

# HCAHPS Spotlight Report

## Discharge Dates From Jul 1, 2016 to Mar 31, 2017

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

February 15, 2017



Overall	Benchmarks			Rolling Averages up to 1/31/2017		Inpatient HCAHPS		
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2017‡	Qtr 4 2016‡	Qtr 3 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?	79.1%	83.8%	75.7%	76.6% PR=63	79.3% PR=76	78.2%	76.8%	77.9%

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2017‡	Qtr 4 2016‡	Qtr 3 2016
Communication with Nurses	83.7%	86.6%	80.7%	79.7% PR=47	82.9% PR=70	82.6%	79.7%	82.3%
Communication with Doctors	85.1%	88.3%	81.4%	82.5% PR=55	84.0% PR=68	83.2%	83.0%	82.6%
Pain Management	75.8%	78.8%	73.9%	74.5% PR=67	75.6% PR=73	76.1%	73.7%	76.6%

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2017‡	Qtr 4 2016‡	Qtr 3 2016
Discharge Information	90.7%	93.2%	89.4%	90.7% PR=75	90.7% PR=75	93.5%	89.7%	89.6%
Communication with Doctors	85.1%	88.3%	81.4%	82.5% PR=55	84.0% PR=68	83.2%	83.0%	82.6%
Communication with Nurses	83.7%	86.6%	80.7%	79.7% PR=47	82.9% PR=70	82.6%	79.7%	82.3%

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2017‡	Qtr 4 2016‡	Qtr 3 2016
Care Transitions	56.4%	61.7%	55.2%	46.9% PR=22	51.1% PR=46	53.2%	45.5%	50.3%
Responsiveness of Hospital Staff	74.1%	80.3%	67.7%	65.1% PR=34	68.4% PR=52	68.8%	65.9%	70.0%
Pain Management	75.8%	78.8%	73.9%	74.5% PR=67	75.6% PR=73	76.1%	73.7%	76.6%

■ 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