

INPATIENT REPORT

Filter Definition

| Filter | Choice(s) |
|----------------|-------------------------------|
| Discharge Date | From 01/01/2009 To 03/31/2009 |


Benchmarking Definition

| | |
|---------------------|--------------------------|
| Benchmarking Period | 01/01/2009 To 03/31/2009 |
|---------------------|--------------------------|


INPATIENT REPORT


CAHPS Summary Information

| Global DOMAIN Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|---|-------|-----|--------------------|-------------------------|----------------------------|------------------|
| Global Rating Item Rate hospital 0-10 | | | | | | '9-10' |
| | 0 | 0% | 1% | 1% | 1% | 66 |
| | 1 | 0% | 0% | 0% | 0% | 65 |
| | 2 | 1% | 1% | 1% | 1% | 64 |
| | 3 | 1% | 1% | 1% | 1% | 62 |
| | 4 | 0% | 1% | 1% | 1% | |
| | 5 | 2% | 3% | 3% | 4% | |
| | 6 | 1% | 3% | 3% | 3% | |
| | 7 | 8% | 7% | 7% | 8% | |
| | 8 | 21% | 18% | 18% | 19% | |
| | 9-10 | 66% | 65% | 64% | 62% | |
| | Total | 124 | | | | |
| | | | Top Box | | | |
| | | | %ile rank | 56 | 62 | 66 |
| Global Rating Item Recommend this hospital | | | | | | 'Definitely yes' |
| Definitely no | 2 | 2% | 2% | 2% | 2% | 74 |
| Probably no | 1 | 1% | 3% | 4% | 4% | 68 |
| Probably yes | 31 | 24% | 26% | 26% | 27% | 68 |
| Definitely yes | 95 | 74% | 68% | 68% | 66% | 66 |
| | Total | 129 | | | | |
| | | | Top Box | | | |
| | | | %ile rank | 69 | 69 | 74 |
| COMM W/ NURSES | | | | | | 'Always' |
| Never | | 1% | 1% | 1% | 1% | 77 |
| Sometimes | | 3% | 5% | 5% | 5% | 74 |
| Usually | | 19% | 20% | 21% | 21% | 73 |
| Always | | 77% | 74% | 73% | 73% | 73 |
| | | | Top Box | | | |
| | | | %ile rank | 69 | 80 | 77 |
| Nurses treat with courtesy/respect | | | | | | 'Always' |
| Never | 0 | 0% | 0% | 0% | 0% | 82 |
| Sometimes | 2 | 2% | 3% | 3% | 4% | 82 |
| Usually | 21 | 16% | 15% | 16% | 15% | 81 |
| Always | 106 | 82% | 82% | 81% | 81% | 81 |
| | Total | 129 | | | | |
| | | | Top Box | | | |
| | | | %ile rank | 50 | 61 | 56 |
| Nurses listen carefully to you | | | | | | 'Always' |
| Never | 1 | 1% | 1% | 1% | 1% | 71 |
| Sometimes | 4 | 3% | 5% | 6% | 6% | 71 |
| Usually | 32 | 25% | 24% | 25% | 24% | 69 |
| Always | 91 | 71% | 71% | 69% | 69% | 69 |
| | Total | 128 | | | | |
| | | | Top Box | | | |
| | | | %ile rank | 53 | 62 | 58 |

