

HCAHPS Spotlight Report

Discharge Dates From Oct 1, 2017 to Jun 30, 2018

https://catalyst.nrcpicker.com/hcahpsonly/hcahps/default.aspx

May 15, 2018



Overall	CAHPS Dimensions	Benchmarks			Rolling Averages up to 5/5/2018		Inpatient HCAHPS	
		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2018‡	Qtr 1 2018‡
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%	77.2%	81.4% PR=84	80.2% PR=78	91.9%	76.6%

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2018‡	Qtr 1 2018‡
During this hospital stay, how often did hospital staff talk with you about how much pain you had?	Communication about Pain	73.5%	78.8%	68.8%	79.7% PR=91	77.4% PR=86	82.8%	74.5%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.9%	93.6%	88.0%	90.4% PR=71	89.6% PR=63	95.5%	87.4%
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	Pain Management	84.5%	88.0%	80.8%	--	82.0% PR=60	--	--

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2018‡	Qtr 1 2018‡
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.9%	93.6%	88.0%	90.4% PR=71	89.6% PR=63	95.5%	87.4%
During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	Discharge Information	93.4%	95.5%	91.6%	95.1% PR=87	93.9% PR=79	95.4%	93.7%
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.6%	93.1%	87.4%	90.3% PR=72	88.1% PR=54	93.7%	86.3%

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2018‡	Qtr 1 2018‡
During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.	Care Transitions	50.0%	55.2%	49.2%	44.8% PR=50	43.8% PR=44	52.7%	39.7%
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	Care Transitions	58.0%	63.7%	57.1%	55.6% PR=64	53.3% PR=51	62.4%	49.2%
When I left the hospital, I clearly understood the purpose for taking each of my medications.	Care Transitions	66.3%	70.5%	65.0%	60.3% PR=39	57.6% PR=29	65.3%	56.1%

■ 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

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	Inpatient HCAHPS
Overall	Qtr 4 2017
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?	78.9%

Key Drivers	Qtr 4 2017
During this hospital stay, how often did hospital staff talk with you about how much pain you had?	--
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.3%
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	77.1%

Highest Scores	Qtr 4 2017
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.3%
During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	95.0%
During this hospital stay, how often did nurses treat you with courtesy and respect?	84.9%

Lowest Scores	Qtr 4 2017
During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.	42.6%
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	53.0%
When I left the hospital, I clearly understood the purpose for taking each of my medications.	55.2%

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