

All Patient Engagement (HCAHPS) Responses: Hospital 13

Hospital
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Metric
All



For the most recent four quarters reported below, **1,419** surveys were completed by patients discharged from this hospital; the overall response rate was **28.0%** (for all categories of responses – Always/Yes, Usually/Sometimes, Never). The **star rating** for 2018 Q1 is **4**.

HCAHPS Quarter	Patients Reporting "Always or Yes": None			Last 4 Quarter Trend				# Patients Reporting Always or Yes			
Metric	Measure Description	Pt "Always" Responses	MBQIP vs State and National	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Q1-Q3 A	Communication With Nurses	292	85% (Better Than State: 80%)	85%	85%	85%	85%	298	300	315	292
Q5-Q7 A	Communication With Doctors	296	86% (Better Than State: 81%)	87%	87%	86%	86%	305	307	319	296
Q4+Q11 A	Responsiveness of Hospital Staff	255	74% (Better Than State: 70%)	72%	71%	73%	74%	253	251	271	255
Q13+Q14 A	Pain Management			74%				260			
Q16+Q17 A	Communication About Medicines	241	70% (Better Than State: 66%)	74%	74%	72%	70%	260	261	267	241
Q8 A	Cleanliness of Hospital Environment	272	79% (Better Than State: 75%)	81%	80%	82%	79%	284	282	304	272
Q9 A	Quietness of Hospital Environment	241	70% (Better Than State: 62%)	74%	74%	73%	70%	260	261	271	241
Q19+Q20	Discharge Information	313	91% (Better Than State: 87%)	93%	93%	93%	91%	326	328	345	313
Q23+Q25 A	Care Transitions	200	58% (Better Than State: 53%)	59%	60%	59%	58%	207	212	219	200
Q21 9-10	Overall Rating of Hospital	275	80% (Better Than State: 73%)	80%	81%	79%	80%	281	286	293	275
Q22 Y	Willingness to Recommend	289	84% (Better Than State: 72%)	81%	84%	83%	84%	284	297	308	289