

Knees, Hips and Shoulders Spotlight Report

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

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

September 20, 2020



| | | Picker Dimensions | Benchmarks | | Rolling Averages up to 8/28/2020 | | Knees, Hips and Shoulders | | |
|---|---------------------------------|-------------------|----------------------|----------------------|----------------------------------|---------------------------|----------------------------|-----------------------------|-----------------------------|
| | | | 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) | 88.2%µ PR=95 (n=17) | 94.1% PR=99 (n=101) | 100.0%µ PR=100 (n=7) | 87.5%µ PR=94 (n=16) | 90.9%µ PR=97 (n=22) |
| Key Drivers | | | | | | | | | |
| 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) | 88.2%µ PR=88 (n=17) | 94.0% PR=97 (n=100) | 100.0%µ PR=100 (n=7) | 87.5%µ PR=86 (n=16) | 90.9%µ PR=93 (n=22) |
| During this hospital stay, how often did doctors explain things in a way you could understand? | Information and Education | | 81.8% (n=537,040) | 87.2% (n=537,040) | 88.2%µ PR=92 (n=17) | 96.0% PR=99 (n=101) | 100.0%µ PR=100 (n=7) | 87.5%µ PR=90 (n=16) | 95.5%µ PR=99 (n=22) |
| 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) | 94.1%µ PR=91 (n=17) | 96.0% PR=95 (n=101) | 100.0%µ PR=100 (n=7) | 93.8%µ PR=90 (n=16) | 95.5%µ PR=94 (n=22) |
| Focus | | | | | | | | | |
| How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? | Physical Comfort | | 75.0% (n=297,610) | 81.5% (n=297,610) | 100.0%µ PR=100 (n=13) | 93.9% PR=99 (n=82) | 100.0%µ PR=100 (n=6) | 100.0%µ PR=100 (n=11) | 94.4%µ PR=99 (n=18) |
| Would you recommend this hospital to your friends and family? | Would Recommend Hospital | | 81.5% (n=521,005) | 86.7% (n=521,005) | 82.4%µ PR=78 (n=17) | 92.1% PR=97 (n=101) | 100.0%µ PR=100 (n=7) | 81.3%µ PR=74 (n=16) | 86.4%µ PR=89 (n=22) |
| Highest Scores | | | | | | | | | |
| 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) | 82.4%µ PR=75 (n=17) | 94.1% PR=99 (n=101) | 100.0%µ PR=100 (n=7) | 81.3%µ PR=69 (n=16) | 95.5%µ PR=99 (n=22) |
| 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) | 88.2%µ PR=88 (n=17) | 94.0% PR=97 (n=100) | 100.0%µ PR=100 (n=7) | 87.5%µ PR=86 (n=16) | 90.9%µ PR=93 (n=22) |
| 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) | 94.1%µ PR=77 (n=17) | 99.0% PR=97 (n=100) | 100.0%µ PR=100 (n=7) | 93.8%µ PR=75 (n=16) | 100.0%µ PR=100 (n=21) |
| Lowest Scores | | | | | | | | | |
| 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) | 60.0%µ PR=1 (n=10) | 87.3% PR=89 (n=63) | 60.0%µ PR=1 (n=5) | 77.8%µ PR=52 (n=9) | 92.9%µ PR=97 (n=14) |
| 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) | 50.0%µ PR=49 (n=10) | 69.4% PR=96 (n=62) | 60.0%µ PR=83 (n=5) | 66.7%µ PR=94 (n=9) | 57.1%µ PR=76 (n=14) |
| During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? | Patient Safety | | 71.8% (n=469,660) | 79.6% (n=469,660) | 92.9%µ PR=99 (n=14) | 90.1% PR=98 (n=91) | 80.0%µ PR=90 (n=5) | 100.0%µ PR=100 (n=14) | 94.7%µ PR=99 (n=19) |

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 | 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? | 97.3% PR=99 (n=37) |

| Key Drivers | Qtr 4 2019 |
|--|--------------------------|
| During this hospital stay, how often did doctors listen carefully to you? | 97.2% PR=99 (n=36) |
| During this hospital stay, how often did doctors explain things in a way you could understand? | 97.3% PR=99 (n=37) |
| During this hospital stay, how often did doctors treat you with courtesy and respect? | 97.3% PR=97 (n=37) |

| Focus | Qtr 4 2019 |
|---|--------------------------|
| How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? | 93.5% PR=99 (n=31) |
| Would you recommend this hospital to your friends and family? | 97.3% PR=99 (n=37) |

| Highest Scores | Qtr 4 2019 |
|---|----------------------------|
| During this hospital stay, how often did nurses listen carefully to you? | 97.3% PR=99 (n=37) |
| During this hospital stay, how often did doctors listen carefully to you? | 97.2% PR=99 (n=36) |
| 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% PR=100 (n=37) |

| Lowest Scores | Qtr 4 2019 |
|--|--------------------------------|
| Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? | 95.5% μ PR=98 (n=22) |
| Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? | 85.7% μ PR=99 (n=21) |
| During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? | 94.1% PR=99 (n=34) |

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