

Birth Center Spotlight Report

Discharge Dates From Oct 1, 2019 to Sep 30, 2020

https://catalyst.nrcpicker.com/duncanreg/ipstop/bcstop/default.aspx

September 20, 2020



Picker Dimensions		Benchmarks		Rolling Averages up to 8/22/2020		Birth Center		
		NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020
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?		80.0% (n=525,369)	84.8% (n=525,369)	92.3%µ PR=98 (n=13)	75.0% PR=53 (n=32)	88.9%µ (n=9)	66.7%µ (n=9)	0.0%µ (n=2)
Key Drivers								
During this hospital stay, how often did nurses listen carefully to you?	Respect for Patient Preferences	82.4% (n=541,157)	86.5% (n=541,157)	100.0%µ PR=100 (n=13)	93.8% PR=99 (n=32)	100.0%µ (n=9)	100.0%µ (n=9)	0.0%µ (n=2)
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Patient Safety	82.4% (n=302,641)	87.6% (n=302,641)	100.0%µ PR=100 (n=7)	85.0%µ PR=84 (n=20)	100.0%µ (n=5)	100.0%µ (n=5)	0.0%µ (n=2)
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.		50.8% (n=511,127)	57.3% (n=511,127)	69.2%µ PR=98 (n=13)	64.5% PR=96 (n=31)	55.6%µ (n=9)	77.8%µ (n=9)	0.0%µ (n=2)
Focus								
Would you recommend this hospital to your friends and family?	Would Recommend Hospital	81.5% (n=521,005)	86.7% (n=521,005)	100.0%µ PR=100 (n=13)	78.1% PR=62 (n=32)	100.0%µ (n=9)	77.8%µ (n=9)	0.0%µ (n=2)
Highest Scores								
During this hospital stay, how often did nurses treat you with courtesy and respect?	Respect for Patient Preferences	90.3% (n=542,452)	93.2% (n=542,452)	92.3%µ PR=86 (n=13)	87.5% PR=51 (n=32)	100.0%µ (n=9)	77.8%µ (n=9)	0.0%µ (n=2)
During this hospital stay, how often did doctors treat you with courtesy and respect?	Respect for Patient Preferences	90.7% (n=538,763)	93.8% (n=538,763)	100.0%µ PR=100 (n=13)	96.9% PR=96 (n=32)	100.0%µ (n=9)	100.0%µ (n=9)	50.0%µ (n=2)
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Patient Safety	82.4% (n=302,641)	87.6% (n=302,641)	100.0%µ PR=100 (n=7)	85.0%µ PR=84 (n=20)	100.0%µ (n=5)	100.0%µ (n=5)	0.0%µ (n=2)
Lowest Scores								
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Information and Education	56.9% (n=299,396)	63.8% (n=299,396)	66.7%µ PR=94 (n=6)	57.9%µ PR=78 (n=19)	50.0%µ (n=4)	80.0%µ (n=5)	0.0%µ (n=2)
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.		50.8% (n=511,127)	57.3% (n=511,127)	69.2%µ PR=98 (n=13)	64.5% PR=96 (n=31)	55.6%µ (n=9)	77.8%µ (n=9)	0.0%µ (n=2)
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.		58.9% (n=519,859)	66.7% (n=519,859)	69.2%µ PR=93 (n=13)	64.5% PR=86 (n=31)	55.6%µ (n=9)	77.8%µ (n=9)	0.0%µ (n=2)

■ Blue - score is significantly greater than the NRC 75th Percentile
 ■ Green - score is equal to or greater than the NRC 75th Percentile, but may not be significantly
 ■ 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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	Birth Center
Overall	Qtr 4 2019
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?	83.3% μ (n=6)

Key Drivers	Qtr 4 2019
During this hospital stay, how often did nurses listen carefully to you?	100.0% μ (n=6)
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	100.0% μ (n=4)
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.	83.3% μ (n=6)

Focus	Qtr 4 2019
Would you recommend this hospital to your friends and family?	83.3% μ (n=6)

Highest Scores	Qtr 4 2019
During this hospital stay, how often did nurses treat you with courtesy and respect?	100.0% μ (n=6)
During this hospital stay, how often did doctors treat you with courtesy and respect?	100.0% μ (n=6)
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	100.0% μ (n=4)

Lowest Scores	Qtr 4 2019
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	50.0% μ (n=4)
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.	83.3% μ (n=6)
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	83.3% μ (n=6)

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