

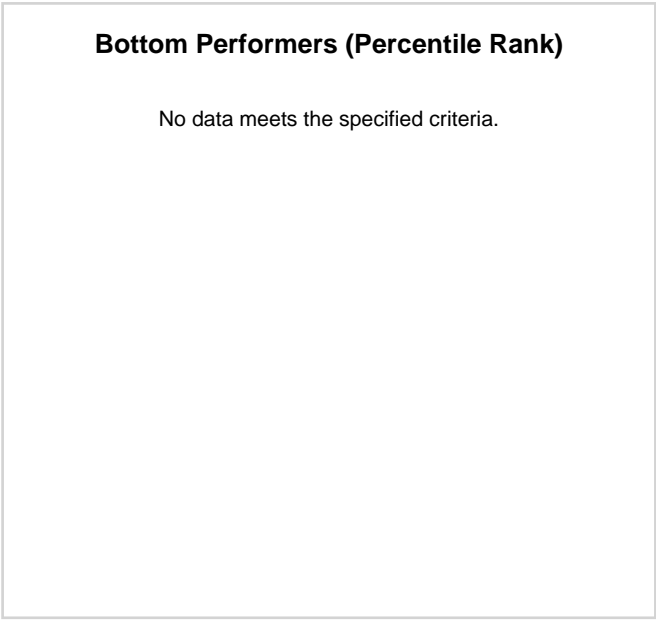
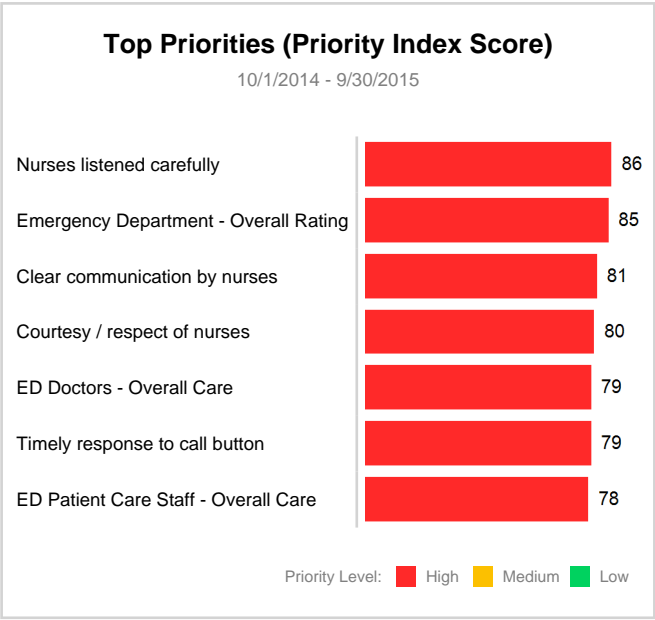
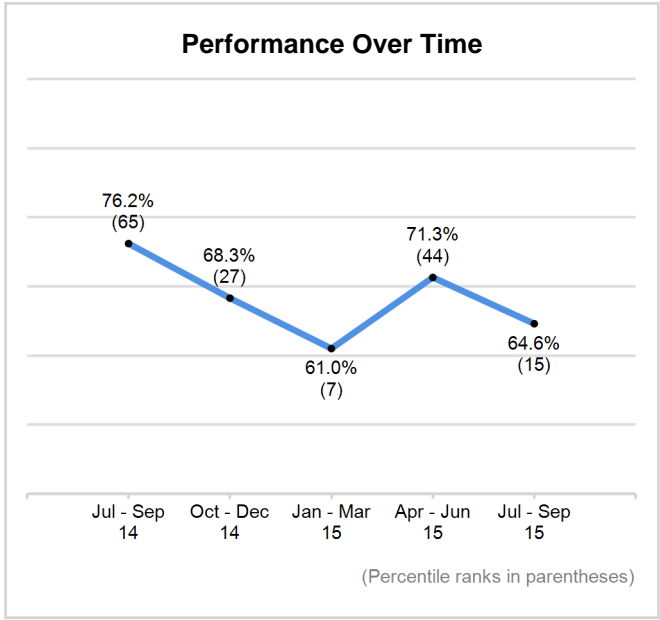
