

INPATIENT REPORT

Filter Definition

Filter	Choice(s)
Discharge Date	From 07/01/2009 To 09/30/2009

Benchmarking Definition

Benchmarking Period	07/01/2009 To 09/30/2009
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INPATIENT REPORT

CAHPS Summary Information

Global DOMAIN	Question	n	%	All DB N = 1775	Large PG DB N = 1033	150-299 Bed Grp N = 430	% Top Box
Global Rating Item	Rate hospital 0-10						'9-10'
		0	0	1%	1%	1%	
		1	0	0%	0%	0%	
		2	0	0%	1%	1%	
		3	1	1%	1%	1%	
		4	1	1%	1%	1%	
		5	5	3%	3%	3%	
		6	2	1%	3%	3%	
		7	5	3%	7%	7%	
		8	29	20%	18%	18%	19%
	9-10	102	70%	66%	65%	64%	
	Total	145					
Top Box							
%ile rank				68	72	77	
Global Rating Item	Recommend this hospital						'Definitely yes'
	Definitely no	1	1%	2%	2%	2%	
	Probably no	2	1%	3%	3%	4%	
	Probably yes	37	26%	26%	25%	26%	
	Definitely yes	105	72%	69%	70%	68%	
	Total	145					
Top Box							
%ile rank				62	60	69	
COMM W/ NURSES	Never		0%	1%	1%	1%	'Always'
	Sometimes		2%	4%	5%	5%	
	Usually		23%	20%	20%	20%	
	Always		74%	75%	74%	74%	
	Total		145				
Top Box							
%ile rank				40	47	44	
Nurses treat with courtesy/respect	Never	0	0%	0%	0%	0%	'Always'
	Sometimes	1	1%	3%	3%	3%	
	Usually	24	16%	14%	15%	15%	
	Always	123	83%	83%	82%	82%	
	Total	148					
Top Box							
%ile rank				48	57	54	
Nurses listen carefully to you	Never	0	0%	1%	1%	1%	'Always'
	Sometimes	4	3%	5%	5%	5%	
	Usually	41	28%	23%	24%	23%	
	Always	102	69%	72%	70%	71%	
	Total	147					
Top Box							
%ile rank				34	39	38	

Your Top Box percentage

Large PG Database

All DB

Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

Global DOMAIN Question	n	%	All DB N = 1775	Large PG DB N = 1033	150-299 Bed Grp N = 430	% Top Box
Nurses expl in way you understand						'Always'
Never	1	1%	1%	1%	1%	71
Sometimes	4	3%	5%	6%	6%	71
Usually	38	26%	22%	23%	22%	71
Always	104	71%	71%	71%	71%	71
Total	147					
Top Box						
%ile rank			43	47	45	
RESPONSE OF HOSP STAFF						'Always'
Never		1%	3%	3%	3%	61
Sometimes		7%	9%	10%	10%	62
Usually		32%	26%	27%	27%	59
Always		61%	62%	59%	60%	60
Top Box						
%ile rank			47	60	55	
<u>Screening Item</u>						
Never pressed call button						
Checked	17	11%	13%	13%	13%	
Unchecked	134	89%	87%	87%	87%	
Total	151					
Call button help soon as wanted it						'Always'
Never	0	0%	2%	2%	2%	55
Sometimes	13	10%	9%	10%	10%	60
Usually	45	35%	29%	31%	30%	57
Always	72	55%	60%	57%	58%	58
Total	130					
Top Box						
%ile rank			30	39	37	
<u>Screening Item</u>						
Need help bathroom/using bedpan						
Yes	88	62%	55%	54%	54%	
No	54	38%	45%	46%	46%	
Total	142					
Help toileting soon as you wanted						'Always'
Never	1	1%	4%	4%	5%	67
Sometimes	3	3%	9%	10%	10%	63
Usually	25	29%	23%	24%	24%	62
Always	58	67%	63%	62%	62%	62
Total	87					
Top Box						
%ile rank			64	75	70	
COMM W/ DOCTORS						'Always'
Never		0%	1%	1%	1%	80
Sometimes		1%	4%	4%	4%	79
Usually		19%	16%	17%	17%	78
Always		80%	79%	78%	78%	78
Top Box						
%ile rank			54	64	63	

