

MedSurg Stoplight Report

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

https://catalyst.nrcpicker.com/duncanreg/ipstop/mssr1/default.aspx

September 20, 2020



		Picker Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 8/28/2020		MedSurg	
				NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 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)	82.1% PR=82 (n=95)	80.3% PR=76 (n=421)	78.0% (n=59)	85.2% (n=81)
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)	81.1% PR=68 (n=95)	85.3% PR=86 (n=422)	81.4% (n=59)	84.0% (n=81)
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)	82.3% PR=82 (n=96)	83.3% PR=85 (n=424)	80.0% (n=60)	87.7% (n=81)
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)	76.9% PR=46 (n=52)	77.1% PR=47 (n=227)	74.1% (n=27)	79.2% (n=48)
Focus									
Would you recommend this hospital to your friends and family?	Would Recommend Hospital			81.5% (n=521,005)	86.7% (n=521,005)	77.9% PR=61 (n=95)	74.6% PR=47 (n=418)	74.6% (n=59)	77.5% (n=80)
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)	92.6% PR=87 (n=95)	92.4% PR=87 (n=422)	91.5% (n=59)	93.8% (n=81)
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)	91.6% PR=79 (n=95)	93.6% PR=89 (n=421)	89.8% (n=59)	93.8% (n=81)
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)	84.0% PR=73 (n=94)	87.5% PR=86 (n=415)	82.8% (n=58)	88.9% (n=81)
Lowest Scores									
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)	50.5% PR=74 (n=93)	49.3% PR=70 (n=410)	44.8% (n=58)	48.1% (n=77)
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)	52.9% PR=60 (n=51)	52.9% PR=60 (n=225)	50.0% (n=26)	54.2% (n=48)
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)	57.3% PR=70 (n=96)	55.2% PR=62 (n=415)	50.0% (n=60)	60.0% (n=80)

■ 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	MedSurg	
	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, how often did doctors listen carefully to you?	84.2% (n=101)	90.8% (n=131)

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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