

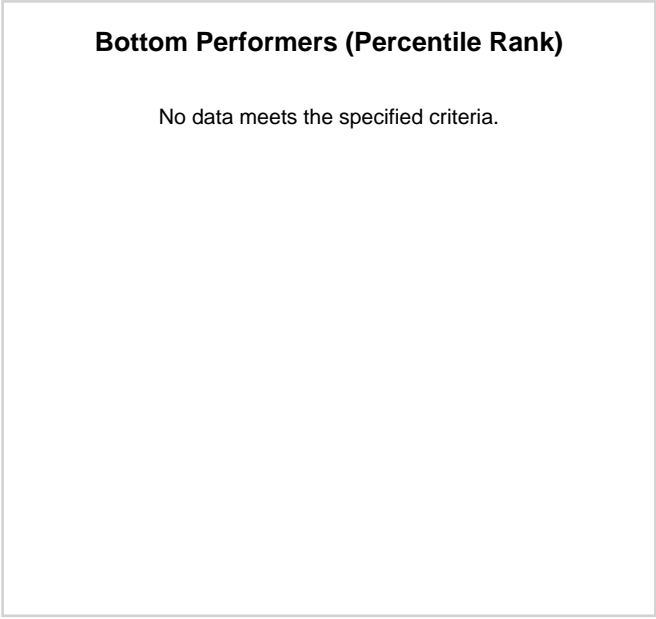
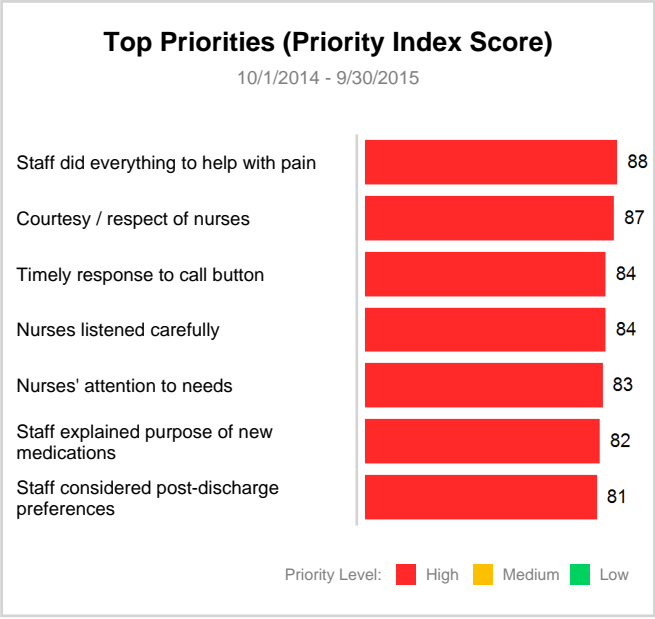
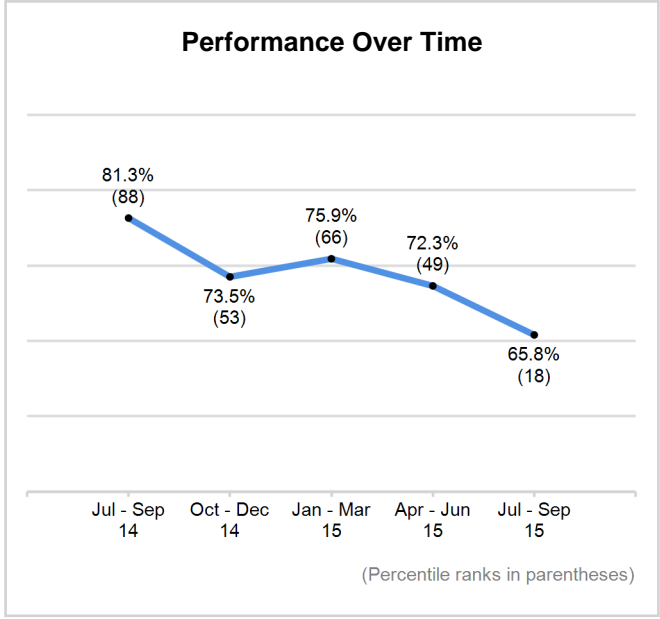
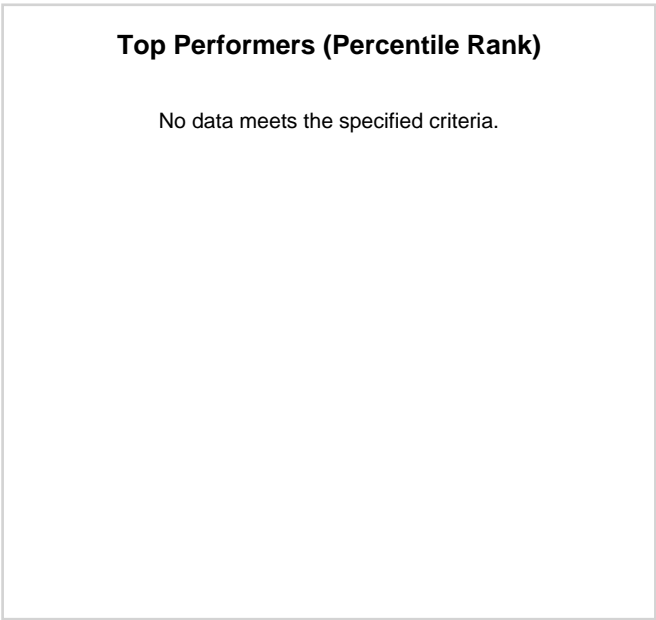
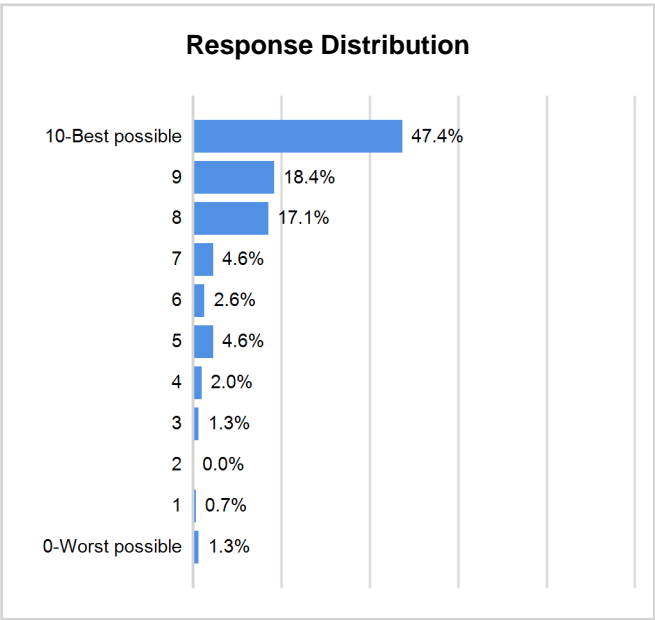
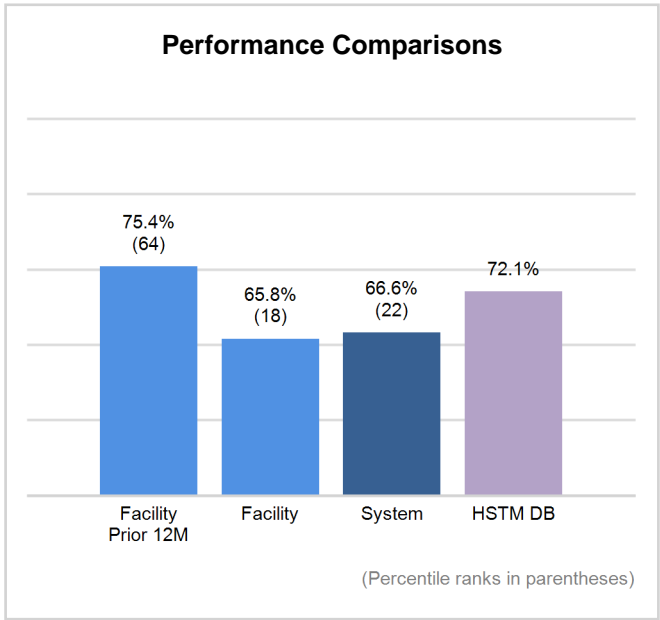
# **Div 1-Anniston, AL-Stringfellow**