 Your Top Box percentage

 Large PG Database

 All DB

 Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

| Global DOMAIN Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|------------------------------------|-----|-----|--------------------|-------------------------|----------------------------|-----------|
| Nurses expl in way you understand | | | | | | 'Always' |
| Never | 1 | 1% | 1% | 1% | 1% | 78 |
| Sometimes | 6 | 5% | 5% | 6% | 6% | 70 |
| Usually | 21 | 17% | 23% | 24% | 24% | 69 |
| Always | 99 | 78% | 70% | 69% | 69% | 69 |
| Total | 127 | | | | | |
| Top Box | | | | | | |
| %ile rank | | | 89 | 96 | 95 | |
| RESPONSE OF HOSP STAFF | | | | | | 'Always' |
| Never | | 3% | 3% | 3% | 4% | 63 |
| Sometimes | | 5% | 9% | 11% | 11% | 60 |
| Usually | | 29% | 27% | 28% | 28% | 58 |
| Always | | 63% | 60% | 58% | 58% | 58 |
| Total | | | | | | |
| Top Box | | | | | | |
| %ile rank | | | 62 | 77 | 74 | |
| Screening Item | | | | | | |
| Never pressed call button | | | | | | |
| Checked | 8 | 6% | 13% | 13% | 13% | |
| Unchecked | 125 | 94% | 87% | 87% | 87% | |
| Total | 133 | | | | | |
| Call button help soon as wanted it | | | | | | 'Always' |
| Never | 3 | 3% | 2% | 2% | 2% | 58 |
| Sometimes | 6 | 5% | 10% | 11% | 11% | 59 |
| Usually | 41 | 34% | 30% | 32% | 31% | 56 |
| Always | 70 | 58% | 59% | 56% | 56% | 56 |
| Total | 120 | | | | | |
| Top Box | | | | | | |
| %ile rank | | | 50 | 63 | 60 | |
| Screening Item | | | | | | |
| Need help bathroom/using bedpan | | | | | | |
| Yes | 69 | 56% | 54% | 53% | 52% | |
| No | 55 | 44% | 46% | 47% | 48% | |
| Total | 124 | | | | | |
| Help toileting soon as you wanted | | | | | | 'Always' |
| Never | 2 | 3% | 4% | 5% | 5% | 68 |
| Sometimes | 4 | 6% | 10% | 11% | 10% | 62 |
| Usually | 17 | 24% | 24% | 25% | 25% | 60 |
| Always | 48 | 68% | 62% | 60% | 60% | 60 |
| Total | 71 | | | | | |
| Top Box | | | | | | |
| %ile rank | | | 73 | 84 | 80 | |
| COMM W/ DOCTORS | | | | | | 'Always' |
| Never | | 0% | 1% | 1% | 1% | 78 |
| Sometimes | | 4% | 4% | 4% | 4% | 79 |
| Usually | | 17% | 16% | 17% | 17% | 78 |
| Always | | 78% | 79% | 78% | 77% | 77 |
| Total | | | | | | |
| Top Box | | | | | | |
| %ile rank | | | 44 | 54 | 54 | |

Your Top Box percentage

Large PG Database

All DB

Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

| Global DOMAIN | Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|-------------------------------------|-----------|-----|-----|--------------------|-------------------------|----------------------------|----------------------------------|
| Doctors treat with courtesy/respect | Never | 0 | 0% | 1% | 1% | 1% | 'Always' 88 86 85 |
| | Sometimes | 3 | 2% | 2% | 3% | 3% | |
| | Usually | 12 | 9% | 11% | 12% | 12% | |
| | Always | 113 | 88% | 86% | 85% | 85% | |
| | Total | 128 | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 69 | 80 | 76 | |
| Doctors listen carefully to you | Never | 0 | 0% | 1% | 1% | 1% | 'Always' 76 78 76 76 |
| | Sometimes | 7 | 6% | 4% | 5% | 5% | |
| | Usually | 23 | 18% | 17% | 18% | 18% | |
| | Always | 96 | 76% | 78% | 76% | 76% | |
| | Total | 126 | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 40 | 48 | 49 | |
| Doctors expl in way you understand | Never | 1 | 1% | 1% | 1% | 1% | 'Always' 71 73 72 72 |
| | Sometimes | 7 | 6% | 5% | 5% | 6% | |
| | Usually | 29 | 23% | 20% | 21% | 21% | |
| | Always | 89 | 71% | 73% | 72% | 72% | |
| | Total | 126 | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 31 | 36 | 41 | |
| HOSPITAL ENVIRONMENT | Never | | 2% | 3% | 3% | 3% | 'Always' 73 61 59 59 |
| | Sometimes | | 4% | 9% | 10% | 10% | |
| | Usually | | 21% | 27% | 28% | 28% | |
| | Always | | 73% | 61% | 59% | 59% | |
| | Total | | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 91 | 98 | 99 | |
| Room and bathroom kept clean | Never | 1 | 1% | 2% | 2% | 2% | 'Always' 80 69 67 67 |
| | Sometimes | 5 | 4% | 7% | 8% | 8% | |
| | Usually | 19 | 15% | 21% | 23% | 23% | |
| | Always | 103 | 80% | 69% | 67% | 67% | |
| | Total | 128 | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 89 | 97 | 97 | |
| Area around room quiet at night | Never | 3 | 2% | 3% | 4% | 4% | 'Always' 66 53 51 51 |
| | Sometimes | 6 | 5% | 10% | 12% | 12% | |
| | Usually | 35 | 27% | 33% | 34% | 34% | |
| | Always | 84 | 66% | 53% | 51% | 51% | |
| | Total | 128 | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 86 | 94 | 94 | |
| PAIN | Never | | 1% | 1% | 1% | 1% | 'Always' 71 68 68 68 |
| | Sometimes | | 4% | 6% | 6% | 6% | |
| | Usually | | 25% | 24% | 25% | 25% | |
| | Always | | 71% | 68% | 68% | 68% | |
| | Total | | | | | | |
| Top Box | | | | | | | |
| %ile rank | | | | 70 | 76 | 73 | |

