

## Critical Care Unit Press Ganey Inpatient HCAHPS Scorecard

## Press Ganey All Facility Database HCAHPS %tile Ranks

HCAHPS Domain	2016 Targets	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	2016 YTD Score
Number surveys received		2	2	2	1	2	1	1						11
Average HCAHPS Dimension Score	55	77	50	43	50	66	99	99						70
Communication with Nurses	63	99	99	1	99	99	99	99						99
Communication with Doctors	50	99	99	1	99	1	99	99						76
Responsiveness of Hospital Staff	63	99	99	1	N/A	N/A	N/A	N/A						53
Pain Management	50	99	N/A	1	N/A	N/A	N/A	N/A						93
Communication about Medicines	50	2	1	99	N/A	N/A	N/A	N/A						99
Hospital Cleanliness & Quietness	50	1	1	85	1	1	99	99						1
Cleanliness of hosp environment	50	99	1	99	1	1	99	99						7
Quietness of hosp environment	50	1	1	18	1	18	99	99						1
Discharge Information	50	99	1	99	99	99	99	N/A						30
Overall Rating of Hospital	65	99	99	1	1	99	99	99						87
Care Transitions	50	96	1	95	1	99	99	99						92

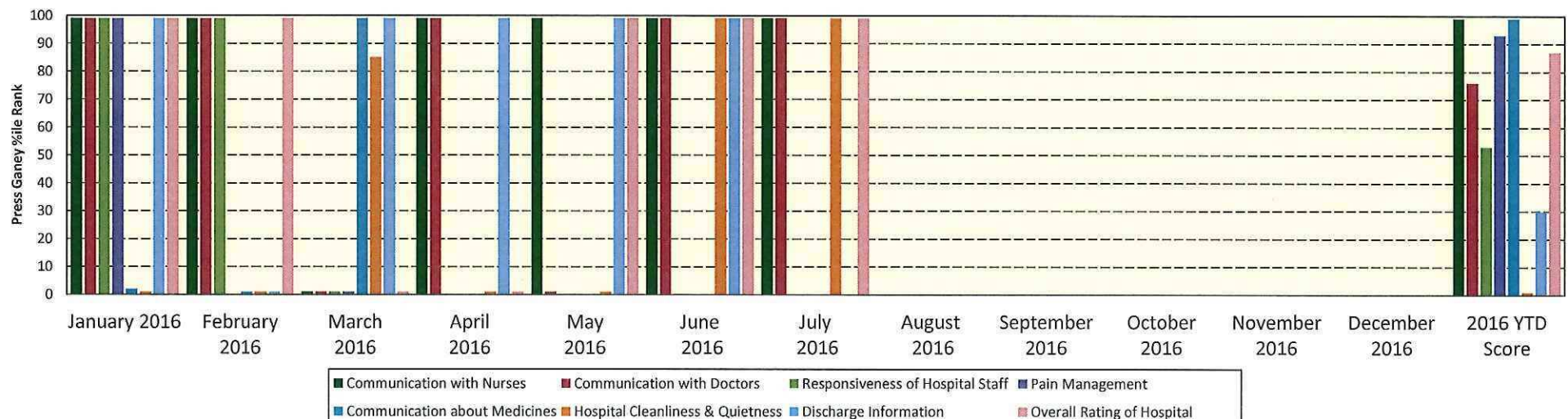
Note: HCAHPS Data pulled by received date  
Ranks based on Percent Top Box

Key: Rank < Target  
Rank >= Target



Movement 2016 YTD to Benchmark (2015 YE)

## Critical Care Unit Press Ganey HCAHPS Domain Score





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HCAHPS Domain	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	2015 YTD Score	
Number surveys received	1	0	4	1	2	4	1						13	
Communication with Nurses	99	N/A	1	99	99	1	99						1	↓
Communication with Doctors	99	N/A	1	99	99	1	99						4	↓
Responsiveness of Hospital Staff	99	N/A	57	99	99	1	N/A						4	↓
Pain Management	N/A	N/A	1	99	99	1	N/A						39	↓
Communication about Medicines	99	N/A	2	N/A	99	1	N/A						1	↓
Hospital Cleanliness & Quietness	2	N/A	99	99	99	1	99						75	↓
Discharge Information	99	N/A	99	99	99	1	99						88	↑
Overall Rating of Hospital	99	N/A	69	99	99	2	99						73	↑
Care Transitions	99	N/A	96	99	99	6	96						99	↑

Note: HCAHPS Data pulled by received date  
Ranks based on Percent Top Box

Key: Rank < Target  
Rank ≥ Target



Movement 2015 YTD to Benchmark (2014 YE)

## Critical Care Unit Press Ganey HCAHPS Domain Score