## **Community Health Systems**

**Patient Insights - Inpatient**  
Jul - Sep 15

Report created 12/10/2015

Hospital - Overall Rating



Hospital - Overall Rating


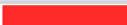











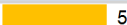



	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Div 1-Anniston, AL-Stringfellow	155	65.8%	<div></div> 18	543	75.4%	64	-9.6% <div></div>	14	13	9












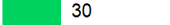
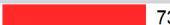



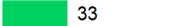
Statistical differences (p<.05) are marked by up/down arrows.

	Div 1-Anniston, AL-Stringfellow (N=155)	
	Top Box Score	%ile Rank
Nursing staff reported at bedside during shift change	50.4%	--
<b>Communication with Nurses (HCAHPS)</b>	<b>76.8%</b>	<b>11</b>
Courtesy / respect of nurses	82.6%	11
Nurses listened carefully	74.2%	12
Clear communication by nurses	73.5%	15
<b>Transition of Care</b>	<b>45.8%</b>	<b>11</b>
Staff considered post-discharge preferences	34.9%	5
Understood responsibility for managing health post-discharge	48.7%	13
Understood purpose of taking medications post-discharge	55.4%	22
<b>Responsiveness of Hospital Staff (HCAHPS)</b>	<b>58.5%</b>	<b>7</b>
Timely response to call button	51.5%	3
Timely assistance with bathroom or bedpan	71.8%	32
<b>Communication with Doctors (HCAHPS)</b>	<b>83.3%</b>	<b>49</b>
Courtesy / respect of doctors	88.3%	43
Doctors listened carefully	83.0%	56
Clear communication by doctors	78.6%	46
<b>Cleanliness of the Hospital Environment</b>	<b>74.0%</b>	<b>32</b>
Cleanliness of room / bathroom	74.0%	32
<b>Quietness of the Hospital Environment</b>	<b>79.2%</b>	<b>86</b>
Area around room quiet at night	79.2%	86
<b>Cleanliness &amp; Quietness of the Hospital Environment (HCAHPS)</b>	<b>76.6%</b>	<b>--</b>
<b>Pain Management (HCAHPS)</b>	<b>69.0%</b>	<b>13</b>
Pain well-controlled	61.7%	13
Staff did everything to help with pain	76.4%	15









