

HCAHPS Spotlight Report

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

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

July 15, 2017



| Overall | Benchmarks | | | Rolling Averages up to 6/30/2017 | | 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% | 84.5% PR=90 | 79.1% PR=74 | 84.4% | 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% | 83.6% PR=74 | 82.0% PR=63 | 83.4% | 83.5% | 79.7% |
| Communication with Doctors | 85.3% | 88.6% | 81.4% | 84.7% PR=71 | 83.5% PR=63 | 84.6% | 84.7% | 83.0% |
| Pain Management | 76.3% | 79.8% | 73.5% | 79.2% PR=88 | 76.3% PR=75 | 79.2% | 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% | 93.3% PR=91 | 90.7% PR=72 | 93.2% | 91.9% | 89.7% |
| Communication with Doctors | 85.3% | 88.6% | 81.4% | 84.7% PR=71 | 83.5% PR=63 | 84.6% | 84.7% | 83.0% |
| Overall Rating of Hospital | 79.2% | 84.3% | 76.3% | 84.5% PR=90 | 79.1% PR=74 | 84.4% | 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% | 52.1% PR=48 | 49.9% PR=35 | 52.0% | 53.7% | 45.5% |
| Responsiveness of Hospital Staff | 73.6% | 80.1% | 66.0% | 72.9% PR=72 | 69.7% PR=61 | 72.8% | 72.1% | 65.9% |
| Cleanliness / Quietness | 73.5% | 78.4% | 66.3% | 76.3% PR=86 | 74.3% PR=79 | 76.6% | 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