospitals: Nation: 162 Minutes^{25,26} California: 171 Minutes^{25,26}</p>	<p>Other Medium volume hospitals: Nation: 142 Minutes^{25,26} California: 147 Minutes^{25,26}</p>
<p>Average (median) time patients spent in the emergency department before they were seen by a healthcare professional <i>A lower number of minutes is better</i></p>	40 Minutes	17 Minutes	11 Minutes
	<p>Other High volume hospitals: Nation: 22 Minutes^{25,26} California: 26 Minutes^{25,26}</p>	<p>Other High volume hospitals: Nation: 22 Minutes^{25,26} California: 26 Minutes^{25,26}</p>	<p>Other Medium volume hospitals: Nation: 20 Minutes^{25,26} California: 22 Minutes^{25,26}</p>

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▼ Preventive care

Hospitals and health care providers play a crucial role in promoting, providing and educating patients about preventive services and screenings and maintaining the health of their communities. Many diseases are preventable through immunizations, screenings, treatment, and lifestyle changes. The information below shows how well the hospitals you selected are providing preventive services.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	x	x	x		
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	Overall rating ⓘ: 4 out of 5 stars Learn more	Overall rating ⓘ: 1 out of 5 stars Learn more	Overall rating ⓘ: 3 out of 5 stars Learn more		
	Distance ⓘ: 23.0 miles	Distance ⓘ: 23.1 miles	Distance ⓘ: 56.4 miles		
Patients assessed and given influenza vaccination <i>Higher percentages are better</i>	93% ²	99% ²	100% ²	93% ²⁶	93% ²⁶
Healthcare workers given influenza vaccination <i>Higher percentages are better</i>	96%	90%	94%	84%	89%




▼ Cancer care

External Beam Radiation Therapy (EBRT) uses high doses of radiation to destroy cancer cells and shrink tumors. It is commonly used in patients with cancer that has spread to the bone as a method to control pain with few side effects. Evidence has shown that short-term radiation treatment can have similar pain relief outcomes to long course treatment. The measure below shows how often patients receive the recommended EBRT radiation treatment.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

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Percentage of patients receiving appropriate radiation therapy for cancer that has spread to the bone <i>Higher percentages are better</i>	Not Available ⁵	Not Available ⁵	Not Available ⁵	83% ²⁶	86% ²⁶
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▼ Blood clot prevention

Because hospital patients often have to stay in bed for long periods of time, any patient who is admitted to the hospital is at increased risk of developing a blood clot in the veins (known as [venous thromboembolism](#)). Blood clots can break off and travel to other parts of the body and cause serious problems, even death. Fortunately, there are safe, effective, and proven procedures to prevent blood clots or to treat them when they occur.










The measures listed below show how well hospitals are providing recommended care known to prevent blood clots and how often blood clots occur that could have been prevented.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

▼ Blood clot prevention

	X	X	X		
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Patients who developed a blood clot while in the hospital who <i>did not</i> get treatment that could have prevented it <i>Lower percentages are better</i>	Not Available ¹	0%	Not Available ¹	3% ²⁶	3% ²⁶

▼ **Pregnancy & delivery care**




By providing care to pregnant women that follows best practices, hospitals and doctors can improve chances for a safe delivery and a healthy baby.

This measure shows the percentage of pregnant women who had elective deliveries 1-3 weeks early (either vaginally or by C-section) whose early deliveries weren't medically necessary. Higher numbers may indicate that hospitals aren't doing enough to discourage this unsafe practice.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X		
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Percent of mothers whose deliveries were scheduled too early (1-2 weeks early), when a scheduled delivery was not medically necessary <i>Lower percentages are better</i>	Not Available ⁷	2% ²	6% ²	1% ²⁶	2% ²⁶

Complications & deaths

Complications & deaths

Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.

▼ Surgical complications

This section shows serious complications that patients with [Original Medicare](#) experienced during a hospital stay or after having certain inpatient surgical procedures. These complications can often be prevented if hospitals follow procedures based on best practices and scientific evidence.