	Div 1-Anniston, AL-Stringfellow (N=155)	
	Top Box Score	%ile Rank
<b>Communication about Medicines (HCAHPS)</b>	<b>54.2%</b>	<b>1</b>
Staff explained purpose of new medications	70.4%	3
Staff clearly described side effects of new medications	37.7%	1
<b>Discharge Information (HCAHPS)</b>	<b>84.2%</b>	<b>14</b>
Discussed if patient would have help after discharge	83.3%	29
Given written discharge instructions with symptoms to look for	85.1%	9
<b>Overall Rating of Hospital (HCAHPS)</b>	<b>65.8%</b>	<b>18</b>
Hospital - Overall Rating	65.8%	18
<b>Willingness to Recommend the Hospital (HCAHPS)</b>	<b>74.3%</b>	<b>55</b>
Patient advocacy (likelihood to recommend)	74.3%	55
<b>Your Satisfaction With This Hospital Stay</b>	<b>53.7%</b>	<b>--</b>
How safe and secure staff made patient feel	51.0%	11
Laboratory Staff - Overall Satisfaction	51.8%	28
X-ray / Radiology - Overall Satisfaction	51.6%	10
Food Service - Overall Quality	38.0%	53
Admitted through Emergency Room	76.1%	--
<b>Frequency of Hourly Rounding</b>	<b>56.1%</b>	<b>31</b>
Nurses checked on patient every hour during daytime	56.1%	31
<b>Satisfaction with Hourly Rounding</b>	<b>44.9%</b>	<b>1</b>
Nurses' attention to needs	44.9%	1
<b>Care From Nurses</b>	<b>78.0%</b>	<b>--</b>
ED Patient Care Staff - Overall Care	78.0%	59
<b>Care From Doctors</b>	<b>82.8%</b>	<b>--</b>
ED Doctors - Overall Care	82.8%	72
<b>Overall ED Rating</b>	<b>80.8%</b>	<b>--</b>

	Div 1-Anniston, AL-Stringfellow (N=155)	
	Top Box Score	%ile Rank
Emergency Department - Overall Rating	80.8%	77
Would Recommend ED	78.0%	--
Patient advocacy (likelihood to recommend)	78.0%	91
Facts About Your Stay	58.4%	--
Given medication not previously taken	38.8%	--
Needed help getting to bathroom or using bedpan	46.1%	--
Needed medication for pain	69.5%	--
Nurse leader visited	81.1%	12
Facts About Your Stay (Clean Hands)	92.1%	--
Staff cleaned hands before / after providing care	92.1%	6
Your Satisfaction with This Hospital Stay (Discharge)	69.6%	--
Received follow-up call about discharge instructions	69.6%	56

	Correlation	Jul - Sep 15 # of Completes = 155			Reporting Group Top Box	Prior 12 Months # of Completes = 543		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Nursing staff reported at bedside during shift change	0.52	50.4%	--	--	54.6%	52.7%	--	-2.4%	 64
<b>Communication with Nurses (HCAHPS)</b>	<b>0.68</b>	<b>76.8%</b>	<b>81.7%</b>	<b>11</b>	<b>78.6%</b>	<b>80.6%</b>	<b>33</b>	<b>-3.9%</b>	
Courtesy / respect of nurses	0.68	82.6%	87.4%	11	84.5%	86.4%	33	-3.9%	 87
Nurses listened carefully	0.71	74.2%	79.8%	12	75.6%	78.3%	31	-4.1%	 84
Clear communication by nurses	0.65	73.5%	77.9%	15	75.6%	77.3%	39	-3.7%	 75
<b>Transition of Care</b>	<b>0.43</b>	<b>45.8%</b>	<b>54.6%</b>	<b>11</b>	<b>48.8%</b>	<b>53.0%</b>	<b>44</b>	<b>-7.2%</b>	 ↓
Staff considered post-discharge preferences	0.57	34.9%	47.1%	5	40.1%	46.3%	49	-11.4%	 ↓ 81
Understood responsibility for managing health post-discharge	0.50	48.7%	56.8%	13	51.3%	56.5%	49	-7.9%	 66
Understood purpose of taking medications post-discharge	0.21	55.4%	61.1%	22	56.7%	56.7%	29	-1.4%	 55
<b>Responsiveness of Hospital Staff (HCAHPS)</b>	<b>0.56</b>	<b>58.5%</b>	<b>67.8%</b>	<b>7</b>	<b>63.7%</b>	<b>61.8%</b>	<b>14</b>	<b>-3.3%</b>	
Timely response to call button	0.56	51.5%	64.1%	3	59.9%	59.2%	19	-7.7%	 84
Timely assistance with bathroom or bedpan	0.57	71.8%	73.7%	32	70.2%	67.1%	13	4.7%	 78
<b>Communication with Doctors (HCAHPS)</b>	<b>0.56</b>	<b>83.3%</b>	<b>82.5%</b>	<b>49</b>	<b>80.2%</b>	<b>83.8%</b>	<b>54</b>	<b>-0.5%</b>	
Courtesy / respect of doctors	0.56	88.3%	88.1%	43	86.6%	89.1%	51	-0.8%	 52
Doctors listened carefully	0.62	83.0%	81.2%	56	78.2%	81.2%	43	1.8%	 53
Clear communication by doctors	0.50	78.6%	78.1%	46	75.9%	81.0%	65	-2.5%	 47
<b>Cleanliness of the Hospital Environment</b>	<b>0.35</b>	<b>74.0%</b>	<b>75.1%</b>	<b>32</b>	<b>72.5%</b>	<b>80.5%</b>	<b>72</b>	<b>-6.5%</b>	
Cleanliness of room / bathroom	0.35	74.0%	75.1%	32	72.5%	80.5%	72	-6.5%	 53
<b>Quietness of the Hospital Environment</b>	<b>0.30</b>	<b>79.2%</b>	<b>67.9%</b>	<b>86</b>	<b>69.0%</b>	<b>78.2%</b>	<b>83</b>	<b>1.0%</b>	
Area around room quiet at night	0.30	79.2%	67.9%	86	69.0%	78.2%	83	1.0%	 27
<b>Cleanliness &amp; Quietness of the Hospital Environment (HCAHPS)</b>	<b>--</b>	<b>76.6%</b>	<b>--</b>	<b>--</b>	<b>70.8%</b>	<b>79.3%</b>	<b>--</b>	<b>-2.7%</b>	
<b>Pain Management (HCAHPS)</b>	<b>0.63</b>	<b>69.0%</b>	<b>74.5%</b>	<b>13</b>	<b>71.8%</b>	<b>71.4%</b>	<b>24</b>	<b>-2.4%</b>	
Pain well-controlled	0.54	61.7%	67.8%	13	65.8%	65.3%	31	-3.6%	 76
Staff did everything to help with pain	0.72	76.4%	81.1%	15	77.9%	77.7%	22	-1.2%	 88

