

Better <<<<<>>>>> Worse

Hospital Name	Overall Patient Rating <i>This is based on: --The percent of patients who would 'Definitely recommend' the hospital --The percent of respondents who gave the hospital an overall rating of 9 or 10.</i>	Doctor Communication <i>This is based on three survey questions that asked patients how often doctors: --Treated them with courtesy and respect --Listened carefully to them --Explained things in a way that was easily understood.</i>	Nurse Communication <i>This is based on three survey questions that asked patients how often nurses: --Treated them with courtesy and respect --Listened carefully to them --Explained things in a way that was easily understood.</i>	Room Cleanliness <i>This is based on the survey question: During this hospital stay, how often were your room and bathroom kept clean?</i>	Discharge instructions <i>This is based on two questions that asked patients whether hospital staff: --Talked to them about having the necessary help/support after leaving the hospital --Gave written information about the symptoms or health problems they should look out for after leaving the hospital.</i>
Presbyterian Intercomm Hosp Whittier, CA	83				
Huntington Memorial Hospital Pasadena, CA	81				
Motion Picture & Tel Hospital Woodland Hills, CA	80				
Pomona Valley Hosp Medical Ctr Pomona, CA	77				
USC University Hospital Los Angeles, CA	77				
USC-Norris Cancer Ctr & Hosp Los Angeles, CA	76				
Little Company of Mary Hosp Torrance, CA	75				
Providence Saint Joseph Ctr Burbank, CA	74				
Rancho Los Amigos Center Downey, CA	73				
White Memorial Medical Center Los Angeles, CA	71				
Cedars-Sinai Medical Center Los Angeles, CA	70				
Providence Holy Cross Med Ctr San Fernando, CA	70				
Little Company of Mary San Pedro, CA	69				
Methodist Hosp of Southern CA Arcadia, CA	69				
Torrance Memorial Med Center Torrance, CA	69				

Community Hospital Long Beach Long Beach, CA	68				
Saint John's Health Center Santa Monica, CA	68				
UCLA Medical Center Los Angeles, CA	68				
Kaiser Foundation Hospital Baldwin Park, CA	67				
Long Beach Memorial Med Ctr Long Beach, CA	67				
Northridge Hosp Medical Center Northridge, CA	67				
St Francis Medical Center Lynwood, CA	67				
Verdugo Hills Hospital Glendale, CA	67				
Foothill Presbyterian Hospital Glendora, CA	65				
Kaiser Foundation Hospital Los Angeles, CA	65				
Kaiser Foundation Hospital Woodland Hills, CA	65				
California Hospital Med Center Los Angeles, CA	64				
LAC-Harbor-UCLA Med Center Torrance, CA	64				
LAC-Olive View-UCLA Med Ctr Sylmar, CA	64				
Lakewood Regional Medical Ctr Lakewood, CA	64				
St Mary Medical Center Long Beach, CA	64				
St Vincent Medical Center Los Angeles, CA	64				
Glendale Mem Hosp & Hlth Ctr Glendale, CA	63				
Kaiser Foundation Hospital Harbor City, CA	63				
East Los Angeles Doctors Hosp Los Angeles, CA	62				
LAC/USC Medical Center Los Angeles, CA	62				
Santa Monica UCLA Med Center Santa Monica, CA	61				

Downey Regional Medical Center Downey, CA	61				
Good Samaritan Hospital Los Angeles, CA	61				
Temple Community Hospital Los Angeles, CA	61				
Glendale Adventist Medical Ctr Glendale, CA	59				
Kaiser Foundation Hospital Panorama City, CA	58				
Olympia Medical Center Los Angeles, CA	58				
Pacific Hospital of Long Beach Long Beach, CA	58				
San Dimas Community Hospital San Dimas, CA	58				
Kaiser Foundation Hospital Bellflower, CA	57				
West Hills Hosp & Med Center Canoga Park, CA	57				
Kaiser Foundation Hospital Los Angeles, CA	56				
Tri-City Regional Medical Ctr Hawaiian Gardens, CA	56				
Coast Plaza Doctors Hospital Norwalk, CA	55				
Centinela Hospital Med Center Inglewood, CA	53				
Memorial Hospital of Gardena Gardena, CA	53				
Citrus Valley Medical Center Covina, CA	52				
Encino-Tarzana Reg Med Center Encino, CA	52				
Lancaster Community Hospital Lancaster, CA	52				
Valley Presbyterian Hospital Van Nuys, CA	51				
Antelope Valley Hospital Lancaster, CA	50				
Centinela Freeman Med Center Marina Del Rey, CA	50				
Hollywood Presby Medical Ctr Los Angeles, CA	50				

Los Angeles Metro Med Center Los Angeles, CA	50				
Sherman Oaks Hospital Sherman Oaks, CA	50				
Mission Community Hospital Panorama City, CA	49				
Monterey Park Hospital Monterey Park, CA	49				
Beverly Hospital Montebello, CA	47				
City of Angels Medical Center Los Angeles, CA	47				
Pacific Alliance Med Center Los Angeles, CA	47				
Garfield Medical Center Monterey Park, CA	46				
Pacifica Hosp of the Valley Sun Valley, CA	46				
Bellflower Medical Center Bellflower, CA	45				
Greater El Monte Comm Hospital El Monte, CA	45				
San Gabriel Valley Med Ctr San Gabriel, CA	45				
Alhambra Hospital Medical Ctr Alhambra, CA	44				
Whittier Hospital Medical Ctr Whittier, CA	42				
Brotman Medical Center Culver City, CA	40				
East Valley Hospital Med Ctr Glendora, CA	36				
Los Angeles Community Hospital Los Angeles, CA	25				
Citrus Valley Medical Center West Covina, CA	Not Yet Rated	--	--	--	--
City of Hope Natl Medical Ctr Duarte, CA	Not Yet Rated	--	--	--	--
Doctors Hosp of West Covina West Covina, CA	Not Yet Rated	--	--	--	--
Encino-Tarzana Reg Med Center Tarzana, CA	Not Yet Rated	--	--	--	--
Henry Mayo Newhall Mem Hosp Valencia, CA	Not Yet Rated	--	--	--	--
Hollywood Community Hospital Los Angeles, CA	Not Yet Rated	--	--	--	--