

# HCAHPS Spotlight Report

## Discharge Dates From Jan 1, 2017 to Sep 30, 2017

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

August 15, 2017



Overall	Benchmarks			Rolling Averages up to 7/31/2017		Inpatient HCAHPS		
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017‡	Qtr 1 2017
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?	79.3%	84.3%	77.0%	80.8% PR=80	79.1% PR=74	76.0%	83.9%	79.7%

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017‡	Qtr 1 2017
Communication with Nurses	83.7%	87.0%	81.1%	84.3% PR=79	82.6% PR=67	89.0%	83.3%	83.5%
Communication with Doctors	85.2%	88.8%	81.7%	84.1% PR=68	83.8% PR=65	90.9%	84.4%	84.7%
Pain Management	76.0%	80.0%	73.4%	79.7% PR=88	76.3% PR=76	81.8%	78.9%	76.8%

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017‡	Qtr 1 2017
Discharge Information	91.0%	92.9%	89.3%	91.4% PR=79	90.7% PR=73	91.3%	93.0%	91.9%
Communication with Doctors	85.2%	88.8%	81.7%	84.1% PR=68	83.8% PR=65	90.9%	84.4%	84.7%
Communication with Nurses	83.7%	87.0%	81.1%	84.3% PR=79	82.6% PR=67	89.0%	83.3%	83.5%

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017‡	Qtr 1 2017
Care Transitions	56.7%	62.2%	56.1%	52.3% PR=49	50.4% PR=37	55.3%	51.8%	53.7%
Responsiveness of Hospital Staff	73.8%	80.5%	65.8%	74.1% PR=75	69.9% PR=61	75.0%	72.6%	72.1%
Overall Rating of Hospital	79.3%	84.3%	77.0%	80.8% PR=80	79.1% PR=74	76.0%	83.9%	79.7%

■ 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