[Find out why these measures are important.](#)

[Get more information about the hip/knee data.](#)

[Get more information about the PSI data.](#)

[Get the current data collection period.](#)

[View all patient safety indicators for Veterans Health Administration \(VHA\) hospitals.](#)

	X	X	X	
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Rate of complications for hip/knee replacement patients	No Different than the National Rate	Better than the National Rate	No Different than the National Rate	2.6%
Serious complications (From PSI ⓘ)	Better than the National Value	No Different than the National Value	No Different than the National Value	1
Deaths among patients with serious treatable complications after surgery (From PSI ⓘ)	No Different than the National Rate	No Different than the National Rate	Number of Cases Too Small ¹	161.73










▼ Infections

Healthcare-associated infections, or HAIs, are infections that people get while they're getting treatment for another condition in a healthcare setting. HAIs can occur in all settings of care, including acute care hospitals, long term acute care hospitals, rehabilitation facilities, surgical centers, cancer hospitals, and skilled nursing facilities. Many of these infections can be prevented through the use of proper procedures and precautions. Below, different HAIs for each hospital are compared to the U.S. benchmark.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

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Central line-associated bloodstream infections (CLABSI) in ICUs and select wards	2.163	0.278	Not Available ¹³
Catheter-associated urinary tract infections (CAUTI) in ICUs and select wards	0.727	0.568	Not Available ¹³
Surgical site infections (SSI) from colon surgery	No Different than National Benchmark	No Different than National Benchmark	No Different than National Benchmark
Surgical site infections (SSI) from abdominal hysterectomy	Not Available ¹³	Not Available ¹³	Not Available ¹³
Methicillin-resistant <i>Staphylococcus Aureus</i> (MRSA) blood infections	2.283	1.653	Not Available ¹³
<i>Clostridium difficile</i> (C.diff.) intestinal infections	0.565	1.063	2.038

▼ 30-day death rates




Death rates show how often patients die, for any reason, within 30 days of admission to a hospital.

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	x	x	x	NATIONAL RESULT
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Death rate for COPD patients	No Different than the National Rate	Worse than the National Rate	No Different than the National Rate	8.3%
Death rate for heart attack patients	No Different than the National Rate	Worse than the National Rate	Number of Cases Too Small ¹	13.2%

Death rate for heart failure patients	No Different than the National Rate	Worse than the National Rate	No Different than the National Rate	11.7%
Death rate for pneumonia patients	Worse than the National Rate	Worse than the National Rate	No Different than the National Rate	15.7%
Death rate for stroke patients	No Different than the National Rate	Worse than the National Rate	No Different than the National Rate	14.3%
Death rate for CABG surgery patients	No Different than the National Rate	No Different than the National Rate	Not Available ⁵	3.1%

Unplanned hospital visits

Unplanned hospital visits

Returning to the hospital for unplanned care disrupts patients' lives, increases their risk of harmful events like [healthcare-associated infections](#), and costs more money. Hospitals that give high quality care can keep patients from returning to the hospital and reduce their stay if they have to come back.

Three types of measures report on unplanned hospital visits:

1. Rates of readmission show the percentage of patients who return to the hospital for an unplanned inpatient admission after leaving the hospital.
2. Rates of hospital visits show the percentage of patients who visit the hospital or other care settings after an outpatient procedure.
3. Hospital return days add up the days the patient was in an inpatient hospital unit, under [observation](#), or in an emergency department for unplanned care.

Watch the video below for more information on these measures.

Introduction to the Hospital Return Days Measures



[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

▼ Unplanned readmissions & hospital return days by medical condition




▼ Chronic obstructive pulmonary disease (COPD)

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

Get the current data collection period.

