

# HCAHPS Spotlight Report

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

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

June 15, 2017



Overall	Benchmarks			Rolling Averages up to 5/31/2017		Inpatient HCAHPS		
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2017‡	Qtr 1 2017	Qtr 4 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%	84.3%	76.3%	83.3% PR=88	78.9% PR=73	85.0%	79.7%	76.8%

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2017‡	Qtr 1 2017	Qtr 4 2016
Communication with Nurses	83.7%	87.1%	81.1%	84.3% PR=78	82.6% PR=67	84.5%	83.5%	79.7%
Communication with Doctors	85.3%	88.6%	81.4%	86.6% PR=81	84.1% PR=67	87.2%	84.7%	83.0%
Pain Management	76.3%	79.8%	73.5%	77.3% PR=81	76.1% PR=74	79.0%	76.8%	73.7%

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 2 2017‡	Qtr 1 2017	Qtr 4 2016
Discharge Information	91.0%	93.1%	89.4%	94.4% PR=95	91.1% PR=76	94.9%	91.9%	89.7%
Communication with Doctors	85.3%	88.6%	81.4%	86.6% PR=81	84.1% PR=67	87.2%	84.7%	83.0%
Overall Rating of Hospital	79.2%	84.3%	76.3%	83.3% PR=88	78.9% PR=73	85.0%	79.7%	76.8%

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

■ 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