Your Top Box percentage

Large PG Database

All DB

Bedsizes 150-299

INPATIENT REPORT

CAHPS Summary Information

Global DOMAIN	Question	n	%	All DB N = 1775	Large PG DB N = 1033	150-299 Bed Grp N = 430	% Top Box
Doctors treat with courtesy/respect	Never	0	0%	1%	1%	1%	'Always' 88 86 85
	Sometimes	1	1%	2%	3%	3%	
	Usually	17	12%	11%	12%	12%	
	Always	128	88%	86%	85%	85%	
	Total	146					
Top Box							
%ile rank				63	74	75	
Doctors listen carefully to you	Never	1	1%	1%	1%	1%	'Always' 76 78 76 76
	Sometimes	1	1%	4%	5%	5%	
	Usually	34	23%	17%	18%	18%	
	Always	112	76%	78%	76%	76%	
	Total	148					
Top Box							
%ile rank				36	43	43	
Doctors expl in way you understand	Never	0	0%	1%	1%	2%	'Always' 76 74 73 73
	Sometimes	1	1%	5%	5%	6%	
	Usually	35	24%	20%	21%	20%	
	Always	111	76%	74%	73%	73%	
	Total	147					
Top Box							
%ile rank				60	70	70	
HOSPITAL ENVIRONMENT	Never		1%	2%	3%	3%	'Always' 70 64 61 61
	Sometimes		3%	8%	9%	9%	
	Usually		26%	26%	27%	27%	
	Always		70%	64%	61%	61%	
	Total						
Top Box							
%ile rank				80	92	92	
Room and bathroom kept clean	Never	2	1%	2%	2%	2%	'Always' 76 71 68 69
	Sometimes	5	3%	7%	8%	7%	
	Usually	28	19%	21%	22%	22%	
	Always	113	76%	71%	68%	69%	
	Total	148					
Top Box							
%ile rank				73	87	86	
Area around room quiet at night	Never	0	0%	3%	3%	3%	'Always' 64 56 53 54
	Sometimes	4	3%	9%	11%	11%	
	Usually	48	33%	32%	33%	32%	
	Always	94	64%	56%	53%	54%	
	Total	146					
Top Box							
%ile rank				78	87	86	
PAIN	Never		0%	1%	1%	1%	'Always' 72 69 69 69
	Sometimes		3%	6%	6%	6%	
	Usually		25%	24%	24%	24%	
	Always		72%	69%	69%	69%	
	Total						
Top Box							
%ile rank				67	72	71	

