

HCAHPS Spotlight Report

Discharge Dates From Apr 1, 2011 to Dec 31, 2011



Accelerating Improvement

<https://catalyst.nrcpicker.com/CHESTJAM/HCAHPSSR/default.aspx>

January 11, 2012

Overall	Benchmarks		Rolling Averages up to 12/15/2011	St. James HCAHPS Inpatient		
	NRC Average*	NRC 90th Percentile	3 Months‡	Qtr 4 2011‡	Qtr 3 2011‡	Qtr 2 2011
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	66.5%	80.0%	48.6% PR=5	50.0%	48.9%	59.8%

Key Drivers	NRC Average*	NRC 90th Percentile	3 Months‡	Qtr 4 2011‡	Qtr 3 2011‡	Qtr 2 2011
Communication with Nurses	74.3%	82.3%	77.3% PR=63	79.1%	64.9%	71.9%
Cleanliness of Hospital Environment	70.1%	82.1%	75.0% PR=68	78.0%	63.2%	74.8%
Quietness of Hospital Environment	54.7%	69.4%	54.8% PR=49	53.3%	56.8%	61.1%

Highest Scores	NRC Average*	NRC 90th Percentile	3 Months‡	Qtr 4 2011‡	Qtr 3 2011‡	Qtr 2 2011
Discharge Information	82.5%	89.5%	86.8% PR=75	89.5%	82.7%	80.7%
Communication with Nurses	74.3%	82.3%	77.3% PR=63	79.1%	64.9%	71.9%
Communication with Doctors	77.4%	86.0%	80.6% PR=66	78.5%	71.2%	77.1%

Lowest Scores	NRC Average*	NRC 90th Percentile	3 Months‡	Qtr 4 2011‡	Qtr 3 2011‡	Qtr 2 2011
Overall Rating of Hospital	66.5%	80.0%	48.6% PR=5	50.0%	48.9%	59.8%
Quietness of Hospital Environment	54.7%	69.4%	54.8% PR=49	53.3%	56.8%	61.1%
Communication About Meds	58.9%	68.1%	57.3% PR=35	59.1%	55.1%	60.3%

Green - score is equal to or greater than the NRC Average

Yellow - score is less than the NRC Average, but may not be significantly

Red - score is significantly less than the NRC Average

μ - Warning: n-size is low! ‡ - Data is not final and subject to change. * - Benchmark that is used to determine the color on each line. PR=Percentile Rank