

# HCAHPS Composites Stoplight Report

## Discharge Dates From Jan 1, 2025 to Sep 30, 2025

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

October 1, 2025



|                                                                                                                                                                               | Benchmarks           | Rolling Averages up to 8/21/2025 | Clinch Memorial HCAHPS |                  |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------|------------------------|------------------|------------------|
| Overall                                                                                                                                                                       | NRC Average*         | 3 Months‡                        | Qtr 3 2025‡            | Qtr 2 2025       | Qtr 1 2025       |
| 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? | 71.5%<br>(n=337,662) | 83.3%µ<br>PR=90<br>(n=12)        | 75.0%µ<br>(n=8)        | 100.0%µ<br>(n=9) | 100.0%µ<br>(n=5) |

| Key Drivers              | NRC Average*         | 3 Months‡                 | Qtr 3 2025‡     | Qtr 2 2025      | Qtr 1 2025       |
|--------------------------|----------------------|---------------------------|-----------------|-----------------|------------------|
| Communication About Meds | 61.4%<br>(n=206,938) | 50.0%µ<br>PR=1<br>(n=8)   | 57.1%µ<br>(n=7) | 50.0%µ<br>(n=6) | 83.3%µ<br>(n=3)  |
| Cleanliness              | 69.6%<br>(n=341,812) | 69.2%µ<br>PR=38<br>(n=13) | 77.8%µ<br>(n=9) | 77.8%µ<br>(n=9) | 100.0%µ<br>(n=5) |
| Discharge Information    | 87.4%<br>(n=317,780) | 92.3%µ<br>PR=92<br>(n=13) | 94.4%µ<br>(n=9) | 93.8%µ<br>(n=8) | 100.0%µ<br>(n=5) |

| Highest Scores             | NRC Average*         | 3 Months‡                 | Qtr 3 2025‡     | Qtr 2 2025      | Qtr 1 2025       |
|----------------------------|----------------------|---------------------------|-----------------|-----------------|------------------|
| Discharge Information      | 87.4%<br>(n=317,780) | 92.3%µ<br>PR=92<br>(n=13) | 94.4%µ<br>(n=9) | 93.8%µ<br>(n=8) | 100.0%µ<br>(n=5) |
| Care Coordination          | 72.5%<br>(n=163,630) | 84.6%µ<br>PR=95<br>(n=13) | 85.2%µ<br>(n=9) | 87.5%µ<br>(n=8) | 100.0%µ<br>(n=5) |
| Communication with Doctors | 80.2%<br>(n=342,781) | 76.9%µ<br>PR=22<br>(n=13) | 81.5%µ<br>(n=9) | 85.2%µ<br>(n=9) | 86.7%µ<br>(n=5)  |

| Lowest Scores                       | NRC Average*         | 3 Months‡                 | Qtr 3 2025‡     | Qtr 2 2025      | Qtr 1 2025      |
|-------------------------------------|----------------------|---------------------------|-----------------|-----------------|-----------------|
| Responsiveness of Hospital Staff    | 62.2%<br>(n=310,286) | 37.5%µ<br>PR=1<br>(n=12)  | 37.5%µ<br>(n=8) | 61.1%µ<br>(n=9) | 70.0%µ<br>(n=5) |
| Communication About Meds            | 61.4%<br>(n=206,938) | 50.0%µ<br>PR=1<br>(n=8)   | 57.1%µ<br>(n=7) | 50.0%µ<br>(n=6) | 83.3%µ<br>(n=3) |
| Restfulness of Hospital Environment | 56.7%<br>(n=340,122) | 69.2%µ<br>PR=82<br>(n=13) | 66.7%µ<br>(n=9) | 81.5%µ<br>(n=9) | 83.3%µ<br>(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