Your Top Box percentage

Large PG Database


All DB

Bedsizes 150-299


INPATIENT REPORT


CAHPS Summary Information

Global DOMAIN	Question	n	%	All DB N = 1775	Large PG DB N = 1033	150-299 Bed Grp N = 430	% Top Box
Screening Item	Need medicine for pain						
	Yes	112	77%	72%	73%	72%	
	No	34	23%	28%	27%	28%	
	Total	146					
Pain well controlled	Never	0	0%	1%	1%	2%	'Always' 62
	Sometimes	5	4%	7%	7%	7%	62
	Usually	40	34%	30%	30%	29%	62
	Always	73	62%	62%	62%	62%	62
	Total	118					
	Top Box						
	%ile rank			49	51	51	
Staff do everything help with pain	Never	0	0%	1%	1%	1%	'Always' 81
	Sometimes	2	2%	5%	5%	5%	76
	Usually	20	17%	18%	18%	18%	76
	Always	96	81%	76%	76%	75%	75
	Total	118					
	Top Box						
	%ile rank			79	86	85	
COMM RE MED	Never		8%	12%	13%	13%	'Always' 58
	Sometimes		11%	9%	10%	10%	59
	Usually		23%	19%	19%	19%	58
	Always		58%	59%	58%	58%	58
	Total						
	Top Box						
	%ile rank			39	45	43	
Screening Item	Given medicine had not taken before						
	Yes	92	65%	62%	63%	62%	
	No	50	35%	38%	37%	38%	
	Total	142					
Tell you what new medicine was for	Never	1	1%	4%	4%	4%	'Always' 66
	Sometimes	12	12%	7%	7%	7%	72
	Usually	21	21%	17%	17%	17%	72
	Always	67	66%	72%	72%	71%	71
	Total	101					
	Top Box						
	%ile rank			18	17	20	
Staff describe medicine side effect	Never	16	16%	21%	22%	22%	'Always' 49
	Sometimes	10	10%	12%	12%	12%	47
	Usually	25	25%	21%	21%	20%	45
	Always	49	49%	47%	45%	45%	45
	Total	100					
	Top Box						
	%ile rank			65	75	71	

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Global DOMAIN Question	n	%	All DB N = 1775	Large PG DB N = 1033	150-299 Bed Grp N = 430	% Top Box
DISCHARGE	No	18%	19%	19%	20%	'Yes' 
	Yes	82%	81%	81%	80%	
	Top Box			%ile rank	58	
Screening Item Left hospital- destination						
Own home	112	77%	84%	85%	85%	
Another home	11	8%	5%	5%	5%	
Another facility	23	16%	11%	10%	10%	
Total	146					
Staff talk about help when you left	No	25	22%	22%	22%	'Yes' 
	Yes	102	80%	78%	78%	
	Top Box			%ile rank	60	
Info re symptoms/prob to look for	No	20	17%	17%	18%	'Yes' 
	Yes	104	84%	83%	82%	
	Top Box			%ile rank	52	
About You Item Rate overall health	Excellent	18	13%	14%	14%	
	Very Good	41	28%	27%	27%	
	Good	45	31%	31%	31%	
	Fair	27	18%	22%	21%	
	Poor	15	10%	8%	7%	
	Total	146				
About You Item Highest grade or school completed	<= 8th grade	11	8%	7%	6%	
	Some high school	10	7%	10%	10%	
	High school grad	48	33%	33%	32%	
	Some college	48	33%	27%	28%	
	4-yr coll. grad.	7	5%	11%	12%	
	4+ yrs college	22	15%	11%	13%	
Total	146					

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About You Item Spanish,Hispanic or Latino						
Yes	0	0%	0%	0%	N<7	
No	0	0%	0%	0%	0%	
Not Span/Hisp/La	128	96%	92%	92%	92%	
Puerto Rican	0	0%	1%	1%	1%	
Mex,Mex Amer,Chi	6	4%	3%	3%	3%	
Cuban	0	0%	0%	0%	0%	
Other	0	0%	3%	3%	3%	
Total	134					
About You Item Race-White						
Yes	142	94%	84%	83%	83%	
No	9	6%	16%	17%	17%	
Total	151					
About You Item Race-Black or African American						
Yes	2	1%	7%	9%	8%	
No	149	99%	93%	91%	92%	
Total	151					
About You Item Race-Asian						
Yes	1	1%	2%	2%	2%	
No	150	99%	98%	98%	98%	
Total	151					
About You Item Race-Hawaiian or Pacific Islander						
Yes	1	1%	0%	0%	0%	
No	150	99%	100%	100%	100%	
Total	151					
About You Item Race-Ameri Indian Alaska Native						
Yes	1	1%	2%	2%	2%	
No	150	99%	98%	98%	98%	
Total	151					
About You Item Language mainly speak at home						
English	140	99%	96%	95%	95%	
Spanish	2	1%	3%	3%	3%	
Other	0	0%	1%	2%	2%	
Total	142					

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