

# HCAHPS Spotlight Report

## Discharge Dates From Jul 1, 2018 to Mar 31, 2019

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

January 15, 2019



Overall	CAHPS Dimensions	Benchmarks			Rolling Averages up to 1/8/2019		Inpatient HCAHPS	
		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2019‡	Qtr 4 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%	79.2% PR=75	79.8% PR=77	60.0%μ	80.4%

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2019‡	Qtr 4 2018‡
During this hospital stay, how often did nurses listen carefully to you?	Communication with Nurses	81.7%	84.8%	77.7%	81.8% PR=75	83.7% PR=85	72.7%μ	82.5%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.8%	93.8%	87.9%	88.5% PR=54	88.8% PR=59	81.8%μ	88.8%
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.5%	92.8%	87.3%	87.9% PR=53	89.1% PR=62	81.8%μ	87.9%

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2019‡	Qtr 4 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%	93.8% PR=80	93.3% PR=76	100.0%μ	93.2%
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	90.5%	92.8%	87.3%	87.9% PR=53	89.1% PR=62	81.8%μ	87.9%
During this hospital stay, how often did doctors treat you with courtesy and respect?	Communication with Doctors	90.8%	93.8%	87.9%	88.5% PR=54	88.8% PR=59	81.8%μ	88.8%

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	Magnet Average	3 Months‡	12 Months‡	Qtr 1 2019‡	Qtr 4 2018‡
When I left the hospital, I clearly understood the purpose for taking each of my medications.	Care Transitions	65.9%	70.2%	64.5%	54.1% PR=13	57.0% PR=23	33.3%μ	55.4%
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	Responsiveness of Hospital Staff	76.7%	82.5%	68.4%	74.9% PR=67	75.0% PR=68	33.3%μ	76.4%
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%	52.1% PR=48	52.0% PR=48	44.4%μ	53.0%

■ 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
<b>Overall</b>	<b>Qtr 3 2018</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?	80.4%

<b>Key Drivers</b>	<b>Qtr 3 2018</b>
During this hospital stay, how often did nurses listen carefully to you?	85.5%
During this hospital stay, how often did doctors treat you with courtesy and respect?	88.3%
During this hospital stay, how often did nurses treat you with courtesy and respect?	91.7%

<b>Highest Scores</b>	<b>Qtr 3 2018</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?	93.0%
During this hospital stay, how often did nurses treat you with courtesy and respect?	91.7%
During this hospital stay, how often did doctors treat you with courtesy and respect?	88.3%

<b>Lowest Scores</b>	<b>Qtr 3 2018</b>
When I left the hospital, I clearly understood the purpose for taking each of my medications.	59.4%
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	70.1%
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	54.2%

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