	Correlation	Jul - Sep 15 # of Completes = 155			Reporting Group Top Box	Prior 12 Months # of Completes = 543		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
<b>Communication about Medicines (HCAHPS)</b>	<b>0.55</b>	<b>54.2%</b>	<b>67.7%</b>	<b>1</b>	<b>62.4%</b>	<b>63.7%</b>	<b>19</b>	<b>-9.5%</b>	
Staff explained purpose of new medications	0.60	<b>70.4%</b>	80.1%	<b>3</b>	75.6%	77.9%	28	<b>-7.5%</b>	 82
Staff clearly described side effects of new medications	0.50	<b>37.7%</b>	54.9%	<b>1</b>	49.1%	49.3%	17	<b>-11.5%</b>	 74
<b>Discharge Information (HCAHPS)</b>	<b>0.34</b>	<b>84.2%</b>	<b>88.7%</b>	<b>14</b>	<b>86.9%</b>	<b>87.6%</b>	<b>41</b>	<b>-3.4%</b>	
Discussed if patient would have help after discharge	0.39	<b>83.3%</b>	86.1%	<b>29</b>	84.0%	85.0%	41	<b>-1.6%</b>	 58
Given written discharge instructions with symptoms to look for	0.30	<b>85.1%</b>	91.2%	<b>9</b>	89.8%	90.2%	43	<b>-5.1%</b>	 53
<b>Overall Rating of Hospital (HCAHPS)</b>	<b>1.00</b>	<b>65.8%</b>	<b>72.1%</b>	<b>18</b>	<b>66.6%</b>	<b>75.4%</b>	<b>64</b>	<b>-9.6%</b>	
Hospital - Overall Rating	1.00	<b>65.8%</b>	72.1%	<b>18</b>	66.6%	75.4%	64	<b>-9.6%</b>	
<b>Willingness to Recommend the Hospital (HCAHPS)</b>	<b>0.84</b>	<b>74.3%</b>	<b>74.5%</b>	<b>55</b>	<b>67.5%</b>	<b>79.0%</b>	<b>72</b>	<b>-4.7%</b>	
Patient advocacy (likelihood to recommend)	0.84	<b>74.3%</b>	74.5%	<b>55</b>	67.5%	79.0%	72	<b>-4.7%</b>	
<b>Your Satisfaction With This Hospital Stay</b>	<b>0.26</b>	<b>53.7%</b>	--	--	<b>53.7%</b>	<b>58.0%</b>	--	<b>-4.3%</b>	
How safe and secure staff made patient feel	0.53	<b>51.0%</b>	60.5%	<b>11</b>	56.7%	57.5%	38	<b>-6.5%</b>	 77
Laboratory Staff - Overall Satisfaction	0.24	<b>51.8%</b>	55.0%	<b>28</b>	53.6%	56.0%	56	<b>-4.2%</b>	 54
X-ray / Radiology - Overall Satisfaction	0.14	<b>51.6%</b>	58.3%	<b>10</b>	56.7%	58.9%	53	<b>-7.3%</b>	 52
Food Service - Overall Quality	0.35	<b>38.0%</b>	38.8%	<b>53</b>	33.6%	38.1%	54	<b>-0.1%</b>	 45
Admitted through Emergency Room	0.05	<b>76.1%</b>	--	--	68.8%	80.2%	--	<b>-4.1%</b>	 30
<b>Frequency of Hourly Rounding</b>	<b>0.57</b>	<b>56.1%</b>	<b>60.4%</b>	<b>31</b>	<b>53.2%</b>	<b>55.2%</b>	<b>28</b>	<b>0.9%</b>	
Nurses checked on patient every hour during daytime	0.57	<b>56.1%</b>	60.4%	<b>31</b>	53.2%	55.2%	28	<b>0.9%</b>	 73
<b>Satisfaction with Hourly Rounding</b>	<b>0.59</b>	<b>44.9%</b>	<b>62.3%</b>	<b>1</b>	<b>56.6%</b>	<b>56.7%</b>	<b>24</b>	<b>-11.8%</b>	
Nurses' attention to needs	0.59	<b>44.9%</b>	62.3%	<b>1</b>	56.6%	56.7%	24	<b>-11.8%</b>	
<b>Care From Nurses</b>	<b>0.72</b>	<b>78.0%</b>	--	--	<b>74.8%</b>	<b>82.3%</b>	--	<b>-4.3%</b>	
ED Patient Care Staff - Overall Care	0.72	<b>78.0%</b>	76.6%	<b>59</b>	74.8%	82.3%	83	<b>-4.3%</b>	 51
<b>Care From Doctors</b>	<b>0.53</b>	<b>82.8%</b>	--	--	<b>78.6%</b>	<b>89.0%</b>	--	<b>-6.2%</b>	
ED Doctors - Overall Care	0.53	<b>82.8%</b>	80.0%	<b>72</b>	78.6%	89.0%	96	<b>-6.2%</b>	 33