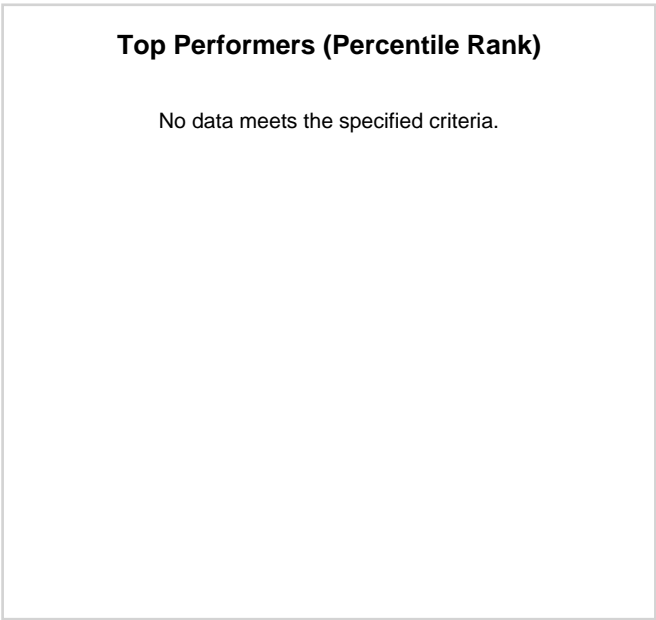
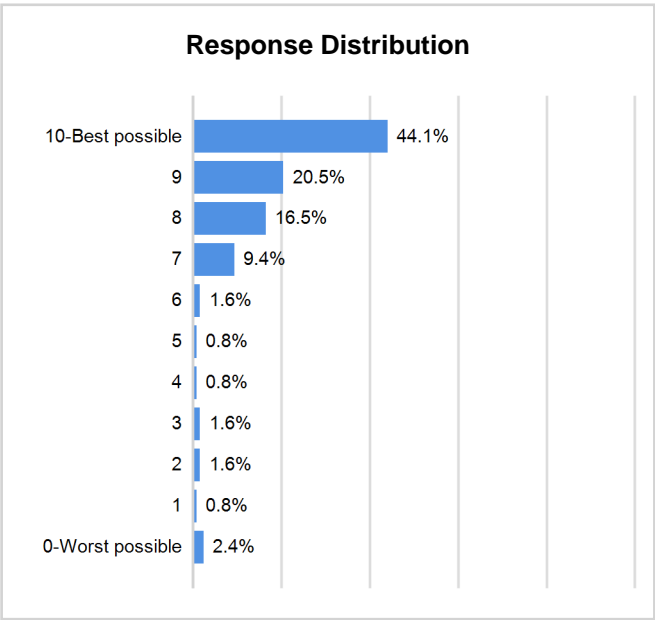
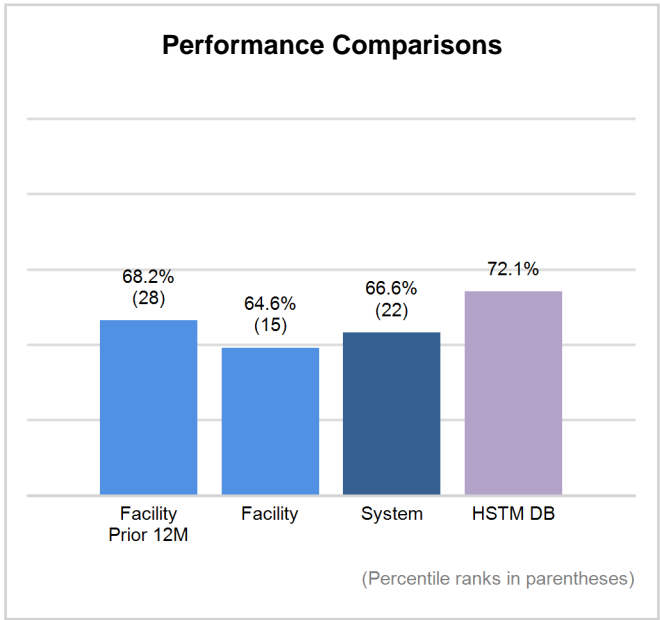
Div 1-Mooresville, NC-Lake Norman

