

HCAHPS Questions Stoplight Report

Discharge Dates From Jan 1, 2023 to Sep 30, 2023

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

October 1, 2023



Overall	Picker Dimensions	Benchmarks	Rolling Averages up to 8/18/2023	Clinch Memorial HCAHPS		
		NRC Average*	3 Months‡	Qtr 3 2023‡	Qtr 2 2023	Qtr 1 2023
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?		70.8% (n=389,997)	69.2%µ PR=38 (n=13)	50.0%µ (n=8)	100.0%µ (n=9)	77.8%µ (n=9)

Key Drivers		NRC Average*	3 Months‡	Qtr 3 2023‡	Qtr 2 2023	Qtr 1 2023
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Patient Safety	60.2% (n=349,040)	84.6%µ PR=96 (n=13)	87.5%µ (n=8)	55.6%µ (n=9)	44.4%µ (n=9)
During this hospital stay, how often was the area around your room quiet at night?	Physical Comfort	57.9% (n=387,920)	69.2%µ PR=76 (n=13)	62.5%µ (n=8)	77.8%µ (n=9)	40.0%µ (n=10)
During this hospital stay, how often did nurses listen carefully to you?	Respect for Patient Preferences	75.9% (n=392,503)	84.6%µ PR=87 (n=13)	75.0%µ (n=8)	88.9%µ (n=9)	70.0%µ (n=10)

Highest Scores		NRC Average*	3 Months‡	Qtr 3 2023‡	Qtr 2 2023	Qtr 1 2023
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Patient Safety	60.2% (n=349,040)	84.6%µ PR=96 (n=13)	87.5%µ (n=8)	55.6%µ (n=9)	44.4%µ (n=9)
During this hospital stay, how often did nurses treat you with courtesy and respect?	Respect for Patient Preferences	85.2% (n=393,333)	92.3%µ PR=88 (n=13)	87.5%µ (n=8)	100.0%µ (n=9)	80.0%µ (n=10)
During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	Continuity and Transition	88.7% (n=356,975)	83.3%µ PR=12 (n=12)	87.5%µ (n=8)	87.5%µ (n=8)	90.0%µ (n=10)

Lowest Scores		NRC Average*	3 Months‡	Qtr 3 2023‡	Qtr 2 2023	Qtr 1 2023
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.		51.6% (n=385,933)	38.5%µ PR=2 (n=13)	37.5%µ (n=8)	44.4%µ (n=9)	50.0%µ (n=10)
During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.		44.5% (n=380,579)	53.8%µ PR=89 (n=13)	37.5%µ (n=8)	66.7%µ (n=9)	30.0%µ (n=10)
When I left the hospital, I clearly understood the purpose for taking each of my medications.		59.3% (n=333,245)	50.0%µ PR=9 (n=12)	37.5%µ (n=8)	62.5%µ (n=8)	62.5%µ (n=8)

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