	Correlation	Jul - Sep 15 # of Completes = 155			Reporting Group Top Box	Prior 12 Months # of Completes = 543		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
<b>Overall ED Rating</b>	<b>0.63</b>	<b>80.8%</b>	--	--	<b>74.2%</b>	<b>85.0%</b>	--	<b>-4.2%</b>	
Emergency Department - Overall Rating	0.63	<b>80.8%</b>	75.5%	77	74.2%	85.0%	95	-4.2%	 36
<b>Would Recommend ED</b>	<b>0.55</b>	<b>78.0%</b>	--	--	<b>65.2%</b>	<b>78.8%</b>	--	<b>-0.8%</b>	
Patient advocacy (likelihood to recommend)	0.55	<b>78.0%</b>	66.7%	91	65.2%	78.8%	92	-0.8%	
<b>Facts About Your Stay</b>	<b>0.00</b>	<b>58.4%</b>	--	--	<b>63.1%</b>	<b>60.8%</b>	--	<b>-2.4%</b>	
Given medication not previously taken	0.28	<b>38.8%</b>	--	--	45.9%	42.8%	--	-3.9%	 38
Needed help getting to bathroom or using bedpan	-0.01	<b>46.1%</b>	--	--	50.4%	43.1%	--	3.0%	 30
Needed medication for pain	0.04	<b>69.5%</b>	--	--	72.7%	71.1%	--	-1.6%	 37
Nurse leader visited	-0.30	<b>81.1%</b>	83.1%	12	85.8%	89.2%	66	-8.1% 	 37
<b>Facts About Your Stay (Clean Hands)</b>	<b>-0.38</b>	<b>92.1%</b>	--	--	<b>94.8%</b>	<b>93.8%</b>	--	<b>-1.8%</b>	
Staff cleaned hands before / after providing care	-0.38	<b>92.1%</b>	95.8%	6	94.8%	93.8%	13	-1.8%	 35
<b>Your Satisfaction with This Hospital Stay (Discharge)</b>	<b>0.46</b>	<b>69.6%</b>	--	--	<b>57.6%</b>	<b>73.8%</b>	--	<b>-4.2%</b>	
Received follow-up call about discharge instructions	0.46	<b>69.6%</b>	69.9%	56	57.6%	73.8%	66	-4.2%	 51

