

HCAHPS Spotlight Report

Discharge Dates From Apr 1, 2016 to Dec 31, 2016

https://catalyst.nrcpicker.com/UHS/HCAHPSS/default.aspx

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Overall	Benchmarks			Rolling Averages up to 12/24/2016		Inpatient HCAHPS		
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2016‡	Qtr 3 2016	Qtr 2 2016
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	79.2%	83.6%	75.6%	76.9% PR=65	79.7% PR=77	78.0%	77.9%	82.3%

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2016‡	Qtr 3 2016	Qtr 2 2016
Communication with Nurses	84.0%	86.7%	80.6%	80.8% PR=53	82.8% PR=67	80.3%	82.3%	86.5%
Communication with Doctors	85.2%	88.5%	81.5%	83.2% PR=60	84.0% PR=67	83.7%	82.6%	86.5%
Pain Management	75.6%	78.7%	74.3%	74.2% PR=65	75.6% PR=75	74.2%	76.6%	77.1%

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2016‡	Qtr 3 2016	Qtr 2 2016
Discharge Information	90.8%	93.1%	89.6%	89.6% PR=64	90.2% PR=69	89.7%	89.6%	92.0%
Communication with Doctors	85.2%	88.5%	81.5%	83.2% PR=60	84.0% PR=67	83.7%	82.6%	86.5%
Communication with Nurses	84.0%	86.7%	80.6%	80.8% PR=53	82.8% PR=67	80.3%	82.3%	86.5%

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2016‡	Qtr 3 2016	Qtr 2 2016
Care Transitions	56.3%	61.5%	55.4%	46.7% PR=23	51.1% PR=46	45.9%	50.3%	53.4%
Responsiveness of Hospital Staff	74.2%	80.5%	67.9%	66.1% PR=38	67.8% PR=46	66.1%	70.0%	70.8%
Communication About Meds	69.7%	74.2%	64.6%	70.0% PR=76	71.6% PR=82	69.8%	74.9%	74.8%

■ Green - score is equal to or greater than the NRC 75th Percentile
■ Yellow - score is less than the NRC 75th Percentile, but may not be significantly
■ Red - score is significantly less than the NRC 75th Percentile
 μ - Warning: n-size is low! ‡ - Data is not final and subject to change. * - Benchmark that is used to determine the color on each line. PR=Percentile Rank