

HCAHPS Spotlight Report

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

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

November 15, 2018



Overall	CAHPS Dimensions	Benchmarks			Rolling Averages up to 11/8/2018		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?		79.1%	82.9%	76.4%	81.8% PR=86	80.1% PR=78	82.1%	80.4%

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	81.7%	84.8%	77.7%	86.9% PR=94	84.0% PR=87	87.3%	85.5%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.8%	93.8%	87.9%	88.2% PR=52	89.2% PR=63	88.7%	88.3%
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.5%	92.8%	87.3%	91.0% PR=79	88.9% PR=60	88.6%	91.7%

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 4 2018‡	Qtr 3 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?	Discharge Information	93.2%	95.4%	91.5%	93.1% PR=74	93.6% PR=78	93.3%	93.0%
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%	92.7%	86.9%	89.5% PR=73	90.3% PR=78	89.4%	92.0%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.8%	93.8%	87.9%	88.2% PR=52	89.2% PR=63	88.7%	88.3%

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%	55.5%	48.9%	43.9% PR=46	44.3% PR=49	41.5%	46.3%
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	Care Transitions	57.9%	63.5%	56.5%	57.2% PR=71	52.6% PR=51	51.1%	54.2%
When I left the hospital, I clearly understood the purpose for taking each of my medications.	Care Transitions	65.9%	70.2%	64.5%	61.9% PR=49	57.3% PR=24	55.8%	59.4%

■ 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 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
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%
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?	91.0%
During this hospital stay, how often did doctors treat you with courtesy and respect?	91.0%

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%
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	52.6%
When I left the hospital, I clearly understood the purpose for taking each of my medications.	58.3%

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