

HCAHPS Spotlight Report

Discharge Dates From Jan 1, 2018 to Sep 30, 2018

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

July 15, 2018



CAHPS Dimensions	Benchmarks			Rolling Averages up to 7/8/2018		Inpatient HCAHPS	
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2018‡	Qtr 2 2018‡
Overall							
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?	79.4%	83.8%	77.2%	81.4% PR=84	79.5% PR=75	66.7%µ	82.8%

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2018‡	Qtr 2 2018‡
During this hospital stay, how often did hospital staff talk with you about how much pain you had?	Communication about Pain	73.7%	79.0%	68.8%	76.1% PR=83	76.0% PR=83	71.4%µ	76.6%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	91.0%	93.8%	88.0%	90.1% PR=68	89.8% PR=66	77.8%µ	91.0%
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	Communication about Pain	70.4%	75.7%	65.4%	76.3% PR=91	75.0% PR=88	42.9%µ	78.0%

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2018‡	Qtr 2 2018‡
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%	95.6%	91.7%	93.1% PR=73	93.8% PR=78	100.0%µ	93.2%
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Responsiveness of Hospital Staff	72.0%	79.5%	62.1%	74.1% PR=80	70.3% PR=69	83.3%µ	72.4%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	91.0%	93.8%	88.0%	90.1% PR=68	89.8% PR=66	77.8%µ	91.0%

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2018‡	Qtr 2 2018‡
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	Communication about Pain	70.4%	75.7%	65.4%	76.3% PR=91	75.0% PR=88	42.9%µ	78.0%
During this hospital stay, how often did nurses explain things in a way you could understand?	Communication with Nurses	80.5%	83.6%	77.2%	84.0% PR=91	81.8% PR=83	44.4%µ	85.7%
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%	55.4%	49.2%	48.8% PR=68	43.7% PR=43	44.4%µ	47.0%

■ 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 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?	76.6%

Key Drivers	Qtr 1 2018
During this hospital stay, how often did hospital staff talk with you about how much pain you had?	74.5%
During this hospital stay, how often did doctors treat you with courtesy and respect?	87.4%
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	72.3%

Highest Scores	Qtr 1 2018
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?	93.7%
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	69.7%
During this hospital stay, how often did doctors treat you with courtesy and respect?	87.4%

Lowest Scores	Qtr 1 2018
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	72.3%
During this hospital stay, how often did nurses explain things in a way you could understand?	78.6%
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.	39.7%

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