

INPATIENT REPORT

Filter Definition

Filter	Choice(s)
Discharge Date	On or After 10/01/2008

Benchmarking Definition

Benchmarking Period	09/01/2008 To 11/30/2008
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INPATIENT REPORT

HCAHPS Summary Information

Global DOMAIN	Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% Top Box	
Global Rating Item	Rate hospital 0-10						'9-10'	
		0	2	3%	1%	1%	1%	
		1	0	0%	0%	0%	0%	
		2	0	0%	1%	1%	1%	
		3	1	1%	1%	1%	1%	
		4	0	0%	1%	1%	1%	
		5	0	0%	3%	3%	4%	
		6	3	4%	3%	3%	3%	
		7	2	3%	7%	7%	8%	
		8	12	15%	18%	19%	19%	
	9-10	59	75%	64%	63%	62%		
	Total	79						
				Top Box				
				%ile rank	87	92	94	
Global Rating Item	Recommend this hospital						'Definitely yes'	
		Definitely no	1	1%	2%	2%	2%	
		Probably no	4	5%	3%	4%	4%	
		Probably yes	11	14%	26%	26%	27%	
		Definitely yes	64	80%	68%	69%	67%	
	Total	80						
				Top Box				
				%ile rank	86	89	91	
COMM W/ NURSES	Never		0%	1%	1%	1%	'Always'	
	Sometimes		4%	5%	5%	5%		
	Usually		16%	20%	21%	21%		
	Always		80%	74%	73%	73%		
				Top Box				
				%ile rank	83	92	90	
Nurses treat with courtesy/respect	Never	0	0%	0%	0%	0%	'Always'	
	Sometimes	2	2%	3%	3%	4%		
	Usually	10	12%	15%	16%	15%		
	Always	69	85%	82%	81%	81%		
	Total	81						
				Top Box				
				%ile rank	71	82	77	
Nurses listen carefully to you	Never	0	0%	1%	1%	1%	'Always'	
	Sometimes	3	4%	5%	6%	6%		
	Usually	14	17%	24%	25%	24%		
	Always	64	79%	71%	69%	69%		
	Total	81						
				Top Box				
				%ile rank	89	96	95	

Your Top Box percentage

Large PG Database


All DB

Bedsizes 150-299


INPATIENT REPORT


HCAHPS Summary Information

Global DOMAIN Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% Top Box
Nurses expl in way you understand						'Always'
Never	0	0%	1%	1%	1%	75
Sometimes	5	6%	6%	6%	6%	70
Usually	15	19%	23%	24%	23%	69
Always	61	75%	70%	69%	69%	69
Total	81					
Top Box						
%ile rank			80	88	86	
RESPONSE OF HOSP STAFF						'Always'
Never		1%	3%	3%	4%	66
Sometimes		11%	9%	11%	11%	61
Usually		22%	27%	28%	28%	58
Always		66%	61%	58%	58%	58
Total						
Top Box						
%ile rank			72	86	85	
Screening Item						
Never pressed call button						
Checked	2	2%	13%	13%	13%	
Unchecked	80	98%	87%	87%	87%	
Total	82					
Call button help soon as wanted it						'Always'
Never	1	1%	2%	2%	2%	66
Sometimes	6	8%	10%	11%	11%	59
Usually	20	25%	30%	31%	31%	56
Always	52	66%	59%	56%	56%	56
Total	79					
Top Box						
%ile rank			77	91	91	
Screening Item						
Need help bathroom/using bedpan						
Yes	51	66%	54%	53%	53%	
No	26	34%	46%	47%	47%	
Total	77					
Help toileting soon as you wanted						'Always'
Never	0	0%	4%	5%	5%	65
Sometimes	8	15%	9%	10%	10%	62
Usually	10	19%	24%	24%	24%	60
Always	34	65%	62%	60%	61%	61
Total	52					
Top Box						
%ile rank			62	73	71	
COMM W/ DOCTORS						'Always'
Never		0%	1%	1%	1%	81
Sometimes		3%	4%	4%	4%	79
Usually		16%	16%	17%	17%	78
Always		81%	79%	78%	78%	78
Total						
Top Box						
%ile rank			65	75	73	