Your Top Box percentage

Large PG Database

All DB

Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

| Global DOMAIN | Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|-------------------------------------|-------------------------------------|-----|-----|--------------------|-------------------------|----------------------------|--------------|
| Screening Item | Need medicine for pain | | | | | | |
| | Yes | 95 | 74% | 71% | 71% | 70% | |
| | No | 34 | 26% | 29% | 29% | 30% | |
| | Total | 129 | | | | | |
| Pain well controlled | Never | 0 | 0% | 1% | 1% | 2% | 'Always' |
| | Sometimes | 4 | 4% | 7% | 7% | 7% | |
| | Usually | 33 | 34% | 30% | 30% | 30% | |
| | Always | 59 | 61% | 61% | 61% | 61% | |
| | Total | 96 | | | | | |
| | Top Box | | | | | | |
| %ile rank | | | | 53 | 55 | 54 | |
| Staff do everything help with pain | Never | 1 | 1% | 1% | 1% | 1% | 'Always' |
| | Sometimes | 3 | 3% | 5% | 5% | 5% | |
| | Usually | 15 | 15% | 18% | 19% | 19% | |
| | Always | 80 | 81% | 75% | 74% | 74% | |
| | Total | 99 | | | | | |
| | Top Box | | | | | | |
| %ile rank | | | | 80 | 88 | 87 | |
| COMM RE MED | Never | | 14% | 13% | 13% | 14% | 'Always' |
| | Sometimes | | 9% | 10% | 10% | 10% | |
| | Usually | | 18% | 19% | 19% | 19% | |
| | Always | | 59% | 58% | 57% | 57% | |
| | Top Box | | | | | | |
| %ile rank | | | | 58 | 67 | 66 | |
| Screening Item | Given medicine had not taken before | | | | | | |
| | Yes | 79 | 66% | 61% | 63% | 62% | |
| | No | 41 | 34% | 39% | 37% | 38% | |
| | Total | 120 | | | | | |
| Tell you what new medicine was for | Never | 2 | 2% | 4% | 4% | 4% | 'Always' |
| | Sometimes | 8 | 9% | 8% | 8% | 8% | |
| | Usually | 12 | 14% | 17% | 18% | 18% | |
| | Always | 65 | 75% | 71% | 70% | 70% | |
| | Total | 87 | | | | | |
| | Top Box | | | | | | |
| %ile rank | | | | 70 | 78 | 79 | |
| Staff describe medicine side effect | Never | 21 | 26% | 21% | 23% | 23% | 'Always' |
| | Sometimes | 7 | 9% | 12% | 13% | 12% | |
| | Usually | 18 | 22% | 21% | 21% | 21% | |
| | Always | 36 | 44% | 45% | 44% | 44% | |
| | Total | 82 | | | | | |
| | Top Box | | | | | | |
| %ile rank | | | | 45 | 53 | 50 | |

