

HCAHPS Spotlight Report

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

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

October 15, 2017



CAHPS Dimensions	Benchmarks			Rolling Averages up to 9/30/2017		Inpatient HCAHPS	
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017
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?	79.3%	84.3%	77.0%	80.9% PR=80	79.8% PR=76	80.9%	83.9%

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? Pain Management	84.5%	88.5%	81.3%	84.0% PR=72	82.0% PR=61	84.0%	83.6%
During this hospital stay, how often did doctors treat you with courtesy and respect? Communication with Doctors	90.8%	93.8%	87.7%	92.3% PR=84	89.5% PR=64	92.3%	89.1%
During this hospital stay, how often did doctors listen carefully to you? Communication with Doctors	83.9%	88.2%	80.0%	89.7% PR=93	83.8% PR=74	89.7%	84.5%

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017
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	93.3%	95.5%	91.8%	93.4% PR=76	93.9% PR=80	93.4%	94.7%
During this hospital stay, how often did doctors treat you with courtesy and respect? Communication with Doctors	90.8%	93.8%	87.7%	92.3% PR=84	89.5% PR=64	92.3%	89.1%
During this hospital stay, how often did nurses treat you with courtesy and respect? Communication with Nurses	90.5%	93.0%	87.9%	90.3% PR=74	87.3% PR=46	90.3%	89.9%

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 3 2017‡	Qtr 2 2017
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Communication About Meds	57.2%	62.1%	51.2%	70.2% PR=97	65.6% PR=95	70.2%	69.5%
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%	79.2%	62.5%	70.9% PR=72	67.9% PR=62	70.9%	70.3%
During this hospital stay, how often was your pain well controlled? Pain Management	69.3%	72.7%	65.7%	76.4% PR=96	71.7% PR=86	76.4%	74.4%

■ 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 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?	79.7%

Key Drivers	Qtr 1 2017
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	82.9%
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.6%
During this hospital stay, how often did doctors listen carefully to you?	82.4%

Highest Scores	Qtr 1 2017
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?	94.9%
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.6%
During this hospital stay, how often did nurses treat you with courtesy and respect?	87.7%

Lowest Scores	Qtr 1 2017
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	66.5%
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	69.2%
During this hospital stay, how often was your pain well controlled?	70.7%

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