



Tracking HCAHPS Performance - Q3 2019

HCAHPS Domain	Hospital Performance by Licensure Category: July - Sept 2019 (Q3 2019)				Stratus Overall Performance July - Sept 2019 (Q3 2019)
		Acute Care [3 Facilities]	Rural [7 Facilities]	Critical Access [3 Facilities]	
Rate hospital 0-10	Percent Top Box:	73%	70%	64%	Percent Top Box: 72%
	N:	654	401	84	N: 1139
Recommend the Hospital	Percent Top Box:	74%	65%	69%	Percent Top Box: 70%
	N:	646	387	85	N: 1118
Communication with Nurses	Percent Top Box:	80%	83%	74%	Percent Top Box: 81%
	N:	690	416	96	N: 1202
Responsiveness of Hospital Staff	Percent Top Box:	69%	70%	59%	Percent Top Box: 68%
	N:	618	380	83	N: 1081
Communication with Doctors	Percent Top Box:	82%	83%	80%	Percent Top Box: 82%
	N:	674	413	96	N: 1183
Communication about Medications	Percent Top Box:	67%	64%	64%	Percent Top Box: 66%
	N:	322	206	44	N: 572
Discharge Information	Percent Top Box:	87%	86%	88%	Percent Top Box: 86%
	N:	631	369	83	N: 1083
Care Transitions	Percent Top Box:	54%	49%	47%	Percent Top Box: 52%
	N:	649	396	86	N: 1131
Cleanliness of Hospital Environment	Percent Top Box:	73%	78%	74%	Percent Top Box: 75%
	N:	666	409	94	N: 1169
Quietness of Hospital Environment	Percent Top Box:	73%	74%	71%	Percent Top Box: 73%
	N:	669	431	94	N: 1194

Data Definition: Scores are calculated by Discharge Date and are unadjusted.

Note: Shepherd Center and Navicent Rehab are not represented in the Stratus Overall because LTCHs and IRFs do not participate in HCAHPS.