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
Nursing staff reported at bedside during shift change	50.4%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
<b>Communication with Nurses (HCAHPS)</b>	<b>76.8%</b>	<b>11</b>	<b>66.0%</b>	<b>76.3%</b>	<b>78.5%</b>	<b>80.2%</b>	<b>81.5%</b>	<b>82.5%</b>	<b>83.6%</b>	<b>84.9%</b>	<b>85.5%</b>	<b>86.1%</b>	<b>88.1%</b>	<b>89.5%</b>	<b>92.6%</b>
Courtesy / respect of nurses	82.6%	11	70.4%	82.2%	84.3%	86.0%	87.3%	88.3%	89.4%	90.4%	91.0%	91.7%	93.8%	94.9%	97.8%
Nurses listened carefully	74.2%	12	63.0%	73.3%	76.5%	78.0%	79.4%	80.8%	81.9%	83.6%	84.2%	84.9%	87.4%	89.3%	94.2%
Clear communication by nurses	73.5%	15	61.0%	72.0%	74.5%	76.1%	77.3%	78.4%	79.5%	80.7%	81.6%	82.5%	84.8%	86.4%	91.7%
<b>Transition of Care</b>	<b>45.8%</b>	<b>11</b>	<b>39.1%</b>	<b>45.6%</b>	<b>48.4%</b>	<b>50.5%</b>	<b>52.3%</b>	<b>53.8%</b>	<b>55.8%</b>	<b>57.5%</b>	<b>58.6%</b>	<b>59.7%</b>	<b>62.4%</b>	<b>64.5%</b>	<b>73.5%</b>
Staff considered post-discharge preferences	34.9%	5	28.3%	37.4%	40.5%	42.5%	44.6%	46.3%	48.4%	50.0%	51.4%	53.3%	56.1%	58.5%	68.7%
Understood responsibility for managing health post-discharge	48.7%	13	40.1%	47.4%	50.2%	52.5%	54.7%	56.7%	58.2%	60.0%	61.2%	62.2%	65.5%	67.8%	74.5%
Understood purpose of taking medications post-discharge	55.4%	22	44.7%	52.0%	54.6%	56.8%	58.6%	60.4%	62.2%	63.8%	64.8%	65.5%	68.8%	71.2%	79.2%
<b>Responsiveness of Hospital Staff (HCAHPS)</b>	<b>58.5%</b>	<b>7</b>	<b>48.8%</b>	<b>59.8%</b>	<b>63.2%</b>	<b>65.4%</b>	<b>67.5%</b>	<b>69.4%</b>	<b>71.1%</b>	<b>73.4%</b>	<b>74.5%</b>	<b>75.7%</b>	<b>79.1%</b>	<b>82.1%</b>	<b>88.6%</b>
Timely response to call button	51.5%	3	41.7%	55.9%	59.3%	62.0%	64.3%	66.3%	68.3%	70.7%	71.9%	73.5%	77.9%	81.5%	88.2%
Timely assistance with bathroom or bedpan	71.8%	32	52.3%	65.6%	69.1%	71.4%	73.3%	74.7%	76.6%	78.7%	79.6%	80.9%	84.0%	86.9%	92.6%
<b>Communication with Doctors (HCAHPS)</b>	<b>83.3%</b>	<b>49</b>	<b>67.7%</b>	<b>77.5%</b>	<b>79.5%</b>	<b>80.8%</b>	<b>82.1%</b>	<b>83.4%</b>	<b>84.5%</b>	<b>85.8%</b>	<b>86.4%</b>	<b>87.1%</b>	<b>89.3%</b>	<b>90.9%</b>	<b>93.8%</b>
Courtesy / respect of doctors	88.3%	43	74.2%	83.7%	85.6%	86.8%	88.0%	88.9%	89.8%	90.8%	91.4%	92.1%	93.8%	95.1%	97.8%
Doctors listened carefully	83.0%	56	66.1%	75.8%	78.0%	79.3%	80.8%	82.1%	83.4%	84.7%	85.5%	86.6%	88.8%	90.8%	93.5%
Clear communication by doctors	78.6%	46	64.1%	72.1%	74.4%	76.1%	77.5%	79.0%	80.4%	81.7%	82.6%	83.5%	86.1%	88.3%	91.8%
<b>Cleanliness of the Hospital Environment</b>	<b>74.0%</b>	<b>32</b>	<b>58.8%</b>	<b>68.9%</b>	<b>71.9%</b>	<b>73.6%</b>	<b>75.5%</b>	<b>77.0%</b>	<b>78.5%</b>	<b>80.0%</b>	<b>81.0%</b>	<b>82.2%</b>	<b>85.3%</b>	<b>88.7%</b>	<b>94.5%</b>
Cleanliness of room / bathroom	74.0%	32	58.8%	68.9%	71.9%	73.6%	75.5%	77.0%	78.5%	80.0%	81.0%	82.2%	85.3%	88.7%	94.5%
<b>Quietness of the Hospital Environment</b>	<b>79.2%</b>	<b>86</b>	<b>47.4%</b>	<b>59.4%</b>	<b>63.3%</b>	<b>66.0%</b>	<b>68.2%</b>	<b>70.4%</b>	<b>72.6%</b>	<b>74.8%</b>	<b>75.9%</b>	<b>77.3%</b>	<b>80.4%</b>	<b>83.1%</b>	<b>88.4%</b>
Area around room quiet at night	79.2%	86	47.4%	59.4%	63.3%	66.0%	68.2%	70.4%	72.6%	74.8%	75.9%	77.3%	80.4%	83.1%	88.4%
<b>Cleanliness &amp; Quietness of the Hospital Environment (HCAHPS)</b>	<b>76.6%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
<b>Pain Management (HCAHPS)</b>	<b>69.0%</b>	<b>13</b>	<b>57.7%</b>	<b>68.0%</b>	<b>70.6%</b>	<b>72.3%</b>	<b>73.5%</b>	<b>74.6%</b>	<b>75.8%</b>	<b>77.1%</b>	<b>77.7%</b>	<b>78.5%</b>	<b>80.9%</b>	<b>82.5%</b>	<b>86.3%</b>
Pain well-controlled	61.7%	13	53.7%	60.7%	63.4%	65.1%	66.2%	67.7%	68.8%	70.2%	71.0%	71.9%	74.2%	77.1%	81.8%
Staff did everything to help with pain	76.4%	15	62.1%	74.8%	77.2%	79.0%	80.3%	81.6%	82.8%	84.1%	84.6%	85.5%	87.5%	90.1%	93.6%

