

OAS CAHPS Spotlight Report

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

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

September 20, 2020



Picker Dimensions	Benchmarks	Rolling Averages up to 7/31/2020		Duncan Regional OAS CAHPS Overall				
		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 facility possible and 10 is the best facility possible, what number would you use to rate this facility?		88.9% (n=135,021)	91.5% (n=135,021)	88.7% PR=73 (n=115)	87.6% PR=67 (n=428)	100.0% PR=100 (n=39)	82.5% PR=29 (n=80)	83.5% PR=38 (n=79)
Key Drivers								
Did the doctors and nurses make sure you were as comfortable as possible?	Physical Comfort	97.6% (n=135,811)	98.7% (n=135,811)	97.3% PR=67 (n=111)	97.2% PR=65 (n=428)	100.0% PR=100 (n=38)	94.9% PR=27 (n=78)	97.5% PR=71 (n=80)
Did your doctor or anyone from the facility prepare you for what to expect during your recovery?	Information and Education	89.2% (n=135,205)	91.6% (n=135,205)	88.6% PR=69 (n=114)	87.8% PR=60 (n=433)	94.9% PR=97 (n=39)	85.0% PR=38 (n=80)	82.5% PR=21 (n=80)
Did the doctors and nurses explain your procedure in a way that was easy to understand?	Information and Education	94.7% (n=136,486)	96.2% (n=136,486)	93.0% PR=53 (n=114)	94.9% PR=77 (n=429)	94.9% PR=77 (n=39)	91.1% PR=33 (n=79)	94.9% PR=77 (n=79)
Highest Scores								
Before your procedure, did your doctor or anyone from the facility give you easy to understand instructions about getting ready for your procedure?	Information and Education	95.3% (n=135,452)	96.7% (n=135,452)	93.8% PR=54 (n=113)	95.3% PR=76 (n=424)	100.0% PR=100 (n=38)	89.9% PR=19 (n=79)	96.3% PR=88 (n=80)
Was the facility clean?	Physical Comfort	99.0% (n=136,682)	100.0% (n=136,682)	99.1% PR=78 (n=113)	99.1% PR=78 (n=428)	100.0% PR=100 (n=38)	98.8% PR=72 (n=80)	98.8% PR=72 (n=80)
Before your procedure, did your doctor or anyone from the facility give you all the information you needed about your procedure?	Information and Education	93.5% (n=135,984)	95.4% (n=135,984)	93.0% PR=71 (n=114)	94.9% PR=86 (n=428)	100.0% PR=100 (n=38)	90.0% PR=35 (n=80)	93.8% PR=77 (n=80)
Lowest Scores								
Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had nausea or vomiting?	Continuity and Transition	76.7% (n=132,795)	80.3% (n=132,795)	73.5% PR=59 (n=113)	77.4% PR=79 (n=425)	76.9% PR=76 (n=39)	70.9% PR=44 (n=79)	76.9% PR=76 (n=78)
Did your doctor or anyone from the facility explain the possible side effects of the anesthesia in a way that was easy to understand?	Information and Education	87.3% (n=116,239)	90.2% (n=116,239)	81.6% PR=32 (n=87)	86.3% PR=68 (n=350)	84.4% PR=55 (n=32)	76.3% PR=8 (n=59)	86.6% PR=70 (n=67)
Would you recommend this facility to your friends and family?	Would Recommend Facility	86.7% (n=135,033)	90.3% (n=135,033)	83.0% PR=54 (n=112)	79.2% PR=35 (n=427)	84.6% PR=63 (n=39)	82.1% PR=48 (n=78)	74.4% PR=14 (n=78)

■ 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

‡ - 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 OAS CAHPS Overall
Overall	Qtr 4 2019
Using any number from 0 to 10, where 0 is the worst facility possible and 10 is the best facility possible, what number would you use to rate this facility?	88.1% PR=69 (n=134)

Key Drivers	Qtr 4 2019
Did the doctors and nurses make sure you were as comfortable as possible?	97.8% PR=79 (n=138)
Did your doctor or anyone from the facility prepare you for what to expect during your recovery?	90.5% PR=83 (n=137)
Did the doctors and nurses explain your procedure in a way that was easy to understand?	96.3% PR=90 (n=136)

Highest Scores	Qtr 4 2019
Before your procedure, did your doctor or anyone from the facility give you easy to understand instructions about getting ready for your procedure?	97.0% PR=93 (n=134)
Was the facility clean?	98.5% PR=65 (n=135)
Before your procedure, did your doctor or anyone from the facility give you all the information you needed about your procedure?	97.0% PR=97 (n=135)

Lowest Scores	Qtr 4 2019
Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had nausea or vomiting?	83.6% PR=96 (n=134)
Did your doctor or anyone from the facility explain the possible side effects of the anesthesia in a way that was easy to understand?	93.3% PR=97 (n=105)
Would you recommend this facility to your friends and family?	80.0% PR=38 (n=135)

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