

BAYLOR SCOTT & WHITE THE HEART HOSPITAL - PLANO - 670025 - HCAHPS Satisfaction Scores

State TX	Percent of Patients Rating Hospital 9-10		Survey Response Rate	# of Completed Surveys
Hospital Size Medium	BAYLOR SCOTT & WHITE THE HEART HOSPITAL - PLANO - 670025	89%	33.00%	1793
	HOUSTON METHODIST CLEAR LAKE HOSPITAL - 450709	84%		
	GUADALUPE REGIONAL MEDICAL CENTER - 450104	81%		
	THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT TYL...	80%		
	HOUSTON METHODIST THE WOODLANDS HOSPITAL - 670122	80%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER- WAXAHACHIE - 450686	79%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER - ROUND ROCK - 670023	79%		
	METHODIST MANSFIELD MEDICAL CENTER - 670023	78%		
	HOUSTON METHODIST SUGARLAND HOSPITAL - 450820	78%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER- COLLEGE STATI...	78%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER GRAPEVINE - 450104	78%		
	UNIVERSITY MEDICAL CENTER - 450686	77%		
	HOUSTON METHODIST WEST HOSPITAL - 670077	77%		
	CHRISTUS ST MICHAEL HEALTH SYSTEM - 450801	77%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER PLANO - 450890	77%		
	BAYLOR SCOTT & WHITE MEDICAL CENTER HILLCREST - 450104	77%		
	METHODIST DALLAS MEDICAL CENTER - 450051	76%		
	HARLINGEN MEDICAL CENTER - 450855	76%		
	BAYLOR SCOTT AND WHITE MEDICAL CENTER MCKINNEY - 670025	76%		

Question Deta From Mean Cohort Percentage	
Room was "always" clean	8.36%
Doctors "always" treated them with courtesy and respect	8.45%
Nurses "always" treated them with courtesy and respect	8.83%
Nurses "always" explained things so they could understand	9.67%
Doctors "always" communicated well	9.69%
Nurses "always" communicated well	10.41%
Doctors "always" listened carefully	10.43%
Doctors "always" explained things so they could understand	11.13%
Staff "always" explained possible side effects	11.19%
Staff "always" explained	11.36%

Cohort Hospital Delta Spread	
Patients "always" received help as soon as they wanted	
Doctors "always" treated them with courtesy and respect	
Staff "always" explained new medications	
Doctors "always" explained things so they could understand	
Staff "always" explained	
Doctors "always" listened carefully	
Staff "always" explained possible side effects	
Nurses "always" listened carefully	
Nurses "always" communicated well	
Room was "always" clean	
Nurses "always" explained things so they could understand	
Doctors "always" communicated well	

Percent Points Above/Below ..