

HCAHPS Composites Stoplight Report

Discharge Dates From Oct 1, 2021 to Jun 30, 2022

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

August 1, 2022



Overall	Benchmarks	Rolling Averages up to 6/30/2022	Clinch Memorial HCAHPS		
	NRC Average*	3 Months‡	Qtr 2 2022‡	Qtr 1 2022	Qtr 4 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?	70.9% (n=406,331)	100.0%µ PR=100 (n=6)	100.0%µ (n=6)	62.5%µ (n=8)	100.0%µ (n=3)

Key Drivers	NRC Average*	3 Months‡	Qtr 2 2022‡	Qtr 1 2022	Qtr 4 2021
Communication with Doctors	79.3% (n=410,026)	77.8%µ PR=33 (n=6)	77.8%µ (n=6)	87.5%µ (n=8)	100.0%µ (n=4)
Communication with Nurses	78.2% (n=411,265)	88.9%µ PR=96 (n=6)	88.9%µ (n=6)	75.0%µ (n=8)	66.7%µ (n=4)
Responsiveness of Hospital Staff	62.1% (n=380,539)	66.7%µ PR=63 (n=6)	66.7%µ (n=6)	43.8%µ (n=8)	50.0%µ (n=4)

Highest Scores	NRC Average*	3 Months‡	Qtr 2 2022‡	Qtr 1 2022	Qtr 4 2021
Overall Rating of Hospital	70.9% (n=406,331)	100.0%µ PR=100 (n=6)	100.0%µ (n=6)	62.5%µ (n=8)	100.0%µ (n=3)
Cleanliness / Quietness	63.4% (n=410,972)	91.7%µ PR=99 (n=6)	91.7%µ (n=6)	43.8%µ (n=8)	75.0%µ (n=4)
Discharge Information	86.7% (n=381,637)	90.0%µ PR=79 (n=5)	90.0%µ (n=5)	75.0%µ (n=8)	87.5%µ (n=4)

Lowest Scores	NRC Average*	3 Months‡	Qtr 2 2022‡	Qtr 1 2022	Qtr 4 2021
Communication About Meds	60.3% (n=249,946)	33.3%µ PR=1 (n=3)	33.3%µ (n=3)	100.0%µ (n=4)	100.0%µ (n=1)
Responsiveness of Hospital Staff	62.1% (n=380,539)	66.7%µ PR=63 (n=6)	66.7%µ (n=6)	43.8%µ (n=8)	50.0%µ (n=4)
Care Transitions	51.2% (n=402,177)	66.7%µ PR=98 (n=6)	66.7%µ (n=6)	50.0%µ (n=8)	33.3%µ (n=4)

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