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
<b>Communication about Medicines (HCAHPS)</b>	<b>54.2%</b>	<b>1</b>	<b>51.7%</b>	<b>60.9%</b>	<b>63.9%</b>	<b>65.5%</b>	<b>67.0%</b>	<b>68.2%</b>	<b>69.4%</b>	<b>71.0%</b>	<b>71.8%</b>	<b>72.8%</b>	<b>75.8%</b>	<b>77.8%</b>	<b>84.1%</b>
Staff explained purpose of new medications	70.4%	3	63.8%	73.6%	76.3%	78.1%	79.2%	80.4%	81.6%	82.9%	83.6%	84.5%	86.7%	88.9%	92.4%
Staff clearly described side effects of new medications	37.7%	1	37.0%	46.8%	50.0%	52.2%	53.9%	55.8%	57.5%	59.4%	60.4%	61.4%	64.8%	68.0%	75.0%
<b>Discharge Information (HCAHPS)</b>	<b>84.2%</b>	<b>14</b>	<b>74.4%</b>	<b>83.4%</b>	<b>85.0%</b>	<b>86.3%</b>	<b>87.4%</b>	<b>88.5%</b>	<b>89.4%</b>	<b>90.3%</b>	<b>90.8%</b>	<b>91.4%</b>	<b>93.0%</b>	<b>94.0%</b>	<b>98.0%</b>
Discussed if patient would have help after discharge	83.3%	29	68.1%	79.4%	82.0%	83.4%	84.8%	86.1%	87.1%	88.3%	89.0%	89.8%	91.8%	93.7%	98.1%
Given written discharge instructions with symptoms to look for	85.1%	9	77.0%	85.1%	87.5%	88.8%	90.0%	91.0%	91.9%	92.8%	93.4%	93.9%	95.2%	96.2%	99.1%
<b>Overall Rating of Hospital (HCAHPS)</b>	<b>65.8%</b>	<b>18</b>	<b>48.3%</b>	<b>62.8%</b>	<b>66.1%</b>	<b>68.4%</b>	<b>70.6%</b>	<b>72.5%</b>	<b>74.5%</b>	<b>76.6%</b>	<b>77.5%</b>	<b>78.8%</b>	<b>82.2%</b>	<b>85.0%</b>	<b>91.2%</b>
Hospital - Overall Rating	65.8%	18	48.3%	62.8%	66.1%	68.4%	70.6%	72.5%	74.5%	76.6%	77.5%	78.8%	82.2%	85.0%	91.2%
<b>Willingness to Recommend the Hospital (HCAHPS)</b>	<b>74.3%</b>	<b>55</b>	<b>48.3%</b>	<b>61.3%</b>	<b>65.2%</b>	<b>68.3%</b>	<b>70.7%</b>	<b>73.1%</b>	<b>75.5%</b>	<b>78.2%</b>	<b>79.6%</b>	<b>80.9%</b>	<b>85.1%</b>	<b>87.7%</b>	<b>92.9%</b>
Patient advocacy (likelihood to recommend)	74.3%	55	48.3%	61.3%	65.2%	68.3%	70.7%	73.1%	75.5%	78.2%	79.6%	80.9%	85.1%	87.7%	92.9%
<b>Your Satisfaction With This Hospital Stay</b>	<b>53.7%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
How safe and secure staff made patient feel	51.0%	11	41.7%	49.6%	53.8%	55.9%	57.8%	59.6%	61.6%	64.4%	65.3%	66.2%	67.9%	70.4%	77.3%
Laboratory Staff - Overall Satisfaction	51.8%	28	39.9%	48.3%	50.3%	52.0%	54.1%	55.3%	56.5%	58.1%	58.7%	59.7%	61.3%	65.0%	75.4%
X-ray / Radiology - Overall Satisfaction	51.6%	10	37.8%	51.2%	54.1%	56.0%	57.5%	58.6%	59.6%	60.8%	61.7%	62.5%	64.5%	66.9%	72.1%
Food Service - Overall Quality	38.0%	53	23.0%	28.5%	32.2%	33.9%	35.7%	37.2%	39.3%	42.3%	43.5%	44.5%	49.3%	54.6%	59.8%
Admitted through Emergency Room	76.1%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
<b>Frequency of Hourly Rounding</b>	<b>56.1%</b>	<b>31</b>	<b>36.7%</b>	<b>50.4%</b>	<b>53.3%</b>	<b>55.6%</b>	<b>59.2%</b>	<b>61.0%</b>	<b>62.9%</b>	<b>64.3%</b>	<b>64.8%</b>	<b>65.8%</b>	<b>69.5%</b>	<b>71.9%</b>	<b>79.3%</b>
Nurses checked on patient every hour during daytime	56.1%	31	36.7%	50.4%	53.3%	55.6%	59.2%	61.0%	62.9%	64.3%	64.8%	65.8%	69.5%	71.9%	79.3%
<b>Satisfaction with Hourly Rounding</b>	<b>44.9%</b>	<b>1</b>	<b>48.1%</b>	<b>53.2%</b>	<b>55.8%</b>	<b>57.4%</b>	<b>59.2%</b>	<b>61.7%</b>	<b>63.2%</b>	<b>65.1%</b>	<b>65.9%</b>	<b>66.6%</b>	<b>70.1%</b>	<b>74.5%</b>	<b>79.8%</b>
Nurses' attention to needs	44.9%	1	48.1%	53.2%	55.8%	57.4%	59.2%	61.7%	63.2%	65.1%	65.9%	66.6%	70.1%	74.5%	79.8%
<b>Care From Nurses</b>	<b>78.0%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
ED Patient Care Staff - Overall Care	78.0%	59	58.2%	69.4%	72.5%	74.1%	75.9%	77.2%	78.1%	79.3%	80.4%	81.8%	85.1%	87.5%	92.9%
<b>Care From Doctors</b>	<b>82.8%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
ED Doctors - Overall Care	82.8%	72	63.8%	73.7%	75.8%	77.7%	78.6%	80.6%	81.3%	82.8%	83.3%	84.7%	86.8%	87.6%	90.4%
<b>Overall ED Rating</b>	<b>80.8%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
Emergency Department - Overall Rating	80.8%	77	62.9%	68.1%	71.1%	72.8%	74.9%	75.7%	77.4%	79.3%	80.3%	81.7%	83.6%	84.9%	90.1%
Would Recommend ED	78.0%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Patient advocacy (likelihood to recommend)	78.0%	91	49.4%	57.4%	60.9%	63.0%	65.2%	66.7%	68.6%	69.7%	71.8%	73.3%	77.4%	80.0%	83.6%
Facts About Your Stay	58.4%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Given medication not previously taken	38.8%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Needed help getting to bathroom or using bedpan	46.1%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Needed medication for pain	69.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Nurse leader visited	81.1%	12	21.7%	80.6%	83.7%	85.5%	86.8%	87.5%	88.7%	89.6%	90.2%	91.1%	92.8%	93.8%	97.2%
Facts About Your Stay (Clean Hands)	92.1%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Staff cleaned hands before / after providing care	92.1%	6	6.7%	93.3%	94.2%	95.1%	95.7%	96.2%	96.7%	97.1%	97.4%	97.6%	98.3%	98.7%	100.0%
Your Satisfaction with This Hospital Stay (Discharge)	69.6%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Received follow-up call about discharge instructions	69.6%	56	28.0%	47.9%	54.4%	60.2%	64.6%	67.3%	71.3%	74.6%	75.6%	76.6%	81.2%	82.5%	86.8%

