

Picker Dimensions		Improvement Planning	Benchmarks		Rolling Averages up to 8/5/2020		ICU	
Overall			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
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)	75.0%µ PR=53 (n=4)	70.0%µ PR=30 (n=10)	100.0%µ (n=1)	75.0%µ (n=4)
Key Drivers			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
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)	75.0%µ PR=30 (n=4)	80.0%µ PR=62 (n=10)	100.0%µ (n=1)	75.0%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.			50.8% (n=511,127)	57.3% (n=511,127)	50.0%µ PR=73 (n=4)	30.0%µ PR=3 (n=10)	100.0%µ (n=1)	25.0%µ (n=4)
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?	Continuity and Transition		89.9% (n=485,116)	93.3% (n=485,116)	100.0%µ PR=100 (n=4)	70.0%µ PR=1 (n=10)	100.0%µ (n=1)	75.0%µ (n=4)
Focus			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
Would you recommend this hospital to your friends and family?	Would Recommend Hospital		81.5% (n=521,005)	86.7% (n=521,005)	75.0%µ PR=49 (n=4)	80.0%µ PR=70 (n=10)	100.0%µ (n=1)	50.0%µ (n=4)
Highest Scores			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
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)	100.0%µ PR=100 (n=4)	100.0%µ PR=100 (n=10)	100.0%µ (n=1)	100.0%µ (n=4)
During this hospital stay, how often did doctors listen carefully to you?	Respect for Patient Preferences		84.5% (n=534,786)	89.0% (n=534,786)	100.0%µ PR=100 (n=4)	88.9%µ PR=89 (n=9)	100.0%µ (n=1)	75.0%µ (n=4)
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=4)	80.0%µ PR=8 (n=10)	100.0%µ (n=1)	75.0%µ (n=4)
Lowest Scores			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
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?	Continuity and Transition		93.8% (n=482,914)	96.8% (n=482,914)	100.0%µ PR=100 (n=4)	90.0%µ PR=44 (n=10)	100.0%µ (n=1)	75.0%µ (n=4)
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?	Continuity and Transition		89.9% (n=485,116)	93.3% (n=485,116)	100.0%µ PR=100 (n=4)	70.0%µ PR=1 (n=10)	100.0%µ (n=1)	75.0%µ (n=4)
During this hospital stay, how often was the area around your room quiet at night?	Physical Comfort		70.3% (n=527,074)	78.0% (n=527,074)	100.0%µ PR=100 (n=4)	60.0%µ PR=46 (n=10)	100.0%µ (n=1)	100.0%µ (n=4)

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

ICU Spotlight Report

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

<https://catalyst.nrcpicker.com/duncanreg/ipstop/icustop/default.aspx>

September 20, 2020



Overall	ICU	
	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?	50.0%µ (n=2)	50.0%µ (n=2)

Key Drivers	Qtr 1 2020	Qtr 4 2019
During this hospital stay, how often did nurses listen carefully to you?	50.0%µ (n=2)	100.0%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.	0.0%µ (n=2)	0.0%µ (n=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?	50.0%µ (n=2)	50.0%µ (n=2)

Focus	Qtr 1 2020	Qtr 4 2019
Would you recommend this hospital to your friends and family?	100.0%µ (n=2)	100.0%µ (n=2)

Highest Scores	Qtr 1 2020	Qtr 4 2019
During this hospital stay, how often did nurses treat you with courtesy and respect?	100.0%µ (n=2)	100.0%µ (n=2)
During this hospital stay, how often did doctors listen carefully to you?	100.0%µ (n=2)	100.0%µ (n=1)
During this hospital stay, how often did doctors treat you with courtesy and respect?	50.0%µ (n=2)	100.0%µ (n=2)

Lowest Scores	Qtr 1 2020	Qtr 4 2019
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?	100.0%µ (n=2)	100.0%µ (n=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?	50.0%µ (n=2)	50.0%µ (n=2)
During this hospital stay, how often was the area around your room quiet at night?	0.0%µ (n=2)	50.0%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