



Hospital-Level Patient Experience Core Measures/HCAHPS Report

Current Reporting Period: Q1 2019 - Q4 2019

Jefferson County Hospital

The Medicare Beneficiary Quality Improvement Program (MBQIP) focuses on quality improvement efforts in the 45 states that participate in the Medicare Rural Hospital Flexibility (Flex) Program. Through Flex, MBQIP supports more than 1,350 small hospitals certified as rural Critical Access Hospitals (CAHs) in voluntarily reporting quality measures that are aligned with those collected by the Centers for Medicare and Medicaid Services (CMS) and other Federal programs.

The Federal Office of Rural Health Policy (FORHP) tasked the Flex Monitoring Team with producing a set of hospital-level reports for the core MBQIP measures.

This report contains the following core MBQIP measures:

- HCAHPS Composite 1: Q1 to Q3, Communication with Nurses
- HCAHPS Composite 2: Q5 to Q7, Communication with Doctors
- HCAHPS Composite 3: Q4 & Q11, Responsiveness of Hospital Staff
- HCAHPS Composite 5: Q16 & Q17, Communication about Medicines
- HCAHPS Composite 6: Q19 & Q20, Discharge Information
- HCAHPS Composite 7: Q23 to Q25, Care Transition
- HCAHPS Q-8: Cleanliness of Hospital Environment
- HCAHPS Q-9: Quietness of Hospital Environment
- HCAHPS Q-21: Overall Rating of Hospital
- HCAHPS Q-22: Willingness to Recommend This Hospital

General Report Information

For the measures in this report, hospital-level data are included for the current reporting period consisting of a rolling four quarters. Hospital-level data include:

- The number of completed surveys - the number of participants who returned the survey in the specified timeframe.
- The survey response rate - the percentage of participants sampled who returned the survey.
- HCAHPS summary of Star Ratings - calculated using mean scores for each HCAHPS measure which was then categorized into a rating of 1, 2, 3, 4, or 5 using a statistical clustering algorithm. All measures are eligible to receive a star rating. Hospitals with fewer than 100 completed HCAHPS surveys within the current reporting period consisting of a rolling four quarters are not eligible to receive star ratings.

This report also includes state and national averages for each measure. These data may be useful in understanding how your hospital's performance compares to other hospitals.

The data for state and national values in this report only include CAHs with a signed MBQIP Memorandum of Understanding (MOU). The data used for this report are reported to the Centers for Medicare and Medicaid Services (CMS) and extracted from QualityNet.

Specific information on how data elements were calculated for inclusion in this report is outlined below. Please direct questions regarding your MBQIP data reports to the Flex Coordinator in your state. You can find contact information for your Flex Coordinator at: <https://www.ruralcenter.org/tasc/flexprofile>.

Measure Adjustment & Aggregation

For each measure (composite or individual question), your hospital has a reported "adjusted score", where data has been adjusted by CMS for the mix of patients and the mode by which the survey was administered. Adjusted scores show the percentage of survey respondents who selected certain responses to the survey questions, and is completed to reduce the bias in comparisons between hospitals. State measures aggregate all CAHs in the state and national measures aggregate all CAHs nationwide (not all hospitals, as was the case in the MBQIP reports previously produced by Telligen). Values for state and national data may not always add to 100% due to rounding.

Response Categories

Response categories vary by question. For example, some questions use "Yes" or "No" as response options, where others have scales ranging from "Never" to "Always" or "Strongly disagree" to "Strongly agree". For this report, some responses are combined into one category, for example "Sometimes to Never," compared to "Usually" or "Always".

Data Exceptions & Labels

- "N/A" indicates that a CAH did not report data for each of the four quarters included in the current reporting period.
- "N/C" indicates that less than 100 surveys were returned in the current reporting period so a Star Rating was not able to be calculated.
- "#" indicates that the CAH did not have a signed MOU at the time of reporting for this period.

371311: Jefferson County Hospital

Waurika, OK, 73573

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Number of Completed Surveys: 8

Survey Response Rate: 31%

HCAHPS Summary Star Rating: N/C

HCAHPS Composites	HCAHPS Star Rating	Your Hospital's Adjusted Score			Your State's CAH Data			National CAH Data		
	Star Rating (0-5)	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always
Composite 1 (Q1 to Q3) Communication with Nurses	N/C	4%	7%	89%	4%	13%	83%	3%	13%	85%
Composite 2 (Q5 to Q7) Communication with Doctors	N/C	0%	5%	95%	5%	10%	85%	3%	12%	85%
Composite 3 (Q4 & Q11) Responsiveness of Hospital Staff	N/C	0%	16%	84%	7%	15%	78%	5%	18%	77%
Composite 5 (Q16 & Q17) Communication about Medicines	N/C	N/A	N/A	N/A	15%	14%	69%	13%	17%	70%

Hospital Environment Items	HCAHPS Star Rating	Your Hospital's Adjusted Score			Your State's CAH Data			National CAH Data		
	Star Rating (0-5)	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always	Sometimes to Never	Usually	Always
Q8 Cleanliness of Hospital	N/C	0%	34%	66%	5%	14%	81%	5%	14%	82%
Q9 Quietness of Hospital	N/C	17%	28%	55%	7%	24%	69%	6%	27%	66%

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Discharge Information Composite	HCAHPS Star Rating	Your Hospital's Adjusted Score		Your State's CAH Data		National CAH Data	
	Star Rating (0-5)	No	Yes	No	Yes	No	Yes
Composite 6 (Q19 & Q20) Discharge Information	N/C	17%	83%	13%	87%	11%	89%

Care Transition Composite	HCAHPS Star Rating	Your Hospital's Adjusted Score			Your State's CAH Data			National CAH Data		
	Star Rating (0-5)	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree
Composite 7 (Q23 to Q25) Care Transition	N/C	4%	20%	76%	5%	39%	55%	4%	39%	57%

HCAHPS Global Items	HCAHPS Star Rating	Your Hospital's Adjusted Score			Your State's CAH Data			National CAH Data		
	Star Rating (0-5)	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating
Q21 Overall Rating of Hospital (0 = worst hospital, 10 = best hospital)	N/C	14%	0%	86%	7%	20%	73%	5%	17%	78%
	Star Rating (0-5)	Definitely Not or Probably Not	Probably	Definitely	Definitely Not or Probably Not	Probably	Definitely	Definitely Not or Probably Not	Probably	Definitely
Q22 Willingness to Recommend This Hospital	N/C	0%	0%	100%	6%	21%	73%	3%	21%	76%

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