# HCAHPS Stoplight Report

Discharge Dates From Oct 1, 2016 to Jun 30, 2017

https://catalyst.nrcpicker.com/UHS/HCAHPSS/default.aspx  
June 15, 2017

## Rolling Averages up to 5/31/2017

<table>
<thead>
<tr>
<th>Overall</th>
<th>NRC 75th Percentile*</th>
<th>NRC 90th Percentile</th>
<th>Magnet Average</th>
<th>3 Months‡</th>
<th>12 Months‡</th>
<th>Qtr 2 2017‡</th>
<th>Qtr 1 2017</th>
<th>Qtr 4 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>79.2%</td>
<td>84.3%</td>
<td>76.3%</td>
<td>83.3% PR=88</td>
<td>78.9% PR=73</td>
<td>85.0%</td>
<td>79.7%</td>
<td>76.8%</td>
</tr>
</tbody>
</table>

### Key Drivers

#### Communication with Nurses

- NRC 75th Percentile: 83.7%
- NRC 90th Percentile: 87.1%
- Magnet Average: 81.1%
- 3 Months: 84.3% PR=78
- 12 Months: 82.6% PR=67
- Qtr 2 2017: 84.5%
- Qtr 1 2017: 83.5%
- Qtr 4 2016: 79.7%

#### Communication with Doctors

- NRC 75th Percentile: 85.3%
- NRC 90th Percentile: 88.6%
- Magnet Average: 81.4%
- 3 Months: 86.6% PR=81
- 12 Months: 84.1% PR=67
- Qtr 2 2017: 87.2%
- Qtr 1 2017: 84.7%
- Qtr 4 2016: 83.0%

#### Pain Management

- NRC 75th Percentile: 76.3%
- NRC 90th Percentile: 79.8%
- Magnet Average: 73.5%
- 3 Months: 77.3% PR=81
- 12 Months: 76.1% PR=74
- Qtr 2 2017: 79.0%
- Qtr 1 2017: 76.8%
- Qtr 4 2016: 73.7%

## Highest Scores

<table>
<thead>
<tr>
<th>Overall</th>
<th>NRC 75th Percentile*</th>
<th>NRC 90th Percentile</th>
<th>Magnet Average</th>
<th>3 Months‡</th>
<th>12 Months‡</th>
<th>Qtr 2 2017‡</th>
<th>Qtr 1 2017</th>
<th>Qtr 4 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharge Information</td>
<td>91.0%</td>
<td>93.1%</td>
<td>89.4%</td>
<td>94.4% PR=95</td>
<td>91.1% PR=76</td>
<td>94.9%</td>
<td>91.9%</td>
<td>89.7%</td>
</tr>
<tr>
<td>Communication with Doctors</td>
<td>85.3%</td>
<td>86.6%</td>
<td>81.4%</td>
<td>86.6% PR=81</td>
<td>84.1% PR=67</td>
<td>87.2%</td>
<td>84.7%</td>
<td>83.0%</td>
</tr>
<tr>
<td>Overall Rating of Hospital</td>
<td>79.2%</td>
<td>84.3%</td>
<td>76.3%</td>
<td>83.3% PR=88</td>
<td>78.9% PR=73</td>
<td>85.0%</td>
<td>79.7%</td>
<td>76.8%</td>
</tr>
</tbody>
</table>

## Lowest Scores

<table>
<thead>
<tr>
<th>Overall</th>
<th>NRC 75th Percentile*</th>
<th>NRC 90th Percentile</th>
<th>Magnet Average</th>
<th>3 Months‡</th>
<th>12 Months‡</th>
<th>Qtr 2 2017‡</th>
<th>Qtr 1 2017</th>
<th>Qtr 4 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Transitions</td>
<td>56.8%</td>
<td>61.7%</td>
<td>55.6%</td>
<td>51.7% PR=46</td>
<td>50.4% PR=37</td>
<td>52.7%</td>
<td>53.7%</td>
<td>45.5%</td>
</tr>
<tr>
<td>Responsiveness of Hospital Staff</td>
<td>73.6%</td>
<td>80.1%</td>
<td>66.0%</td>
<td>72.6% PR=71</td>
<td>69.4% PR=59</td>
<td>71.5%</td>
<td>72.1%</td>
<td>65.9%</td>
</tr>
<tr>
<td>Cleanliness / Quietness</td>
<td>73.5%</td>
<td>78.4%</td>
<td>66.3%</td>
<td>75.2% PR=82</td>
<td>74.1% PR=78</td>
<td>75.2%</td>
<td>76.7%</td>
<td>71.5%</td>
</tr>
</tbody>
</table>

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- 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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