

HCAHPS Composites Stoplight Report

Discharge Dates From Jul 1, 2024 to Mar 31, 2025

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

May 1, 2025



	Benchmarks	Rolling Averages up to 2/25/2025	Clinch Memorial HCAHPS		
Overall	NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
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=332,538)	57.1%µ PR=3 (n=7)	100.0%µ (n=3)	44.4%µ (n=9)	100.0%µ (n=2)

Key Drivers	NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
Communication About Meds	61.2% (n=201,811)	83.3%µ PR=99 (n=6)	83.3%µ (n=3)	83.3%µ (n=3)	100.0%µ (n=1)
Cleanliness	69.5% (n=336,928)	71.4%µ PR=47 (n=7)	100.0%µ (n=3)	66.7%µ (n=9)	100.0%µ (n=2)
Discharge Information	87.4% (n=312,332)	100.0%µ PR=100 (n=7)	100.0%µ (n=3)	88.9%µ (n=9)	100.0%µ (n=2)

Highest Scores	NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
Information About Symptoms	72.4% (n=60,973)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	--	--
Would Recommend Hospital	72.1% (n=330,275)	57.1%µ PR=6 (n=7)	100.0%µ (n=3)	44.4%µ (n=9)	100.0%µ (n=2)
Discharge Information	87.4% (n=312,332)	100.0%µ PR=100 (n=7)	100.0%µ (n=3)	88.9%µ (n=9)	100.0%µ (n=2)

Lowest Scores	NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
Responsiveness of Hospital Staff	62.6% (n=309,200)	42.9%µ PR=1 (n=7)	50.0%µ (n=3)	55.6%µ (n=9)	75.0%µ (n=2)
Communication About Meds	61.2% (n=201,811)	83.3%µ PR=99 (n=6)	83.3%µ (n=3)	83.3%µ (n=3)	100.0%µ (n=1)
Restfulness of Hospital Environment	57.3% (n=332,897)	66.7%µ PR=73 (n=7)	88.9%µ (n=3)	77.8%µ (n=9)	100.0%µ (n=2)

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 Jul 1, 2024 to Mar 31, 2025

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

May 1, 2025



	Picker Dimensions	Benchmarks	Rolling Averages up to 2/25/2025	Clinch Memorial HCAHPS		
Overall		NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
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=332,538)	57.1%μ PR=3 (n=7)	100.0%μ (n=3)	44.4%μ (n=9)	100.0%μ (n=2)

Key Drivers		NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Patient Safety	75.2% (n=200,502)	100.0%μ PR=100 (n=6)	100.0%μ (n=3)	100.0%μ (n=3)	100.0%μ (n=1)
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Information and Education	47.0% (n=198,577)	66.7%μ PR=97 (n=6)	66.7%μ (n=3)	66.7%μ (n=3)	100.0%μ (n=1)
During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Continuity and Transition	86.0% (n=308,116)	100.0%μ PR=100 (n=7)	100.0%μ (n=3)	88.9%μ (n=9)	100.0%μ (n=2)

Highest Scores		NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
During this hospital stay, how often did doctors explain things in a way you could understand?	Information and Education	75.1% (n=335,323)	71.4%μ PR=22 (n=7)	100.0%μ (n=3)	50.0%μ (n=8)	100.0%μ (n=2)
During this hospital stay, how often did doctors treat you with courtesy and respect?	Respect for Patient Preferences	86.4% (n=335,354)	71.4%μ PR=1 (n=7)	100.0%μ (n=3)	75.0%μ (n=8)	100.0%μ (n=2)
During this hospital stay, how often did nurses explain things in a way you could understand?	Information and Education	75.5% (n=336,416)	71.4%μ PR=18 (n=7)	100.0%μ (n=3)	55.6%μ (n=9)	100.0%μ (n=2)

Lowest Scores		NRC Average*	3 Months‡	Qtr 1 2025‡	Qtr 4 2024	Qtr 3 2024
During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?	Physical Comfort	57.7% (n=57,761)	33.3%μ PR=1 (n=3)	33.3%μ (n=3)	--	--
During this hospital stay, how often was the area around your room quiet at night?	Physical Comfort	57.4% (n=332,008)	57.1%μ PR=38 (n=7)	66.7%μ (n=3)	77.8%μ (n=9)	100.0%μ (n=2)
Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	Information and Education	47.0% (n=198,577)	66.7%μ PR=97 (n=6)	66.7%μ (n=3)	66.7%μ (n=3)	100.0%μ (n=1)



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Human understanding

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