

# HCAHPS Spotlight Report

## Discharge Dates From Oct 1, 2020 to Jun 30, 2021

https://catalyst.nrcpicker.com/BVCH/HCAHPSr/default.aspx

September 1, 2021

	CAHPS Dimensions	Benchmarks	Rolling Averages up to 6/30/2021	Bear Valley HCAHPS		
Overall		NRC Average*	3 Months	Qtr 2 2021	Qtr 1 2021	Qtr 4 2020
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?		73.1% (n=521,848)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	87.5%µ (n=8)	100.0%µ (n=5)
Key Drivers		NRC Average*	3 Months	Qtr 2 2021	Qtr 1 2021	Qtr 4 2020
During this hospital stay, did someone on the hospital staff explain when you would be allowed to leave?		60.6% (n=84,402)	66.7%µ PR=68 (n=3)	66.7%µ (n=3)	62.5%µ (n=8)	60.0%µ (n=5)
During this hospital stay, how often were your room and bathroom kept clean?	Cleanliness / Quietness	70.7% (n=524,014)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	87.5%µ (n=8)	100.0%µ (n=4)
During this hospital stay, did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?		76.2% (n=55,611)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	75.0%µ (n=8)	100.0%µ (n=4)
Highest Scores		NRC Average*	3 Months	Qtr 2 2021	Qtr 1 2021	Qtr 4 2020
During this hospital stay, how often were your room and bathroom kept clean?	Cleanliness / Quietness	70.7% (n=524,014)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	87.5%µ (n=8)	100.0%µ (n=4)
During this hospital stay, how often were you given enough input or say in your care?		60.3% (n=72,949)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	50.0%µ (n=8)	80.0%µ (n=5)
During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Discharge Information	85.3% (n=486,119)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	100.0%µ (n=8)	100.0%µ (n=5)
Lowest Scores		NRC Average*	3 Months	Qtr 2 2021	Qtr 1 2021	Qtr 4 2020
During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.	Care Transitions	43.7% (n=505,878)	0.0%µ PR=1 (n=3)	0.0%µ (n=3)	37.5%µ (n=8)	40.0%µ (n=5)
During this hospital stay, how often did the hospital staff include your family or someone close to you in discussions about your care?		43.1% (n=173,262)	0.0%µ PR=1 (n=2)	0.0%µ (n=2)	12.5%µ (n=8)	25.0%µ (n=4)
While you were in the emergency room, did you get enough information about your medical condition and treatment?		51.2% (n=81,709)	33.3%µ PR=2 (n=3)	33.3%µ (n=3)	50.0%µ (n=8)	80.0%µ (n=5)

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

