

# HCAHPS Composite Spotlight Report

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

https://catalyst.nrcpicker.com/duncanreg/hcstop/default.aspx

September 20, 2020



Overall	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		HCAHPS			
		NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020	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?		79.1% (n=382,908)	83.7% (n=382,908)	81.9% PR=85 (n=94)	79.3% PR=75 (n=396)	76.7% (n=60)	86.1% (n=79)	67.0% (n=91)	81.9% (n=127)

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020	Qtr 4 2019
Communication with Nurses	83.9% (n=388,082)	86.7% (n=388,082)	85.1% PR=82 (n=94)	86.2% PR=88 (n=398)	83.9% (n=60)	88.6% (n=79)	79.6% (n=93)	87.9% (n=127)
Communication About Meds	68.6% (n=225,771)	73.7% (n=225,771)	67.6% PR=68 (n=54)	64.5% PR=51 (n=210)	63.8% (n=29)	68.8% (n=48)	58.3% (n=48)	66.9% (n=65)
Care Transitions	57.2% (n=379,199)	61.9% (n=379,199)	56.7% PR=72 (n=95)	54.4% PR=61 (n=392)	50.3% (n=61)	57.6% (n=77)	46.1% (n=93)	59.7% (n=124)

Focus	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020	Qtr 4 2019
Would Recommend Hospital	80.0% (n=380,255)	85.0% (n=380,255)	78.7% PR=70 (n=94)	73.8% PR=47 (n=393)	75.0% (n=60)	78.2% (n=78)	63.0% (n=92)	78.2% (n=124)

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020	Qtr 4 2019
Communication with Nurses	83.9% (n=388,082)	86.7% (n=388,082)	85.1% PR=82 (n=94)	86.2% PR=88 (n=398)	83.9% (n=60)	88.6% (n=79)	79.6% (n=93)	87.9% (n=127)
Communication with Doctors	84.9% (n=387,102)	88.6% (n=387,102)	85.1% PR=76 (n=94)	88.2% PR=88 (n=396)	82.8% (n=60)	89.0% (n=79)	85.3% (n=91)	91.6% (n=127)
Discharge Information	90.9% (n=360,147)	93.1% (n=360,147)	84.2% PR=14 (n=95)	89.4% PR=61 (n=388)	81.1% (n=61)	89.9% (n=79)	88.9% (n=90)	92.1% (n=120)

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020	Qtr 1 2020	Qtr 4 2019
Care Transitions	57.2% (n=379,199)	61.9% (n=379,199)	56.7% PR=72 (n=95)	54.4% PR=61 (n=392)	50.3% (n=61)	57.6% (n=77)	46.1% (n=93)	59.7% (n=124)
Communication About Meds	68.6% (n=225,771)	73.7% (n=225,771)	67.6% PR=68 (n=54)	64.5% PR=51 (n=210)	63.8% (n=29)	68.8% (n=48)	58.3% (n=48)	66.9% (n=65)
Cleanliness / Quietness	73.4% (n=388,001)	79.2% (n=388,001)	72.6% PR=72 (n=95)	70.8% PR=66 (n=399)	68.9% (n=61)	75.3% (n=79)	64.1% (n=92)	72.3% (n=128)

■ 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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## 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?

## Key Drivers

Communication with Nurses

Communication About Meds

Care Transitions

## Focus

Would Recommend Hospital

## Highest Scores

Communication with Nurses

Communication with Doctors


Discharge Information


## Lowest Scores


Care Transitions


Communication About Meds

Cleanliness / Quietness

 Blue - score is significantly greater than the NRC 75th Percentile

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