	X	X	X	
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⓘ: 4 out of 5 stars Learn more</p> <p>Distance ⓘ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⓘ: 1 out of 5 stars Learn more</p> <p>Distance ⓘ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⓘ: 3 out of 5 stars Learn more</p> <p>Distance ⓘ: 56.4 miles</p>	NATIONAL RESULT
Rate of readmission for chronic obstructive pulmonary disease (COPD) patients	No Different than the National Rate	No Different than the National Rate	No Different than the National Rate	19.6%




▼ Heart attack

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission for heart attack patients	No Different than the National Rate	No Different than the National Rate	Number of Cases Too Small ¹	16%
Hospital return days for heart attack patients	Fewer days than average per 100 discharges	Fewer days than average per 100 discharges	Number of cases too small ¹	Not Available ⁵




▼ Heart failure

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> <p></p> <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> <p></p> <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> <p></p> <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission for heart failure patients	Better than the National Rate	No Different than the National Rate	No Different than the National Rate	21.7%
Hospital return days for heart failure patients	Fewer days than average per 100 discharges	Average days per 100 discharges	Average days per 100 discharges	Not Available ⁵




▼ Pneumonia

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission for pneumonia patients	No Different than the National Rate	No Different than the National Rate	No Different than the National Rate	16.7%
Hospital return days for pneumonia patients	Average days per 100 discharges	Average days per 100 discharges	Fewer days than average per 100 discharges	Not Available ⁵




▼ Stroke

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission for stroke patients	No Different than the National Rate	No Different than the National Rate	No Different than the National Rate	11.9%

▼ **Unplanned readmission and hospital visits by procedure**




▼ **Coronary artery bypass graft (CABG)**

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> <p></p> <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> <p></p> <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> <p></p> <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission for coronary artery bypass graft (CABG) surgery patients	No Different than the National Rate	No Different than the National Rate	Not Available ⁵	13.2%




▼ Hip/knee replacement

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission after hip/knee replacement	No Different than the National Rate	Better than the National Rate	No Different than the National Rate	4.2%

▼ Colonoscopy




Colonoscopy is a common procedure performed at outpatient facilities. Given the widespread use of colonoscopy, understanding and minimizing complications is a high priority. When providers follow the recommended preparation and follow-up care guidelines, the risk for an unplanned hospital visit following the procedure is reduced.

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> <p></p> <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> <p></p> <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> <p></p> <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	<p>NATIONAL RESULT</p>
Rate of unplanned hospital visits after an outpatient colonoscopy	No Different than the National Rate	No Different than the National Rate	No Different than the National Rate	14.8




▼ **Unplanned readmission**

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	NATIONAL RESULT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Rate of readmission after discharge from hospital (hospital-wide)	No Different than the National Rate	Better than the National Rate	No Different than the National Rate	15.3%

Use of medical imaging

Use of medical imaging

These outpatient imaging efficiency measures give you information about hospitals' use of medical imaging tests (like mammograms, MRIs, and CT scans) for outpatients based on the following goals:

- Protecting patients' safety (like keeping patients' exposure to radiation and other risks as low as possible);
- Following up properly when screening tests like mammograms show a possible problem; and,
- Avoiding the risk, stress, and cost of doing imaging tests that patients may not need.




The information shown here is limited to medical imaging facilities that are part of a hospital or associated with a hospital; these facilities can be inside or near the hospital, or in a different location. This information only includes medical imaging done on Medicare patients treated in hospital outpatient departments. It does not include medical imaging tests done for patients who have been admitted to the hospital as inpatients.

These measures are based on Medicare claims data.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X		
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> 	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> 	<p>STELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> 	<p>CALIFORNIA AVERAGE</p>	<p>NATIONAL AVERAGE</p>
	<p>Overall rating ⓘ: 4 out of 5 stars Learn more</p>	<p>Overall rating ⓘ: 1 out of 5 stars Learn more</p>	<p>Overall rating ⓘ: out of 5 stars Learn more</p>		
	<p>Distance ⓘ: 23.0 miles</p>	<p>Distance ⓘ: 23.1 miles</p>	<p>Distance ⓘ: 56.4 miles</p>		

