## HCAHPS Stoplight Report

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

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

**July 15, 2018**

### CAHPS Dimensions

<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 3 2018‡</th>
<th>Qtr 2 2018‡</th>
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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?

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### Key Drivers

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### Highest Scores

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**Note:**

- 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.

**PR=Percentile Rank**

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### Inpatient HCAHPS

#### 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?

- **Qtr 1 2018**: 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%