

HCAHPS Spotlight Report

Discharge Dates From Apr 1, 2018 to Dec 31, 2018

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

October 15, 2018



Overall	CAHPS Dimensions	Benchmarks			Rolling Averages up to 10/7/2018		Inpatient HCAHPS	
		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2018‡	Qtr 3 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?		78.9%	83.4%	76.7%	79.8% PR=79	79.6% PR=78	68.8%µ	80.1%

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2018‡	Qtr 3 2018‡
During this hospital stay, how often did nurses listen carefully to you?	Communication with Nurses	82.0%	84.8%	77.6%	85.0% PR=90	83.7% PR=85	75.0%µ	85.3%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.7%	93.6%	88.1%	88.5% PR=54	89.1% PR=61	93.8%µ	88.1%
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.6%	93.1%	87.3%	91.5% PR=81	88.5% PR=58	87.5%µ	91.5%

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2018‡	Qtr 3 2018‡
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Communication About Meds	82.1%	86.3%	78.9%	89.5% PR=96	86.6% PR=91	100.0%µ	88.3%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.7%	93.6%	88.1%	88.5% PR=54	89.1% PR=61	93.8%µ	88.1%
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	93.2%	95.4%	91.6%	93.4% PR=77	93.6% PR=79	93.8%µ	92.9%

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2018‡	Qtr 3 2018‡
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%	55.3%	49.1%	47.2% PR=64	43.9% PR=45	57.1%µ	46.1%
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	71.8%	78.8%	62.1%	69.5% PR=67	69.8% PR=69	61.5%µ	69.9%
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	Communication about Pain	69.5%	74.3%	66.0%	76.5% PR=94	75.6% PR=93	61.5%µ	76.9%

■ 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 2 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?	82.8%

Key Drivers	Qtr 2 2018
During this hospital stay, how often did nurses listen carefully to you?	85.8%
During this hospital stay, how often did doctors treat you with courtesy and respect?	91.0%
During this hospital stay, how often did nurses treat you with courtesy and respect?	90.6%

Highest Scores	Qtr 2 2018
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	89.8%
During this hospital stay, how often did doctors treat you with courtesy and respect?	91.0%
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?	93.2%

Lowest Scores	Qtr 2 2018
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.	47.1%
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	72.4%
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	78.0%

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