Community Health Systems

Patient Insights - Inpatient
Jul - Sep 15

Report created 12/10/2015

Hospital - Overall Rating



Hospital - Overall Rating
















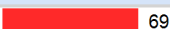
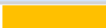


| | Jul - Sep 15 | | | Prior 12 Months | | | Change in Top Box Score | Question Count by Priority Level | | |
|-----------------------------------|------------------------|------------------|-----------------|------------------------|------------------|--------------------|-------------------------------|----------------------------------|--------|-----|
| | Number of Completes | Top Box Score | Percentile Rank | Number of Completes | Top Box Score | Percentile Rank | | High | Medium | Low |
| Div 1-Mooresville, NC-Lake Norman | 128 | 64.6% | <div></div> 15 | 718 | 68.2% | 28 | -3.6% | 13 | 17 | 6 |

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

| | Div 1- Mooresville, NC- Lake Norman (N=128) | |
|---|--|--------------|
| | Top Box Score | %ile Rank |
| Nursing staff reported at bedside during shift change | 57.9% | -- |
| Communication with Nurses (HCAHPS) | 78.6% | 21 |
| Courtesy / respect of nurses | 83.6% | 15 |
| Nurses listened carefully | 74.2% | 12 |
| Clear communication by nurses | 78.1% | 47 |
| Transition of Care | 55.6% | 58 |
| Staff considered post-discharge preferences | 47.5% | 55 |
| Understood responsibility for managing health post-discharge | 55.2% | 41 |
| Understood purpose of taking medications post-discharge | 66.0% | 81 |
| Responsiveness of Hospital Staff (HCAHPS) | 63.2% | 19 |
| Timely response to call button | 53.3% | 5 |
| Timely assistance with bathroom or bedpan | 75.9% | 56 |
| Communication with Doctors (HCAHPS) | 79.8% | 23 |
| Courtesy / respect of doctors | 87.4% | 34 |
| Doctors listened carefully | 78.7% | 25 |
| Clear communication by doctors | 73.4% | 15 |
| Cleanliness of the Hospital Environment | 71.2% | 17 |
| Cleanliness of room / bathroom | 71.2% | 17 |
| Quietness of the Hospital Environment | 61.7% | 14 |
| Area around room quiet at night | 61.7% | 14 |
| Cleanliness & Quietness of the Hospital Environment (HCAHPS) | 66.4% | -- |
| Pain Management (HCAHPS) | 77.3% | 71 |
| Pain well-controlled | 69.1% | 61 |
| Staff did everything to help with pain | 85.6% | 80 |

| | Div 1- Mooresville, NC- Lake Norman (N=128) | |
|--|--|--------------|
| | Top Box Score | %ile Rank |
| Communication about Medicines (HCAHPS) | 58.9% | 5 |
| Staff explained purpose of new medications | 73.6% | 10 |
| Staff clearly described side effects of new medications | 44.4% | 4 |
| Discharge Information (HCAHPS) | 94.1% | 95 |
| Discussed if patient would have help after discharge | 93.3% | 94 |
| Given written discharge instructions with symptoms to look for | 95.0% | 88 |
| Overall Rating of Hospital (HCAHPS) | 64.6% | 15 |
| Hospital - Overall Rating | 64.6% | 15 |
| Willingness to Recommend the Hospital (HCAHPS) | 61.4% | 10 |
| Patient advocacy (likelihood to recommend) | 61.4% | 10 |
| Your Satisfaction With This Hospital Stay | 56.9% | -- |
| How safe and secure staff made patient feel | 62.5% | 65 |
| Laboratory Staff - Overall Satisfaction | 59.6% | 79 |
| X-ray / Radiology - Overall Satisfaction | 66.7% | 94 |
| Food Service - Overall Quality | 44.3% | 78 |
| Admitted through Emergency Room | 54.5% | -- |
| Frequency of Hourly Rounding | 59.3% | 40 |
| Nurses checked on patient every hour during daytime | 59.3% | 40 |
| Satisfaction with Hourly Rounding | 60.2% | 43 |
| Nurses' attention to needs | 60.2% | 43 |
| Care From Nurses | 68.8% | -- |
| ED Patient Care Staff - Overall Care | 68.8% | 8 |
| Care From Doctors | 77.6% | -- |
| ED Doctors - Overall Care | 77.6% | 29 |
| Overall ED Rating | 71.4% | -- |