 Your Top Box percentage

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INPATIENT REPORT


HCAHPS Summary Information

Global DOMAIN Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% Top Box
Doctors treat with courtesy/respect						'Always'
Never	0	0%	1%	1%	1%	88
Sometimes	3	4%	2%	3%	3%	86
Usually	7	9%	11%	12%	12%	85
Always	71	88%	86%	85%	85%	85
Total	81					
Top Box						
%ile rank			64	75	75	
Doctors listen carefully to you						'Always'
Never	0	0%	1%	1%	1%	85
Sometimes	3	4%	4%	5%	5%	78
Usually	9	11%	17%	18%	18%	76
Always	69	85%	78%	76%	76%	76
Total	81					
Top Box						
%ile rank			90	96	95	
Doctors expl in way you understand						'Always'
Never	0	0%	1%	1%	2%	70
Sometimes	2	2%	5%	5%	5%	74
Usually	22	27%	20%	21%	21%	72
Always	57	70%	74%	72%	72%	72
Total	81					
Top Box						
%ile rank			29	34	36	
HOSPITAL ENVIRONMENT						'Always'
Never		0%	3%	3%	3%	70
Sometimes		6%	9%	10%	10%	62
Usually		23%	27%	28%	28%	59
Always		70%	62%	59%	59%	59
Top Box						
%ile rank			84	95	94	
Room and bathroom kept clean						'Always'
Never	0	0%	2%	2%	2%	79
Sometimes	7	9%	7%	8%	8%	70
Usually	10	12%	21%	23%	22%	67
Always	64	79%	70%	67%	68%	68
Total	81					
Top Box						
%ile rank			85	96	96	
Area around room quiet at night						'Always'
Never	0	0%	3%	4%	4%	62
Sometimes	3	4%	10%	11%	11%	54
Usually	28	35%	33%	34%	34%	51
Always	50	62%	54%	51%	51%	51
Total	81					
Top Box						
%ile rank			77	86	86	
PAIN						'Always'
Never		1%	1%	1%	1%	79
Sometimes		2%	6%	6%	7%	68
Usually		17%	24%	25%	25%	68
Always		79%	68%	68%	68%	68
Top Box						
%ile rank			96	99	99	

 Your Top Box percentage

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 Bedsizes 150-299

INPATIENT REPORT

HCAHPS Summary Information

Global DOMAIN	Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% Top Box
Screening Item	Need medicine for pain						
	Yes	66	84%	72%	73%	72%	
	No	13	16%	28%	27%	28%	
	Total	79					
Pain well controlled	Never	1	1%	1%	1%	1%	'Always'
	Sometimes	3	4%	7%	7%	8%	
	Usually	14	21%	30%	30%	30%	
	Always	50	74%	61%	61%	61%	
	Total	68					
	Top Box				%ile rank	98	
Staff do everything help with pain	Never	1	1%	1%	1%	1%	'Always'
	Sometimes	0	0%	5%	5%	5%	
	Usually	10	14%	18%	19%	19%	
	Always	59	84%	76%	75%	74%	
	Total	70					
	Top Box				%ile rank	91	
COMM RE MED	Never		3%	13%	13%	14%	'Always'
	Sometimes		10%	10%	10%	10%	
	Usually		28%	19%	19%	19%	
	Always		58%	58%	57%	57%	
	Total						
Top Box				%ile rank	51	60	62
Screening Item	Given medicine had not taken before						
	Yes	37	50%	61%	62%	62%	
	No	37	50%	39%	38%	38%	
	Total	74					
Tell you what new medicine was for	Never	1	2%	4%	4%	4%	'Always'
	Sometimes	2	5%	8%	8%	8%	
	Usually	14	32%	17%	17%	17%	
	Always	27	61%	71%	70%	70%	
	Total	44					
	Top Box				%ile rank	8	
Staff describe medicine side effect	Never	2	4%	21%	23%	23%	'Always'
	Sometimes	7	16%	12%	13%	13%	
	Usually	11	24%	21%	21%	21%	
	Always	25	56%	45%	44%	44%	
	Total	45					
	Top Box				%ile rank	90	

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HCAHPS Summary Information

Global DOMAIN Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% Top Box
DISCHARGE	No	10%	20%	20%	21%	'Yes'
	Yes	90%	80%	80%	79%	
			Top Box			
			%ile rank			
			97	99	99	
Screening Item						
Left hospital- destination						
Own home	63	80%	85%	85%	85%	
Another home	2	3%	5%	5%	5%	
Another facility	14	18%	10%	9%	10%	
Total	79					
Staff talk about help when you left	No	10%	22%	23%	23%	'Yes'
	Yes	90%	78%	77%	77%	
			Top Box			
			%ile rank			
			97	99	99	
Info re symptoms/prob to look for						
No	7	10%	18%	18%	19%	'Yes'
Yes	60	90%	82%	82%	81%	
Total	67					
			Top Box			
			%ile rank			
			89	90	91	
About You Item						
Rate overall health						
Excellent	14	18%	13%	14%	14%	
Very Good	18	23%	27%	28%	27%	
Good	24	30%	31%	31%	31%	
Fair	17	22%	22%	21%	22%	
Poor	6	8%	8%	7%	7%	
Total	79					
About You Item						
Highest grade or school completed						
<= 8th grade	9	11%	7%	6%	6%	
Some high school	10	13%	10%	10%	10%	
High school grad	27	34%	34%	32%	34%	
Some college	16	20%	27%	28%	27%	
4-yr coll. grad.	12	15%	11%	12%	11%	
4+ yrs college	5	6%	11%	13%	12%	
Total	79					

