## Most concern (gap > 2%) Moderate concern (gap 1-2%) Least concern (gap < 1%) Currently meeting goal

## HCAHPS Hospitals Goal Progress Summary Strategic Planning & Research

| 3 3   |          |                               |             |                 | - 1 3.     | · · · · · · · · · · · · · · · · · · · |             |           |             |             |                                       |            |            |
|---|----------|-------------------------------|-------------|-----------------|------------|---------------------------------------|-------------|-----------|-------------|-------------|---------------------------------------|------------|------------|
| Current month is higher/lower than previous month   |          |                               |             |                 |            |                                       |             |           |             |             |                                       |            |            |
| Current month is significantly  |          | Gap=YTD-Goa                   | Exceptional | NURSE           | DOCTOR     | RESPONSIVENESS                        | PAIN        | MEDICINES | ENVIRONMENT | DISCHARGE   | OVERALL                               | Clean      | Qu         |
| higher/lower than 6-month   | TD       | No. of Sum of<br>Gaps>2% Gaps | f .         | Gap Past 6 mos. | Past 6 mos |                                       | Past 6 mos. |           |             | Past 6 mos. | Past 6 mos                            | past 6 mos |            |
|   | 14/0     | Japs-270 Gaps                 |             | 9               |            |                                       |             |           |             |             |                                       |            |            |
| 56  | 5 3.3%   | 8                             |             | <b>■</b> ~ !    |            |                                       |             | <u> </u>  |             |             |                                       |            | <b> </b>   |
|   | 20 6.3%  |                               |             |                 |            | · · · · · · · · · · · · · · · · · · · |             |           |             |             | ·                                     |            | \          |
| 96  |          |                               |             |                 |            |                                       | ~           |           |             |             |                                       |            | _/         |
|   |          |                               | 0           |                 |            |                                       |             | · ·       |             |             |                                       |            | \ \        |
|   | 00 19.4% |                               | 2           | _/ \            |            |                                       |             |           |             |             |                                       |            | ~          |
| 33  | 3 1.9%   | 8 .                           |             |                 | ·          |                                       |             |           |             |             |                                       |            | ^          |
|   |          |                               |             |                 |            |                                       |             |           |             |             |                                       |            |            |
| 6   |          |                               |             |                 |            |                                       | \           |           |             |             |                                       |            | _          |
| 1,0   | 21 6.1%  | 8 .                           | 3           |                 | ~          |                                       | _~~         |           |             |             |                                       |            | _          |
| 2,5   | 69 14.7% | 68.                           | 1           |                 |            |                                       | <b>✓</b>    |           |             |             |                                       | '          | \          |
|   |          |                               |             |                 |            |                                       |             |           |             |             |                                       |            |            |
| 1,0   | 86 6.4%  | 8 .                           | 1           |                 |            |                                       |             |           |             |             |                                       |            | _          |
| 27  | 0 1.5%   | 8 .                           | 1           |                 |            |                                       | ~~          |           |             |             |                                       | ·          | _          |
| 2,6   | 56 15.3% | 68.                           |             |                 |            |                                       | ~~          |           |             |             |                                       |            | ر          |
|   |          |                               |             |                 |            |                                       |             |           |             |             |                                       |            |            |
| 21  | 2 1.2%   | 8 .                           |             |                 |            |                                       | <u></u>     |           |             |             |                                       |            | ^          |
| 3   |          |                               | 1           |                 |            |                                       |             | · ·       |             |             | ~                                     |            | _          |
| 1   |          |                               | 1           |                 |            |                                       |             |           |             |             | · · · · · · · · · · · · · · · · · · · |            | _          |
| 7   |          |                               |             |                 |            |                                       | ~~~         |           |             |             | ~ ~                                   |            | ~          |
| 12  |          |                               |             |                 |            |                                       |             |           |             |             |                                       |            | _          |
| 24  |          |                               | 1           |                 |            |                                       | ^~•<br>^~•  |           |             |             |                                       |            |            |
| 7   |          |                               | 2           |                 |            |                                       |             |           |             |             |                                       |            | \          |
| ,   | 1 0.5%   | О.                            |             |                 |            |                                       | , ,         |           |             | •           |                                       |            | \ <u>\</u> |
| 4.0   | 00 44 40 | ′ 0                           |             |                 |            |                                       | ^ .         | ^         |             |             | ^                                     |            | ı          |
|   | 60 11.4% |                               |             |                 |            |                                       |             |           |             |             | /~_                                   |            | _          |
|   | 9 2.5%   |                               |             | -               |            |                                       |             |           |             |             |                                       |            |            |
| 3   | 6 0.2%   | 8 .                           |             |                 |            |                                       |             |           |             |             |                                       |            | _          |
| Percentage of all the system's respondents discharged from this hospital.                           |          | Except<br>Trer                | tional      | 1               | 2          | 1                                     | 1           | 1         |             |             | 1                                     |            |            |
| discharged from this hospital.<br>* Critical Access Hospitals not part of<br>/alue-Based Purchasing |          | rrer                          | ius         | 1               | 2          |                                       | 2           |           | 1           |             |                                       |            |            |
| alue-Based Purchasing   |          | No. of Ga                     |             | *               | *          | *                                     | *           | *         | *           | *           | *                                     |            |            |
|   |          | Sum of                        | Gaps        |                 | -          |                                       |             |           |             |             |                                       |            |            |