| | Div 1- Mooresville, NC- Lake Norman (N=128) | |
|---|--|--------------|
| | Top Box Score | %ile Rank |
| Emergency Department - Overall Rating | 71.4% | 21 |
| Would Recommend ED | 52.1% | -- |
| Patient advocacy (likelihood to recommend) | 52.1% | 2 |
| Facts About Your Stay | 69.6% | -- |
| Given medication not previously taken | 49.5% | -- |
| Needed help getting to bathroom or using bedpan | 65.4% | -- |
| Needed medication for pain | 75.8% | -- |
| Nurse leader visited | 87.9% | 51 |
| Facts About Your Stay (Clean Hands) | 94.2% | -- |
| Staff cleaned hands before / after providing care | 94.2% | 19 |
| Your Satisfaction with This Hospital Stay (Discharge) | 57.0% | -- |
| Received follow-up call about discharge instructions | 57.0% | 25 |

| | Correlation | Jul - Sep 15 # of Completes = 128 | | | Reporting Group Top Box | Prior 12 Months # of Completes = 718 | | 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 | 0.42 | 57.9% | -- | -- | 54.6% | 50.4% | -- | 7.5% |  58 |
| Communication with Nurses (HCAHPS) | 0.62 | 78.6% | 81.7% | 21 | 78.6% | 79.8% | 27 | -1.1% | |
| Courtesy / respect of nurses | 0.58 | 83.6% | 87.4% | 15 | 84.5% | 86.1% | 31 | -2.5% |  80 |
| Nurses listened carefully | 0.58 | 74.2% | 79.8% | 12 | 75.6% | 77.4% | 25 | -3.2% |  86 |
| Clear communication by nurses | 0.70 | 78.1% | 77.9% | 47 | 75.6% | 75.8% | 28 | 2.3% |  81 |
| Transition of Care | 0.43 | 55.6% | 54.6% | 58 | 48.8% | 60.6% | 84 | -5.0% | |
| Staff considered post-discharge preferences | 0.49 | 47.5% | 47.1% | 55 | 40.1% | 52.2% | 77 | -4.6% |  58 |
| Understood responsibility for managing health post-discharge | 0.48 | 55.2% | 56.8% | 41 | 51.3% | 62.7% | 82 | -7.5% |  56 |
| Understood purpose of taking medications post-discharge | 0.33 | 66.0% | 61.1% | 81 | 56.7% | 68.6% | 89 | -2.6% |  42 |
| Responsiveness of Hospital Staff (HCAHPS) | 0.51 | 63.2% | 67.8% | 19 | 63.7% | 64.4% | 24 | -1.3% | |
| Timely response to call button | 0.47 | 53.3% | 64.1% | 5 | 59.9% | 61.4% | 27 | -8.1% |  79 |
| Timely assistance with bathroom or bedpan | 0.56 | 75.9% | 73.7% | 56 | 70.2% | 68.8% | 18 | 7.1% |  70 |
| Communication with Doctors (HCAHPS) | 0.51 | 79.8% | 82.5% | 23 | 80.2% | 86.3% | 74 | -6.5% |  |
| Courtesy / respect of doctors | 0.52 | 87.4% | 88.1% | 34 | 86.6% | 91.2% | 72 | -3.8% |  55 |
| Doctors listened carefully | 0.53 | 78.7% | 81.2% | 25 | 78.2% | 85.8% | 76 | -7.1% |   58 |
| Clear communication by doctors | 0.47 | 73.4% | 78.1% | 15 | 75.9% | 81.9% | 70 | -8.5% |   63 |
| Cleanliness of the Hospital Environment | 0.53 | 71.2% | 75.1% | 17 | 72.5% | 74.8% | 35 | -3.6% | |
| Cleanliness of room / bathroom | 0.53 | 71.2% | 75.1% | 17 | 72.5% | 74.8% | 35 | -3.6% |  69 |
| Quietness of the Hospital Environment | 0.36 | 61.7% | 67.9% | 14 | 69.0% | 69.1% | 43 | -7.4% | |
| Area around room quiet at night | 0.36 | 61.7% | 67.9% | 14 | 69.0% | 69.1% | 43 | -7.4% |  55 |
| Cleanliness & Quietness of the Hospital Environment (HCAHPS) | -- | 66.4% | -- | -- | 70.8% | 71.9% | -- | -5.5% | |
| Pain Management (HCAHPS) | 0.49 | 77.3% | 74.5% | 71 | 71.8% | 76.7% | 67 | 0.6% | |
| Pain well-controlled | 0.40 | 69.1% | 67.8% | 61 | 65.8% | 70.8% | 73 | -1.8% |  57 |
| Staff did everything to help with pain | 0.59 | 85.6% | 81.1% | 80 | 77.9% | 82.6% | 58 | 3.0% |  68 |

