

# HCAHPS Spotlight Report

## Discharge Dates From Apr 1, 2017 to Dec 31, 2017

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

November 15, 2017



CAHPS Dimensions	Benchmarks			Rolling Averages up to 10/31/2017		Inpatient HCAHPS	
	NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2017‡	Qtr 3 2017
<b>Overall</b>							
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?	79.2%	84.6%	77.1%	80.4% PR=79	79.7% PR=76	81.0%	79.3%

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2017‡	Qtr 3 2017
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.5%	92.8%	87.8%	89.4% PR=66	87.7% PR=52	86.7%	90.7%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.9%	93.3%	88.0%	89.1% PR=61	89.4% PR=63	86.9%	92.2%
During this hospital stay, how often did nurses listen carefully to you?	Communication with Nurses	81.5%	85.5%	77.8%	83.1% PR=81	81.3% PR=74	85.7%	83.6%

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2017‡	Qtr 3 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%	95.4%	91.7%	94.4% PR=83	94.3% PR=83	96.3%	93.3%
During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Discharge Information	89.8%	92.8%	86.9%	90.4% PR=79	89.1% PR=71	92.5%	89.8%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.9%	93.3%	88.0%	89.1% PR=61	89.4% PR=63	86.9%	92.2%

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2017‡	Qtr 3 2017
During this hospital stay, how often was your pain well controlled?	Pain Management	69.1%	72.7%	65.2%	69.6% PR=78	71.2% PR=85	60.3%	76.1%
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Communication About Meds	57.4%	62.9%	51.3%	64.8% PR=92	65.8% PR=94	61.1%	68.8%
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	72.4%	80.2%	62.3%	69.0% PR=65	67.3% PR=59	67.1%	70.3%

■ 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

# HCAHPS Stoplight Report

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	Inpatient HCAHPS
<b>Overall</b>	<b>Qtr 2 2017</b>
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?	83.9%

<b>Key Drivers</b>	<b>Qtr 2 2017</b>
During this hospital stay, how often did nurses treat you with courtesy and respect?	89.9%
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.1%
During this hospital stay, how often did nurses listen carefully to you?	80.5%

<b>Highest Scores</b>	<b>Qtr 2 2017</b>
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?	94.7%
During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	91.2%
During this hospital stay, how often did doctors treat you with courtesy and respect?	89.1%

<b>Lowest Scores</b>	<b>Qtr 2 2017</b>
During this hospital stay, how often was your pain well controlled?	74.4%
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	69.5%
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	70.3%

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