# Understanding Your Results

## Priority Analysis

Top Priorities and Priority Levels presented throughout this report are calculated by HealthStream to identify which attributes would have the greatest impact on the overall scores for your organization, and which attributes are most in need of attention and resources.

Using the simultaneous analysis of importance (correlations), current performance (percentile rankings) and performance over time (trending), a Priority Index Score generates (ranging from 0 to 100 with 100 indicating highest priority). Based on this Index Score, all performance attributes are grouped into three levels of priority – high, medium and low.

To improve reliability, a 12-month lookback period is used when calculating Priority Index Scores. Outcome questions (e.g., likelihood to recommend, overall rating) and demographics are not included in the analysis.

Additional information on the Priority Analysis can be accessed [here](#).

## Certificates of Achievement & Excellence

To support your efforts to recognize high performance, this report includes Certificates for each of your facilities and units/providers that achieve one of the following thresholds:

**Certificate of Excellence:** Given to facilities/units/providers with an overall rating score at or above the 90th percentile in a reporting period.

**Certificate of Achievement:** Given to facilities/units/providers with an overall rating score between the 75th and 89th percentiles in a reporting period.

At least 30 completed surveys for a reporting period are required to receive a certificate.

## Commonly Used Terms

**Top Box Score:** Top Box is the percentage of respondents who answered a question with the most positive response and is used by CMS when reporting patient survey results.

**HSTM DB:** HealthStream Database.

**Percentile Rank:** The percentile indicates a facility's relative position within a benchmark group in terms of the percentage of facilities it scores higher than. For example, a hospital that is ranked at the 80th percentile of the HealthStream Database for a given measure indicates that this hospital has received a score that is higher than the scores of 80% of the hospitals within the HSTM Database.

**Correlation Coefficient:** Correlation is used to measure the strength of the relationship between two variables. HealthStream looks at the strength of the relationship between the key indicator and other survey items to determine which questions in a survey are most closely related to the key indicator.

**Statistical Significance:** Statistical differences are provided in various pages of the report and are highlighted with red/green arrows. Statistical testing is only conducted when the sample size for the question is 30 or more.

Additional information on reporting terms can be accessed [here](#).

## Insights Dashboard

The Insights Dashboard page provides a summary of findings from your survey results. The page is available both at the facility level and at the unit/provider level.

Additional information on Insights Dashboard can be accessed [here](#).