| | Correlation | Jul - Sep 15 # of Completes = 128 | | | Reporting Group Top Box | Prior 12 Months # of Completes = 718 | | Change in Top Box | Priority Level |
|--|-------------|--------------------------------------|--------------------|--------------------|-------------------------------|---|--------------------|----------------------|----------------|
| | | Top Box Score | HSTM DB Top Box | Percentile Rank | | Top Box Score | Percentile Rank | | |
| Communication about Medicines (HCAHPS) | 0.52 | 58.9% | 67.7% | 5 | 62.4% | 70.7% | 68 | -11.8% ↓ | |
| Staff explained purpose of new medications | 0.67 | 73.6% | 80.1% | 10 | 75.6% | 83.8% | 77 | -10.2% | 55 |
| Staff clearly described side effects of new medications | 0.36 | 44.4% | 54.9% | 4 | 49.1% | 57.4% | 59 | -12.9% | 66 |
| Discharge Information (HCAHPS) | 0.45 | 94.1% | 88.7% | 95 | 86.9% | 91.5% | 80 | 2.7% | |
| Discussed if patient would have help after discharge | 0.56 | 93.3% | 86.1% | 94 | 84.0% | 90.1% | 82 | 3.1% | 42 |
| Given written discharge instructions with symptoms to look for | 0.35 | 95.0% | 91.2% | 88 | 89.8% | 92.8% | 69 | 2.2% | 46 |
| Overall Rating of Hospital (HCAHPS) | 1.00 | 64.6% | 72.1% | 15 | 66.6% | 68.2% | 28 | -3.6% | |
| Hospital - Overall Rating | 1.00 | 64.6% | 72.1% | 15 | 66.6% | 68.2% | 28 | -3.6% | |
| Willingness to Recommend the Hospital (HCAHPS) | 0.78 | 61.4% | 74.5% | 10 | 67.5% | 72.7% | 48 | -11.3% ↓ | |
| Patient advocacy (likelihood to recommend) | 0.78 | 61.4% | 74.5% | 10 | 67.5% | 72.7% | 48 | -11.3% ↓ | |
| Your Satisfaction With This Hospital Stay | 0.34 | 56.9% | -- | -- | 53.7% | 54.1% | -- | 2.8% | |
| How safe and secure staff made patient feel | 0.58 | 62.5% | 60.5% | 65 | 56.7% | 65.1% | 73 | -2.6% | 52 |
| Laboratory Staff - Overall Satisfaction | 0.43 | 59.6% | 55.0% | 79 | 53.6% | 60.8% | 87 | -1.2% | 46 |
| X-ray / Radiology - Overall Satisfaction | 0.18 | 66.7% | 58.3% | 94 | 56.7% | 58.5% | 49 | 8.2% | 47 |
| Food Service - Overall Quality | 0.40 | 44.3% | 38.8% | 78 | 33.6% | 40.2% | 62 | 4.1% | 51 |
| Admitted through Emergency Room | 0.11 | 54.5% | -- | -- | 68.8% | 46.4% | -- | 8.1% | 35 |
| Frequency of Hourly Rounding | 0.66 | 59.3% | 60.4% | 40 | 53.2% | 53.6% | 21 | 5.8% | |
| Nurses checked on patient every hour during daytime | 0.66 | 59.3% | 60.4% | 40 | 53.2% | 53.6% | 21 | 5.8% | 70 |
| Satisfaction with Hourly Rounding | 0.62 | 60.2% | 62.3% | 43 | 56.6% | 63.6% | 62 | -3.4% | |
| Nurses' attention to needs | 0.62 | 60.2% | 62.3% | 43 | 56.6% | 63.6% | 62 | -3.4% | 73 |
| Care From Nurses | 0.68 | 68.8% | -- | -- | 74.8% | 73.7% | -- | -4.9% | |
| ED Patient Care Staff - Overall Care | 0.68 | 68.8% | 76.6% | 8 | 74.8% | 73.7% | 27 | -4.9% | 78 |
| Care From Doctors | 0.65 | 77.6% | -- | -- | 78.6% | 77.8% | -- | -0.2% | |
| ED Doctors - Overall Care | 0.65 | 77.6% | 80.0% | 29 | 78.6% | 77.8% | 31 | -0.2% | 79 |

