

# HCAHPS Composites Stoplight Report

## Discharge Dates From Jul 1, 2017 to Mar 31, 2018

https://catalyst.nrcpicker.com/ClinchMemorialHospital/HCAHPSStoplight/default.aspx

May 1, 2018



Overall	Benchmarks	Rolling Averages up to 3/26/2018	Clinch Memorial HCAHPS		
	NRC Average*	3 Months‡	Qtr 1 2018‡	Qtr 4 2017	Qtr 3 2017
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?	74.2% (n=393,115)	60.0%µ PR=7 (n=5)	60.0%µ (n=5)	85.7%µ (n=7)	80.0%µ (n=5)

Key Drivers	NRC Average*	3 Months‡	Qtr 1 2018‡	Qtr 4 2017	Qtr 3 2017
Communication About Meds	64.5% (n=223,022)	62.5%µ PR=32 (n=4)	62.5%µ (n=4)	33.3%µ (n=3)	--
Communication with Doctors	81.5% (n=397,855)	88.9%µ PR=91 (n=6)	88.9%µ (n=6)	66.7%µ (n=9)	93.3%µ (n=5)
Cleanliness / Quietness	65.6% (n=398,767)	83.3%µ PR=96 (n=6)	83.3%µ (n=6)	56.3%µ (n=8)	80.0%µ (n=5)

Highest Scores	NRC Average*	3 Months‡	Qtr 1 2018‡	Qtr 4 2017	Qtr 3 2017
Communication with Doctors	81.5% (n=397,855)	88.9%µ PR=91 (n=6)	88.9%µ (n=6)	66.7%µ (n=9)	93.3%µ (n=5)
Discharge Information	88.5% (n=371,745)	83.3%µ PR=11 (n=6)	83.3%µ (n=6)	81.3%µ (n=8)	87.5%µ (n=4)
Cleanliness / Quietness	65.6% (n=398,767)	83.3%µ PR=96 (n=6)	83.3%µ (n=6)	56.3%µ (n=8)	80.0%µ (n=5)

Lowest Scores	NRC Average*	3 Months‡	Qtr 1 2018‡	Qtr 4 2017	Qtr 3 2017
Care Transitions	54.0% (n=389,711)	16.7%µ PR=1 (n=6)	16.7%µ (n=6)	55.6%µ (n=9)	33.3%µ (n=5)
Would Recommend Hospital	76.1% (n=391,187)	33.3%µ PR=1 (n=6)	33.3%µ (n=6)	88.9%µ (n=9)	100.0%µ (n=5)
Communication about Pain	65.5% (n=43,220)	50.0%µ PR=3 (n=3)	50.0%µ (n=3)	--	--

Green - score is equal to or greater than the NRC Average

Yellow - score is less than the NRC Average, but may not be significantly

Red - score is significantly less than the NRC Average

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