<p>Outpatients with low-back pain who had an MRI without trying recommended treatments (such as physical therapy) first</p> <p>(If a number is high, it may mean the facility is doing too many unnecessary MRIs for low-back pain.)</p>	Not Available ¹	Not Available ¹	38.8%	38.2%	39.3%
<p>Outpatients who had a follow-up mammogram, breast ultrasound, or breast MRI within the 45 days after a screening mammogram</p> <p>(A follow-up rate near 0% may indicate missed cancer; a rate higher than 14% may mean there is unnecessary follow-up.)</p>	Not Available ¹	Not Available ¹	7.3%	8.7%	8.9%
<p>Outpatient CT scans of the abdomen that were "combination" (double) scans</p> <p>(If a number is high, it may mean that too many patients have a double scan when a single scan is all they need.)</p>	0.4%	1%	6.1%	9.4%	7.8%
<p>Outpatient CT scans of the chest that were "combination" (double) scans</p> <p>(if a number is high, it may mean that too many patients have a double scan when a single scan is all they need) <i>Lower percentages are better</i></p>	1.7%	0.8%	3.5%	1.6%	1.5%
<p>Outpatients who got cardiac imaging stress tests before low-risk outpatient surgery</p> <p>(If a number is high, it may mean that too many cardiac scans were done prior to low-risk surgeries.)</p>	Not Available ¹	3.2%	1.4%	4.3%	4.6%
<p>Outpatients with brain CT scans who got a sinus CT scan at the same time</p> <p>(If a number is high, it may mean that too many patients have both a brain and sinus scan, when a single scan is all they need.)</p>	0.9%	0.4%	0.7%	1%	1.1%

Payment & value of care

Payment & value of care

▼ Medicare Spending Per Beneficiary

The Medicare Spending Per Beneficiary (MSPB or “Medicare hospital spending per patient”) measure shows whether Medicare spends more, less, or about the same on an episode of care for a Medicare patient treated in a specific inpatient hospital compared to how much Medicare spends on an episode of care across all inpatient hospitals nationally. This measure includes all Medicare Part A and Part B payments made for services provided to a patient during an episode of care, which includes the 3 days prior to the hospital stay, the inpatient hospital stay, and the 30 days after discharge from the hospital.

The MSPB measure score is a ratio calculated by dividing the amount Medicare spent per patient for an episode of care initiated at this hospital by the median (or middle) amount Medicare spent per episode of care nationally. A lower ratio means that Medicare spent less per patient.

A ratio equal to the national average means that Medicare spends ABOUT THE SAME per patient for an episode of care initiated at this hospital as it does per episode of care across all inpatient hospitals nationally.




A ratio that is more than the national average means that Medicare spends MORE per patient for an episode of care initiated at this hospital than it does per episode of care across all inpatient hospitals nationally.

A ratio that is less than the national average means that Medicare spends LESS per patient for an episode of care initiated at this hospital than it does per episode of care across all inpatient hospitals nationally.

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	x	x	x
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>
Medicare Spending Per Beneficiary	Get Results for this Hospital	Get Results for this Hospital	Get Results for this Hospital

▼ **Payment**










The payment for heart attack, heart failure, and pneumonia measures add up all payments made for care starting the day the patient enters the hospital and continuing for the next 30 days. The payment for hip/knee replacement measure adds up payments starting the day the patient enters the hospital and continuing for the next 90 days. This can include payments made to the hospital, doctor's office, skilled nursing facility, hospice, as well as patient co-pays made during this time. Payments can be from Medicare, other health insurers, or the patients themselves. Looking at how payments vary is one way to see differences in how hospitals and other healthcare providers care for patients.

▼ **Payment for heart attack patients**

[Find out why these measures are important.](#)

Get more information about [payment data](#) and [mortality data](#).