| | Correlation | Jul - Sep 15 # of Completes = 128 | | | Reporting Group Top Box | Prior 12 Months # of Completes = 718 | | Change in Top Box | Priority Level |
|--|--------------|--------------------------------------|--------------------|--------------------|-------------------------------|---|--------------------|----------------------|----------------|
| | | Top Box Score | HSTM DB Top Box | Percentile Rank | | Top Box Score | Percentile Rank | | |
| Overall ED Rating | 0.61 | 71.4% | -- | -- | 74.2% | 69.8% | -- | 1.6% | |
| Emergency Department - Overall Rating | 0.61 | 71.4% | 75.5% | 21 | 74.2% | 69.8% | 14 | 1.6% | 85 |
| Would Recommend ED | 0.44 | 52.1% | -- | -- | 65.2% | 58.6% | -- | -6.6% | |
| Patient advocacy (likelihood to recommend) | 0.44 | 52.1% | 66.7% | 2 | 65.2% | 58.6% | 13 | -6.6% | |
| Facts About Your Stay | -0.06 | 69.6% | -- | -- | 63.1% | 69.7% | -- | -0.2% | |
| Given medication not previously taken | 0.11 | 49.5% | -- | -- | 45.9% | 53.1% | -- | -3.6% | 30 |
| Needed help getting to bathroom or using bedpan | -0.08 | 65.4% | -- | -- | 50.4% | 61.4% | -- | 4.0% | 28 |
| Needed medication for pain | -0.10 | 75.8% | -- | -- | 72.7% | 80.6% | -- | -4.9% | 30 |
| Nurse leader visited | -0.15 | 87.9% | 83.1% | 51 | 85.8% | 85.3% | 28 | 2.5% | 34 |
| Facts About Your Stay (Clean Hands) | -0.31 | 94.2% | -- | -- | 94.8% | 96.8% | -- | -2.6% | |
| Staff cleaned hands before / after providing care | -0.31 | 94.2% | 95.8% | 19 | 94.8% | 96.8% | 62 | -2.6% | 30 |
| Your Satisfaction with This Hospital Stay (Discharge) | 0.24 | 57.0% | -- | -- | 57.6% | 50.0% | -- | 7.0% | |
| Received follow-up call about discharge instructions | 0.24 | 57.0% | 69.9% | 25 | 57.6% | 50.0% | 12 | 7.0% | 55 |