# HCAHPS Questions Stoplight Report

## Discharge Dates From Jan 1, 2025 to Sep 30, 2025

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

October 1, 2025



|                                                                                                                                                                               | Picker Dimensions | Benchmarks           | Rolling Averages up to 8/21/2025 | Clinch Memorial HCAHPS |                  |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------|----------------------------------|------------------------|------------------|------------------|
| Overall                                                                                                                                                                       |                   | NRC Average*         | 3 Months‡                        | Qtr 3 2025‡            | Qtr 2 2025       | Qtr 1 2025       |
| 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? |                   | 71.5%<br>(n=337,662) | 83.3%µ<br>PR=90<br>(n=12)        | 75.0%µ<br>(n=8)        | 100.0%µ<br>(n=9) | 100.0%µ<br>(n=5) |

| Key Drivers                                                                                                                                                        |                           | NRC Average*         | 3 Months‡                   | Qtr 3 2025‡      | Qtr 2 2025       | Qtr 1 2025       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------|-----------------------------|------------------|------------------|------------------|
| Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?                                                               | Patient Safety            | 75.3%<br>(n=205,511) | 75.0%µ<br>PR=45<br>(n=8)    | 85.7%µ<br>(n=7)  | 80.0%µ<br>(n=5)  | 100.0%µ<br>(n=3) |
| Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?                                     | Information and Education | 47.4%<br>(n=203,368) | 25.0%µ<br>PR=1<br>(n=8)     | 28.6%µ<br>(n=7)  | 20.0%µ<br>(n=5)  | 66.7%µ<br>(n=3)  |
| During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed after you left the hospital? | Continuity and Transition | 85.9%<br>(n=313,569) | 100.0%µ<br>PR=100<br>(n=13) | 100.0%µ<br>(n=9) | 100.0%µ<br>(n=8) | 100.0%µ<br>(n=5) |

| Highest Scores                                                                                                                                                     |                           | NRC Average*         | 3 Months‡                   | Qtr 3 2025‡      | Qtr 2 2025       | Qtr 1 2025       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------|-----------------------------|------------------|------------------|------------------|
| During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed after you left the hospital? | Continuity and Transition | 85.9%<br>(n=313,569) | 100.0%µ<br>PR=100<br>(n=13) | 100.0%µ<br>(n=9) | 100.0%µ<br>(n=8) | 100.0%µ<br>(n=5) |
| During this hospital stay, how often did nurses explain things in a way you could understand?                                                                      | Information and Education | 75.6%<br>(n=341,935) | 84.6%µ<br>PR=94<br>(n=13)   | 88.9%µ<br>(n=9)  | 87.5%µ<br>(n=8)  | 100.0%µ<br>(n=5) |
| Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?                  | Continuity and Transition | 73.6%<br>(n=156,004) | 84.6%µ<br>PR=94<br>(n=13)   | 88.9%µ<br>(n=9)  | 66.7%µ<br>(n=9)  | 100.0%µ<br>(n=5) |

| Lowest Scores                                                                                                                  |                           | NRC Average*         | 3 Months‡                 | Qtr 3 2025‡     | Qtr 2 2025      | Qtr 1 2025      |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------|---------------------------|-----------------|-----------------|-----------------|
| During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?               | Physical Comfort          | 58.4%<br>(n=128,777) | 27.3%µ<br>PR=1<br>(n=11)  | 14.3%µ<br>(n=7) | 66.7%µ<br>(n=9) | 60.0%µ<br>(n=5) |
| Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? | Information and Education | 47.4%<br>(n=203,368) | 25.0%µ<br>PR=1<br>(n=8)   | 28.6%µ<br>(n=7) | 20.0%µ<br>(n=5) | 66.7%µ<br>(n=3) |
| During this hospital stay, how often were you able to get the rest you needed?                                                 | Physical Comfort          | 39.8%<br>(n=162,760) | 53.8%µ<br>PR=89<br>(n=13) | 55.6%µ<br>(n=9) | 66.7%µ<br>(n=9) | 80.0%µ<br>(n=5) |

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