[Get the current data collection periods.](#)

	X	X	X	NATIONAL AVERAGE PAYMENT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> 	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> 	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> 	
	<p>Overall rating : 4 out of 5 stars Learn more</p>	<p>Overall rating : 1 out of 5 stars Learn more</p>	<p>Overall rating : 3 out of 5 stars Learn more</p>	
	<p>Distance : 23.0 miles</p>	<p>Distance : 23.1 miles</p>	<p>Distance : 56.4 miles</p>	




Payment for heart attack patients	No Different than the National Average Payment	Greater than the National Average Payment	Number of Cases Too Small ¹	\$23,745
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▼ **Payment for heart failure patients**

Find out why these measures are important.

Get more information about [payment data](#) and [mortality data](#).

Get the current data collection periods.

	x	x	x	NATIONAL AVERAGE PAYMENT
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	
Payment for heart failure patients	No Different than the National Average Payment	No Different than the National Average Payment	Less than the National Average Payment	\$16,632




▼ **Payment for hip/knee replacement patients**

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	<p>NATIONAL AVERAGE PAYMENT</p>
Payment for hip/knee replacement patients	Less than the National Average Payment	Less than the National Average Payment	Less than the National Average Payment	\$21,953




▼ **Payment for pneumonia patients**

For more information, click on the links below:

[Find out why these measures are important.](#)

[Get more information about the data.](#)

[Get the current data collection period.](#)

	X	X	X	
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>	<p>NATIONAL AVERAGE PAYMENT</p>
Payment for pneumonia patients	Greater than the National Average Payment	No Different than the National Average Payment	No Different than the National Average Payment	\$17,415

▼ Value of care

Looking at payment measures together with quality-of-care measures (such as death rates or complication rates) allows you to compare the value of care between hospitals.




The payment measures add up the payments for care starting the day the patient enters the hospital and continuing for the next 30 or 90 days. For example, this can include payments to the hospital, doctor's office, skilled nursing facility, hospice, as well as patient co-pays made during this time. The quality measures below look at death rates (in the first 30 days after patients are hospitalized) or complication rates (in the first 90 days after patients are hospitalized). This includes deaths for any reason (not just from a heart attack, heart failure, or pneumonia), or complications that are defined by a set of specific events and timeframes.

▼ Value of care for heart attack patients

[Find out why these measures are important.](#)

Get more information about [payment data](#) and [mortality data](#).

[Get the current data collection periods.](#)

	x	x	x
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p> 	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p> 	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p> 
	<p>Overall rating ⓘ: 4 out of 5 stars Learn more</p>	<p>Overall rating ⓘ: 1 out of 5 stars Learn more</p>	<p>Overall rating ⓘ: 3 out of 5 stars Learn more</p>
	<p>Distance ⓘ: 23.0 miles</p>	<p>Distance ⓘ: 23.1 miles</p>	<p>Distance ⓘ: 56.4 miles</p>
Death rate for heart attack patients	No Different than the National Rate	Worse than the National Rate	Number of Cases Too Small ¹

Payment for heart attack patients	No Different than the National Average Payment	Greater than the National Average Payment	Number of Cases Too Small ¹
--	--	---	--

The national death rate for heart attack patients for this reporting period was **13.2%**.




The national average payment for heart attack patients for this reporting period was **\$23,745**.

▼ **Value of care for heart failure patients**

Find out why these measures are important.

Get more information about [payment data](#) and [mortality data](#).

[Get the current data collection periods.](#)

	x	x	x
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>
Death rate for heart failure patients	No Different than the National Rate	Worse than the National Rate	No Different than the National Rate
Payment for heart failure patients	No Different than the National Average Payment	No Different than the National Average Payment	Less than the National Average Payment

The national death rate for heart failure patients for this reporting period was **11.7%**.




The national average payment for heart failure patients for this reporting period was **\$16,632**.

▼ Value of care for hip/knee replacement patients

Find out why these measures are important.

Get more information about the data.

Get the current data collection period.