Your Top Box percentage

Large PG Database

All DB

Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

| Global DOMAIN Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|-------------------------------------|-----|-----|--------------------|-------------------------|----------------------------|-----------|
| DISCHARGE | No | 11% | 20% | 20% | 20% | 'Yes' |
| | Yes | 89% | 80% | 80% | 80% | |
| | | | Top Box | | | |
| | | | %ile rank | | | |
| | | | 95 | 97 | 98 | |
| Screening Item | | | | | | |
| Left hospital- destination | | | | | | |
| Own home | 104 | 82% | 84% | 85% | 85% | |
| Another home | 5 | 4% | 5% | 5% | 5% | |
| Another facility | 18 | 14% | 11% | 10% | 10% | |
| Total | 127 | | | | | |
| Staff talk about help when you left | No | 15% | 22% | 22% | 22% | 'Yes' |
| | Yes | 85% | 78% | 78% | 78% | |
| | | | Top Box | | | |
| | | | %ile rank | | | |
| | | | 83 | 87 | 86 | |
| Info re symptoms/prob to look for | No | 7% | 18% | 18% | 19% | 'Yes' |
| | Yes | 93% | 82% | 82% | 81% | |
| | | | Top Box | | | |
| | | | %ile rank | | | |
| | | | 97 | 98 | 99 | |
| About You Item | | | | | | |
| Rate overall health | | | | | | |
| Excellent | 17 | 13% | 12% | 13% | 13% | |
| Very Good | 28 | 22% | 26% | 27% | 27% | |
| Good | 43 | 34% | 32% | 32% | 32% | |
| Fair | 34 | 27% | 22% | 21% | 22% | |
| Poor | 6 | 5% | 8% | 7% | 7% | |
| Total | 128 | | | | | |
| About You Item | | | | | | |
| Highest grade or school completed | | | | | | |
| <= 8th grade | 8 | 7% | 7% | 6% | 6% | |
| Some high school | 9 | 7% | 11% | 10% | 10% | |
| High school grad | 52 | 42% | 34% | 33% | 34% | |
| Some college | 31 | 25% | 27% | 28% | 27% | |
| 4-yr coll. grad. | 9 | 7% | 11% | 12% | 11% | |
| 4+ yrs college | 14 | 11% | 11% | 12% | 12% | |
| Total | 123 | | | | | |

Your Top Box percentage

Large PG Database


All DB

Bedsizes 150-299


INPATIENT REPORT


CAHPS Summary Information

| Global DOMAIN Question | n | % | All DB N = 1782 | Large PG DB N = 1054 | 150-299 Bed Grp N = 436 | % Top Box |
|--|-----|------|--------------------|-------------------------|----------------------------|-----------|
| About You Item Spanish,Hispanic or Latino | | | | | | |
| Yes | 0 | 0% | 0% | 0% | 0% | |
| No | 0 | 0% | 0% | 0% | 0% | |
| Not Span/Hisp/La | 108 | 99% | 93% | 92% | 92% | |
| Puerto Rican | 0 | 0% | 1% | 1% | 1% | |
| Mex,Mex Amer,Chi | 1 | 1% | 3% | 3% | 3% | |
| Cuban | 0 | 0% | 0% | 0% | 0% | |
| Other | 0 | 0% | 3% | 3% | 3% | |
| Total | 109 | | | | | |
| About You Item Race-White | | | | | | |
| Yes | 124 | 93% | 85% | 83% | 83% | |
| No | 9 | 7% | 15% | 17% | 17% | |
| Total | 133 | | | | | |
| About You Item Race-Black or African American | | | | | | |
| Yes | 1 | 1% | 7% | 8% | 8% | |
| No | 132 | 99% | 93% | 92% | 92% | |
| Total | 133 | | | | | |
| About You Item Race-Asian | | | | | | |
| Yes | 0 | 0% | 2% | 2% | 2% | |
| No | 133 | 100% | 98% | 98% | 98% | |
| Total | 133 | | | | | |
| About You Item Race-Hawaiian or Pacific Islander | | | | | | |
| Yes | 0 | 0% | 0% | 0% | 0% | |
| No | 133 | 100% | 100% | 100% | 100% | |
| Total | 133 | | | | | |
| About You Item Race-Ameri Indian Alaska Native | | | | | | |
| Yes | 4 | 3% | 2% | 2% | 2% | |
| No | 129 | 97% | 98% | 98% | 98% | |
| Total | 133 | | | | | |
| About You Item Language mainly speak at home | | | | | | |
| English | 128 | 100% | 96% | 95% | 96% | |
| Spanish | 0 | 0% | 3% | 3% | 3% | |
| Other | 0 | 0% | 1% | 2% | 2% | |
| Total | 128 | | | | | |

 Your Top Box percentage

 Large PG Database

 All DB

 Bedsizes 150-299