

# HCAHPS Spotlight Report

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

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

April 15, 2017



Overall	Benchmarks			Rolling Averages up to 3/16/2017		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%	77.5% PR=68	79.2% PR=75	79.0%	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%	81.8% PR=61	83.0% PR=70	82.8%	79.7%	82.3%
Communication with Doctors	85.1%	88.3%	81.4%	83.5% PR=63	84.0% PR=68	84.0%	83.0%	82.6%
Pain Management	75.8%	78.8%	73.9%	75.8% PR=75	76.1% PR=76	76.6%	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%	91.9% PR=82	90.7% PR=75	92.3%	89.7%	89.6%
Communication with Doctors	85.1%	88.3%	81.4%	83.5% PR=63	84.0% PR=68	84.0%	83.0%	82.6%
Communication with Nurses	83.7%	86.6%	80.7%	81.8% PR=61	83.0% PR=70	82.8%	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%	50.9% PR=45	50.7% PR=44	53.4%	45.5%	50.3%
Responsiveness of Hospital Staff	74.1%	80.3%	67.7%	69.9% PR=58	69.4% PR=56	71.4%	65.9%	70.0%
Communication About Meds	70.4%	74.8%	64.6%	72.9% PR=84	73.4% PR=86	76.0%	69.3%	74.9%

■ 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