	X	X	X
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>
Rate of complications for hip/knee replacement patients	No Different than the National Rate	Better than the National Rate	No Different than the National Rate
Payment for hip/knee replacement patients	Less than the National Average Payment	Less than the National Average Payment	Less than the National Average Payment

The national complication rate for hip/knee patients for this reporting period was **2.6%**.




The national average payment for hip/knee replacement patients for this reporting period was **\$21,953**.

▼ Value of care for pneumonia patients

Find out why these measures are important.

Get more information about [payment data](#) and [mortality data](#).

Get the current data collection periods.

	x	x	x
	<p>SHASTA REGIONAL MEDICAL CENTER 1100 BUTTE ST REDDING, CA 96001 (530) 244-5454</p>  <p>Overall rating ⁱ: 4 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.0 miles</p>	<p>MERCY MEDICAL CENTER REDDING 2175 ROSALINE AVE, CLAIRMONT HGTS REDDING, CA 96001 (530) 225-6102</p>  <p>Overall rating ⁱ: 1 out of 5 stars Learn more</p> <p>Distance ⁱ: 23.1 miles</p>	<p>ST ELIZABETH COMMUNITY HOSPITAL 2550 SISTER MARY COLUMBA DRIVE RED BLUFF, CA 96080 (530) 529-8012</p>  <p>Overall rating ⁱ: 3 out of 5 stars Learn more</p> <p>Distance ⁱ: 56.4 miles</p>
Death rate for pneumonia patients	Worse than the National Rate	Worse than the National Rate	No Different than the National Rate
Payment for pneumonia patients	Greater than the National Average Payment	No Different than the National Average Payment	No Different than the National Average Payment

The national death rate for pneumonia patients for this reporting period was **15.7%**.

The national average payment pneumonia patients for this reporting period was **\$17,415**.

Footnotes

Footnote number	Footnote as displayed on Hospital Compare
1	The number of cases/patients is too few to report.
2	Data submitted were based on a sample of cases/patients.
3	Results are based on a shorter time period than required.
4	Data suppressed by CMS for one or more quarters.
5	Results are not available for this reporting period.
6	Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.
7	No cases met the criteria for this measure.
8	The lower limit of the confidence interval cannot be calculated if the number of observed infections equals zero.
9	No data are available from the state/territory for this reporting period.
10	Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.
11	There were discrepancies in the data collection process.
12	This measure does not apply to this hospital for this reporting period.
13	Results cannot be calculated for this reporting period.
14	The results for this state are combined with nearby states to protect confidentiality.
15	The number of cases/patients is too few to report a star rating.
16	There are too few measures or measure groups reported to calculate a star rating or measure group score.
17	This hospital's star rating only includes data reported on inpatient services.
18	This result is not based on performance data; the hospital did not submit data and did not submit an HAI exemption form.

Footnote number	Footnote as displayed on Hospital Compare
19	Data are shown only for hospitals that participate in the Inpatient Quality Reporting (IQR) and Outpatient Quality Reporting (OQR) programs.
20	State and national averages do not include VHA hospital data.
21	Patient survey results for VHA hospitals do not represent official HCAHPS results and are not included in state and national averages.
22	Overall star ratings are not calculated for Veterans Health Administration (VHA) or Department of Defense (DoD) hospitals.
23	The data are based on claims that the hospital or facility submitted to CMS. The hospital or facility has reported discrepancies in their claims data.
24	Results for this Veterans Health Administration (VHA) hospital are combined with those from the VHA administrative parent hospital that manages all points of service.
25	State and national averages include Veterans Health Administration (VHA) hospital data.
26	State and national averages include Department of Defense (DoD) hospital data.
27	Patient survey results for Department of Defense (DoD) hospitals do not represent official HCAHPS results and are not included in state and national averages.
*	For Maryland hospitals, no data are available to calculate a PSI 90 measure result; therefore, no performance decile or points are assigned for Domain 1 and the Total HAC score is dependent on the Domain 2 score.
**	This value was calculated using data reported by the hospital in compliance with the requirements outlined for this program and does not take into account information that became available at a later date.