

HCAHPS Composites Stoplight Report

Discharge Dates From Jul 1, 2020 to Mar 31, 2021

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

April 1, 2021



	Benchmarks	Rolling Averages up to 1/5/2021	Clinch Memorial HCAHPS		
Overall	NRC Average*	3 Months	Qtr 1 2021	Qtr 4 2020	Qtr 3 2020
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?	73.4% (n=410,462)	75.0%µ PR=55 (n=8)	66.7%µ (n=3)	80.0%µ (n=5)	40.0%µ (n=10)

Key Drivers	NRC Average*	3 Months	Qtr 1 2021	Qtr 4 2020	Qtr 3 2020
Communication with Nurses	79.4% (n=415,467)	95.8%µ PR=99 (n=8)	88.9%µ (n=3)	100.0%µ (n=5)	56.7%µ (n=10)
Communication About Meds	62.1% (n=243,596)	66.7%µ PR=69 (n=3)	50.0%µ (n=1)	75.0%µ (n=2)	30.0%µ (n=5)
Responsiveness of Hospital Staff	64.5% (n=382,670)	64.3%µ PR=38 (n=7)	75.0%µ (n=2)	60.0%µ (n=5)	50.0%µ (n=10)

Highest Scores	NRC Average*	3 Months	Qtr 1 2021	Qtr 4 2020	Qtr 3 2020
Communication with Nurses	79.4% (n=415,467)	95.8%µ PR=99 (n=8)	88.9%µ (n=3)	100.0%µ (n=5)	56.7%µ (n=10)
Discharge Information	87.6% (n=387,819)	78.6%µ PR=3 (n=7)	83.3%µ (n=3)	75.0%µ (n=4)	77.8%µ (n=9)
Responsiveness of Hospital Staff	64.5% (n=382,670)	64.3%µ PR=38 (n=7)	75.0%µ (n=2)	60.0%µ (n=5)	50.0%µ (n=10)

Lowest Scores	NRC Average*	3 Months	Qtr 1 2021	Qtr 4 2020	Qtr 3 2020
Cleanliness / Quietness	64.7% (n=415,374)	68.8%µ PR=57 (n=8)	33.3%µ (n=3)	90.0%µ (n=5)	65.0%µ (n=10)
Communication About Meds	62.1% (n=243,596)	66.7%µ PR=69 (n=3)	50.0%µ (n=1)	75.0%µ (n=2)	30.0%µ (n=5)
Would Recommend Hospital	74.6% (n=407,740)	71.4%µ PR=39 (n=7)	50.0%µ (n=2)	80.0%µ (n=5)	50.0%µ (n=10)



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