

HCAHPS Composites Stoplight Report

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

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

August 1, 2024



Overall	Benchmarks	Rolling Averages up to 6/28/2024	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=365,708)	40.0%µ PR=1 (n=5)	40.0%µ (n=5)	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 About Meds	60.9% (n=220,670)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	50.0%µ (n=3)	100.0%µ (n=1)
Cleanliness / Quietness	63.7% (n=370,790)	80.0%µ PR=93 (n=5)	80.0%µ (n=5)	78.6%µ (n=7)	75.0%µ (n=4)
Communication with Nurses	79.3% (n=370,751)	86.7%µ PR=88 (n=5)	86.7%µ (n=5)	90.5%µ (n=7)	100.0%µ (n=4)

Highest Scores	NRC Average*	3 Months‡	Qtr 2 2024‡	Qtr 1 2024	Qtr 4 2023
Communication with Doctors	80.0% (n=369,657)	100.0%µ PR=100 (n=5)	100.0%µ (n=5)	85.7%µ (n=7)	83.3%µ (n=4)
Communication About Meds	60.9% (n=220,670)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	50.0%µ (n=3)	100.0%µ (n=1)
Responsiveness of Hospital Staff	62.7% (n=342,277)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	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
Care Transitions	51.9% (n=362,118)	40.0%µ PR=4 (n=5)	40.0%µ (n=5)	38.1%µ (n=7)	44.4%µ (n=3)
Would Recommend Hospital	72.1% (n=363,217)	40.0%µ PR=1 (n=5)	40.0%µ (n=5)	71.4%µ (n=7)	33.3%µ (n=3)
Overall Rating of Hospital	71.6% (n=365,708)	40.0%µ PR=1 (n=5)	40.0%µ (n=5)	85.7%µ (n=7)	66.7%µ (n=3)

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

HCAHPS Questions Stoplight Report

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

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

August 1, 2024



Picker Dimensions	Benchmarks	Rolling Averages up to 6/28/2024	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=365,708)	40.0%µ PR=1 (n=5)	40.0%µ (n=5)	85.7%µ (n=7)	66.7%µ (n=3)

Key Drivers	Benchmarks	Rolling Averages up to 6/28/2024	Clinch Memorial HCAHPS		
			Qtr 2 2024‡	Qtr 1 2024	Qtr 4 2023
Key Drivers	NRC Average*	3 Months‡			
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=217,621)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	33.3%µ (n=3)	100.0%µ (n=1)
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	52.2% (n=361,627)	20.0%µ PR=1 (n=5)	20.0%µ (n=5)	42.9%µ (n=7)	33.3%µ (n=3)
During this hospital stay, how often did nurses explain things in a way you could understand?	Information and Education 75.2% (n=369,564)	80.0%µ PR=77 (n=5)	80.0%µ (n=5)	85.7%µ (n=7)	100.0%µ (n=4)

Highest Scores	Benchmarks	Rolling Averages up to 6/28/2024	Clinch Memorial HCAHPS		
			Qtr 2 2024‡	Qtr 1 2024	Qtr 4 2023
Highest Scores	NRC Average*	3 Months‡			
During this hospital stay, how often did doctors treat you with courtesy and respect?	Respect for Patient Preferences 86.4% (n=368,265)	100.0%µ PR=100 (n=5)	100.0%µ (n=5)	100.0%µ (n=7)	75.0%µ (n=4)
During this hospital stay, how often did nurses treat you with courtesy and respect?	Respect for Patient Preferences 85.9% (n=369,109)	100.0%µ PR=100 (n=5)	100.0%µ (n=5)	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=217,621)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	33.3%µ (n=3)	100.0%µ (n=1)

Lowest Scores	Benchmarks	Rolling Averages up to 6/28/2024	Clinch Memorial HCAHPS		
			Qtr 2 2024‡	Qtr 1 2024	Qtr 4 2023
Lowest Scores	NRC Average*	3 Months‡			
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.	45.2% (n=356,959)	20.0%µ PR=1 (n=5)	20.0%µ (n=5)	42.9%µ (n=7)	33.3%µ (n=3)
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	52.2% (n=361,627)	20.0%µ PR=1 (n=5)	20.0%µ (n=5)	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=363,217)	40.0%µ PR=1 (n=5)	40.0%µ (n=5)	71.4%µ (n=7)	33.3%µ (n=3)

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