

HCAHPS Composites Stoplight Report

Discharge Dates From Jul 1, 2022 to Mar 31, 2023

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

May 1, 2023



Overall	Benchmarks	Rolling Averages up to 2/22/2023	Clinch Memorial HCAHPS		
	NRC Average*	3 Months‡	Qtr 1 2023‡	Qtr 4 2022	Qtr 3 2022
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?	70.7% (n=382,753)	72.7%µ PR=56 (n=11)	75.0%µ (n=8)	80.0%µ (n=5)	80.0%µ (n=5)

Key Drivers	NRC Average*	3 Months‡	Qtr 1 2023‡	Qtr 4 2022	Qtr 3 2022
Responsiveness of Hospital Staff	62.1% (n=357,781)	63.6%µ PR=48 (n=11)	62.5%µ (n=8)	80.0%µ (n=5)	60.0%µ (n=5)
Communication with Nurses	78.3% (n=387,606)	72.2%µ PR=8 (n=12)	74.1%µ (n=9)	80.0%µ (n=5)	73.3%µ (n=5)
Discharge Information	86.8% (n=357,740)	83.3%µ PR=16 (n=12)	88.9%µ (n=9)	70.0%µ (n=5)	100.0%µ (n=4)

Highest Scores	NRC Average*	3 Months‡	Qtr 1 2023‡	Qtr 4 2022	Qtr 3 2022
Discharge Information	86.8% (n=357,740)	83.3%µ PR=16 (n=12)	88.9%µ (n=9)	70.0%µ (n=5)	100.0%µ (n=4)
Communication with Doctors	79.3% (n=386,440)	75.0%µ PR=17 (n=12)	81.5%µ (n=9)	73.3%µ (n=5)	93.3%µ (n=5)
Overall Rating of Hospital	70.7% (n=382,753)	72.7%µ PR=56 (n=11)	75.0%µ (n=8)	80.0%µ (n=5)	80.0%µ (n=5)

Lowest Scores	NRC Average*	3 Months‡	Qtr 1 2023‡	Qtr 4 2022	Qtr 3 2022
Communication About Meds	60.3% (n=233,200)	37.5%µ PR=1 (n=4)	16.7%µ (n=3)	75.0%µ (n=2)	50.0%µ (n=1)
Care Transitions	51.3% (n=378,950)	40.3%µ PR=5 (n=12)	44.4%µ (n=9)	50.0%µ (n=5)	40.0%µ (n=5)
Cleanliness / Quietness	63.2% (n=387,593)	58.3%µ PR=19 (n=12)	61.1%µ (n=9)	70.0%µ (n=5)	40.0%µ (n=5)

■ 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