| | 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 | 57.9% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Communication with Nurses (HCAHPS) | 78.6% | 21 | 66.0% | 76.3% | 78.5% | 80.2% | 81.5% | 82.5% | 83.6% | 84.9% | 85.5% | 86.1% | 88.1% | 89.5% | 92.6% |
| Courtesy / respect of nurses | 83.6% | 15 | 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 | 78.1% | 47 | 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% |
| Transition of Care | 55.6% | 58 | 39.1% | 45.6% | 48.4% | 50.5% | 52.3% | 53.8% | 55.8% | 57.5% | 58.6% | 59.7% | 62.4% | 64.5% | 73.5% |
| Staff considered post-discharge preferences | 47.5% | 55 | 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 | 55.2% | 41 | 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 | 66.0% | 81 | 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% |
| Responsiveness of Hospital Staff (HCAHPS) | 63.2% | 19 | 48.8% | 59.8% | 63.2% | 65.4% | 67.5% | 69.4% | 71.1% | 73.4% | 74.5% | 75.7% | 79.1% | 82.1% | 88.6% |
| Timely response to call button | 53.3% | 5 | 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 | 75.9% | 56 | 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% |
| Communication with Doctors (HCAHPS) | 79.8% | 23 | 67.7% | 77.5% | 79.5% | 80.8% | 82.1% | 83.4% | 84.5% | 85.8% | 86.4% | 87.1% | 89.3% | 90.9% | 93.8% |
| Courtesy / respect of doctors | 87.4% | 34 | 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 | 78.7% | 25 | 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 | 73.4% | 15 | 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% |
| Cleanliness of the Hospital Environment | 71.2% | 17 | 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% |
| Cleanliness of room / bathroom | 71.2% | 17 | 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% |
| Quietness of the Hospital Environment | 61.7% | 14 | 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% |
| Area around room quiet at night | 61.7% | 14 | 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% |
| Cleanliness & Quietness of the Hospital Environment (HCAHPS) | 66.4% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Pain Management (HCAHPS) | 77.3% | 71 | 57.7% | 68.0% | 70.6% | 72.3% | 73.5% | 74.6% | 75.8% | 77.1% | 77.7% | 78.5% | 80.9% | 82.5% | 86.3% |
| Pain well-controlled | 69.1% | 61 | 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 | 85.6% | 80 | 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 |
| Communication about Medicines (HCAHPS) | 58.9% | 5 | 51.7% | 60.9% | 63.9% | 65.5% | 67.0% | 68.2% | 69.4% | 71.0% | 71.8% | 72.8% | 75.8% | 77.8% | 84.1% |
| Staff explained purpose of new medications | 73.6% | 10 | 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 | 44.4% | 4 | 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% |
| Discharge Information (HCAHPS) | 94.1% | 95 | 74.4% | 83.4% | 85.0% | 86.3% | 87.4% | 88.5% | 89.4% | 90.3% | 90.8% | 91.4% | 93.0% | 94.0% | 98.0% |
| Discussed if patient would have help after discharge | 93.3% | 94 | 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 | 95.0% | 88 | 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% |
| Overall Rating of Hospital (HCAHPS) | 64.6% | 15 | 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% |
| Hospital - Overall Rating | 64.6% | 15 | 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% |
| Willingness to Recommend the Hospital (HCAHPS) | 61.4% | 10 | 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% |
| Patient advocacy (likelihood to recommend) | 61.4% | 10 | 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% |
| Your Satisfaction With This Hospital Stay | 56.9% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| How safe and secure staff made patient feel | 62.5% | 65 | 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 | 59.6% | 79 | 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 | 66.7% | 94 | 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 | 44.3% | 78 | 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 | 54.5% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Frequency of Hourly Rounding | 59.3% | 40 | 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% |
| Nurses checked on patient every hour during daytime | 59.3% | 40 | 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% |
| Satisfaction with Hourly Rounding | 60.2% | 43 | 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% |
| Nurses' attention to needs | 60.2% | 43 | 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% |
| Care From Nurses | 68.8% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| ED Patient Care Staff - Overall Care | 68.8% | 8 | 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% |
| Care From Doctors | 77.6% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| ED Doctors - Overall Care | 77.6% | 29 | 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% |
| Overall ED Rating | 71.4% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |

| | 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 | 71.4% | 21 | 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 | 52.1% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Patient advocacy (likelihood to recommend) | 52.1% | 2 | 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 | 69.6% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Given medication not previously taken | 49.5% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Needed help getting to bathroom or using bedpan | 65.4% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Needed medication for pain | 75.8% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Nurse leader visited | 87.9% | 51 | 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) | 94.2% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Staff cleaned hands before / after providing care | 94.2% | 19 | 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) | 57.0% | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Received follow-up call about discharge instructions | 57.0% | 25 | 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](#).