

# HCAHPS Composites Stoplight Report

## Discharge Dates From Jul 1, 2021 to Mar 31, 2022

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

May 1, 2022



Overall	Benchmarks	Rolling Averages up to 3/17/2022	Clinch Memorial HCAHPS		
	NRC Average*	3 Months‡	Qtr 1 2022‡	Qtr 4 2021	Qtr 3 2021
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?	71.2% (n=416,931)	50.0%µ PR=2 (n=6)	50.0%µ (n=6)	100.0%µ (n=3)	80.0%µ (n=10)

Key Drivers	NRC Average*	3 Months‡	Qtr 1 2022‡	Qtr 4 2021	Qtr 3 2021
Communication with Doctors	79.5% (n=420,624)	83.3%µ PR=76 (n=6)	83.3%µ (n=6)	100.0%µ (n=4)	76.7%µ (n=10)
Responsiveness of Hospital Staff	62.5% (n=390,643)	33.3%µ PR=1 (n=6)	33.3%µ (n=6)	50.0%µ (n=4)	55.6%µ (n=9)
Communication with Nurses	78.3% (n=421,915)	66.7%µ PR=2 (n=6)	66.7%µ (n=6)	66.7%µ (n=4)	63.3%µ (n=10)

Highest Scores	NRC Average*	3 Months‡	Qtr 1 2022‡	Qtr 4 2021	Qtr 3 2021
Communication About Meds	60.5% (n=255,952)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	100.0%µ (n=1)	75.0%µ (n=6)
Communication with Doctors	79.5% (n=420,624)	83.3%µ PR=76 (n=6)	83.3%µ (n=6)	100.0%µ (n=4)	76.7%µ (n=10)
Discharge Information	86.8% (n=392,037)	75.0%µ PR=2 (n=6)	75.0%µ (n=6)	87.5%µ (n=4)	90.0%µ (n=10)

Lowest Scores	NRC Average*	3 Months‡	Qtr 1 2022‡	Qtr 4 2021	Qtr 3 2021
Cleanliness / Quietness	63.7% (n=421,610)	33.3%µ PR=1 (n=6)	33.3%µ (n=6)	75.0%µ (n=4)	75.0%µ (n=10)
Responsiveness of Hospital Staff	62.5% (n=390,643)	33.3%µ PR=1 (n=6)	33.3%µ (n=6)	50.0%µ (n=4)	55.6%µ (n=9)
Overall Rating of Hospital	71.2% (n=416,931)	50.0%µ PR=2 (n=6)	50.0%µ (n=6)	100.0%µ (n=3)	80.0%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