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Global DOMAIN Question	n	%	All DB N = 1735	Large PG DB N = 1040	150-299 Bed Grp N = 435	% 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	65	92%	92%	92%	92%	
Puerto Rican	0	0%	1%	1%	1%	
Mex,Mex Amer,Chi	4	6%	3%	3%	3%	
Cuban	1	1%	0%	0%	0%	
Other	1	1%	3%	3%	3%	
Total	71					
About You Item Race-White						
Yes	75	91%	84%	83%	83%	
No	7	9%	16%	17%	17%	
Total	82					
About You Item Race-Black or African American						
Yes	3	4%	7%	8%	8%	
No	79	96%	93%	92%	92%	
Total	82					
About You Item Race-Asian						
Yes	0	0%	2%	2%	2%	
No	82	100%	98%	98%	98%	
Total	82					
About You Item Race-Hawaiian or Pacific Islander						
Yes	0	0%	0%	0%	0%	
No	82	100%	100%	100%	100%	
Total	82					
About You Item Race-Ameri Indian Alaska Native						
Yes	0	0%	2%	1%	1%	
No	82	100%	98%	99%	99%	
Total	82					
About You Item Language mainly speak at home						
English	75	95%	96%	95%	95%	
Spanish	4	5%	3%	3%	3%	
Other	0	0%	1%	2%	2%	
Total	79					

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INPATIENT REPORT

Question Analysis

Overall Section	Mean
Question	
Std Overall	99.6
Overall	99.6
Std Admission	100.0
Admission	100.0
Speed of admission	100.0
Courtesy of person admitting	100.0
Pre-admission process †	100.0
Std Room	100.0
Room	100.0
Pleasantness of room decor	100.0
Room cleanliness	100.0
Courtesy of person cleaning room	100.0
Room temperature	100.0
Noise level in and around room	100.0
TV call button etc. worked †	100.0
Std Meals	100.0
Meals	100.0
Temperature of the food	100.0
Quality of the food	100.0
Courtesy of person served food	100.0
Std Nurses	100.0
Nurses	100.0
Friendliness/courtesy of the nurses	100.0
Promptness response to call	100.0
Nurses' attitude toward requests	100.0
Attention to special/personal needs	100.0
Nurses kept you informed	100.0
Skill of the nurses	100.0
Std Tests and Treatments	96.4
Tests and Treatments	96.4
Wait time for test or treatments	100.0
Concern comfort during T&T †	100.0
Explanations:happen during T&T	100.0
Skill of person took blood †	100.0
Courtesy of person took blood	75.0
Skill of person started IV †	100.0
Courtesy of person started IV	100.0
Std Visitors and Family	100.0
Visitors and Family	100.0
Helpfulness people info desk †	100.0
Accommodations & comfort visitors	100.0

Continued...

INPATIENT REPORT

Question Analysis

Overall Section	Mean
Question	Mean
Staff attitude toward visitors	100.0
Info family re:condition/treatment †	100.0
Std Physician	100.0
Physician	100.0
Time physician spent with you	100.0
Physician concern questions/worries	100.0
Physician kept you informed	100.0
Friendliness/courtesy of physician	100.0
Skill of physician	100.0
Std Discharge	100.0
Discharge	100.0
Extent felt ready discharge	100.0
Speed of discharge process	100.0
Instructions care at home	100.0
Help arranging home care services †	100.0
Std Personal Issues	100.0
Personal Issues	100.0
Staff concern for your privacy	100.0
Staff sensitivity to inconvenience †	100.0
How well your pain was controlled	100.0
Staff addressed emotional needs	100.0
Response concerns/complaints	100.0
Staff include decisions re:trtmnt	100.0
Std Overall Assessment	100.0
Overall Assessment	100.0
Overall cheerfulness of hospital †	100.0
Staff worked together care for you	100.0
Likelihood recommending hospital	100.0
Overall rating of care given	100.0