

Inpatient Stoplight Report

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

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

September 20, 2020



Overall	Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		Duncan Regional IP	
			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)	81.8% PR=81 (n=99)	80.3% PR=76 (n=426)	77.0% (n=61)	85.7% (n=84)

Key Drivers	Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		Duncan Regional IP	
			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)	81.8% PR=72 (n=99)	85.5% PR=87 (n=427)	82.0% (n=61)	84.5% (n=84)
During this hospital stay, how often did nurses explain things in a way you could understand?	Information and Education		80.7% (n=542,070)	85.2% (n=542,070)	82.0% PR=81 (n=100)	83.2% PR=85 (n=429)	79.0% (n=62)	88.1% (n=84)
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)	78.2% PR=54 (n=55)	77.5% PR=50 (n=231)	75.9% (n=29)	80.0% (n=50)

Focus	Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		Duncan Regional IP	
			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)	78.8% PR=64 (n=99)	74.9% PR=48 (n=423)	75.4% (n=61)	78.3% (n=83)

Highest Scores	Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		Duncan Regional IP	
			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)	92.9% PR=89 (n=99)	92.5% PR=87 (n=427)	91.8% (n=61)	94.0% (n=84)
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)	91.9% PR=81 (n=99)	93.7% PR=89 (n=426)	90.2% (n=61)	94.0% (n=84)
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)	86.0% PR=19 (n=100)	92.9% PR=68 (n=409)	82.3% (n=62)	90.4% (n=83)

Lowest Scores	Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		Duncan Regional IP	
			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
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)	51.5% PR=77 (n=97)	49.6% PR=71 (n=415)	45.0% (n=60)	50.0% (n=80)
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)	53.7% PR=63 (n=54)	53.3% PR=62 (n=229)	50.0% (n=28)	56.0% (n=50)
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)	58.0% PR=72 (n=100)	55.5% PR=63 (n=420)	50.0% (n=62)	61.4% (n=83)

■ 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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Duncan Regional IP

Overall	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?	70.3% (n=101)	83.1% (n=136)

Key Drivers	Qtr 1 2020	Qtr 4 2019
During this hospital stay, how often did nurses listen carefully to you?	79.4% (n=102)	89.0% (n=136)
During this hospital stay, how often did nurses explain things in a way you could understand?	75.7% (n=103)	83.8% (n=136)
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	74.5% (n=55)	79.2% (n=72)

Focus	Qtr 1 2020	Qtr 4 2019
Would you recommend this hospital to your friends and family?	65.7% (n=102)	79.7% (n=133)

Highest Scores	Qtr 1 2020	Qtr 4 2019
During this hospital stay, how often did nurses treat you with courtesy and respect?	89.3% (n=103)	93.3% (n=135)
During this hospital stay, how often did doctors treat you with courtesy and respect?	93.1% (n=101)	95.6% (n=136)
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?	93.8% (n=96)	98.4% (n=125)

Lowest Scores	Qtr 1 2020	Qtr 4 2019
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.	41.2% (n=102)	55.7% (n=131)
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	43.6% (n=55)	59.2% (n=71)
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	45.5% (n=101)	60.3% (n=131)

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