

HCAHPS Composites Stoplight Report

Discharge Dates From Oct 1, 2023 to Jun 30, 2024

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

July 1, 2024



Overall	Benchmarks	Rolling Averages up to 4/26/2024	Clinch Memorial HCAHPS		
	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 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?	71.6% (n=385,074)	71.4%µ PR=45 (n=7)	33.3%µ (n=3)	85.7%µ (n=7)	66.7%µ (n=3)

Key Drivers	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023
Communication with Nurses	79.2% (n=390,267)	95.2%µ PR=99 (n=7)	100.0%µ (n=3)	90.5%µ (n=7)	100.0%µ (n=4)
Communication About Meds	60.8% (n=233,160)	75.0%µ PR=96 (n=2)	100.0%µ (n=1)	50.0%µ (n=3)	100.0%µ (n=1)
Care Transitions	52.0% (n=381,429)	47.6%µ PR=25 (n=7)	55.6%µ (n=3)	38.1%µ (n=7)	44.4%µ (n=3)

Highest Scores	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023
Communication with Doctors	80.0% (n=389,084)	95.2%µ PR=99 (n=7)	100.0%µ (n=3)	85.7%µ (n=7)	83.3%µ (n=4)
Communication with Nurses	79.2% (n=390,267)	95.2%µ PR=99 (n=7)	100.0%µ (n=3)	90.5%µ (n=7)	100.0%µ (n=4)
Responsiveness of Hospital Staff	62.7% (n=360,091)	80.0%µ PR=89 (n=5)	100.0%µ (n=1)	64.3%µ (n=7)	100.0%µ (n=3)

Lowest Scores	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023
Would Recommend Hospital	72.1% (n=382,503)	71.4%µ PR=48 (n=7)	33.3%µ (n=3)	71.4%µ (n=7)	33.3%µ (n=3)
Overall Rating of Hospital	71.6% (n=385,074)	71.4%µ PR=45 (n=7)	33.3%µ (n=3)	85.7%µ (n=7)	66.7%µ (n=3)
Care Transitions	52.0% (n=381,429)	47.6%µ PR=25 (n=7)	55.6%µ (n=3)	38.1%µ (n=7)	44.4%µ (n=3)

■ Green - score is equal to or greater than the NRC Average
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■ Red - score is significantly less than the NRC Average
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HCAHPS Questions Stoplight Report

Discharge Dates From Oct 1, 2023 to Jun 30, 2024

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

July 1, 2024



Picker Dimensions	Benchmarks	Rolling Averages up to 4/26/2024	Clinch Memorial HCAHPS		
			Qtr 2 2024	Qtr 1 2024	Qtr 4 2023
Overall	NRC Average*	3 Months			
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?	71.6% (n=385,074)	71.4%µ PR=45 (n=7)	33.3%µ (n=3)	85.7%µ (n=7)	66.7%µ (n=3)

Key Drivers	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023	
			Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Information and Education	46.6% (n=229,950)	50.0%µ PR=63 (n=2)
During this hospital stay, how often did nurses explain things in a way you could understand?	Information and Education	75.1% (n=389,029)	100.0%µ (n=3)	100.0%µ (n=3)	85.7%µ (n=7)	100.0%µ (n=4)
When I left the hospital, I clearly understood the purpose for taking each of my medications.	Information and Education	59.7% (n=329,337)	57.1%µ PR=34 (n=7)	100.0%µ (n=3)	28.6%µ (n=7)	66.7%µ (n=3)

Highest Scores	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023	
			During this hospital stay, how often did nurses explain things in a way you could understand?	Information and Education	75.1% (n=389,029)	100.0%µ (n=3)
During this hospital stay, how often did nurses treat you with courtesy and respect?	Respect for Patient Preferences	85.8% (n=388,605)	100.0%µ (n=3)	100.0%µ (n=3)	100.0%µ (n=7)	100.0%µ (n=4)
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Information and Education	46.6% (n=229,950)	50.0%µ PR=63 (n=2)	100.0%µ (n=1)	33.3%µ (n=3)	100.0%µ (n=1)

Lowest Scores	NRC Average*	3 Months	Qtr 2 2024	Qtr 1 2024	Qtr 4 2023	
			When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	Would Recommend Hospital	52.3% (n=380,962)	42.9%µ PR=9 (n=7)
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.	Would Recommend Hospital	45.2% (n=375,946)	42.9%µ PR=36 (n=7)	33.3%µ (n=3)	42.9%µ (n=7)	33.3%µ (n=3)
Would you recommend this hospital to your friends and family?	Would Recommend Hospital	72.1% (n=382,504)	71.4%µ PR=48 (n=7)	33.3%µ (n=3)	71.4%µ (n=7)	33.3%µ (n=3)

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