

## Tracking HCAHPS Performance - Percent Top Box

HCAHPS Domain	Stratus Overall Baseline Performance July 18 - June 19	All Stratus Hospitals Performance				July 2019 - June 2020 Cumulative
		July - Sept 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - June 2020	
Rate hospital 0-10	69% (N= 5,937)	72% (N= 1139)				72% (N= 1164)
Recommend the Hospital	69% (N= 5,872)	70% (N= 1118)				70% (N= 1143)
Communication with Nurses	80% (N= 6,229)	81% (N= 1202)				81% (N= 1227)
Responsiveness of Hospital Staff	65% (N= 5,893)	68% (N= 1081)				69% (N= 1103)
Communication with Doctors	81% (N= 6,154)	82% (N= 1183)				82% (N= 1208)
Communication about Medications	66% (N= 3,319)	66% (N= 572)				65% (N= 587)
Discharge Information	87% (N= 5,938)	86% (N= 1083)				86% (N= 1104)
Care Transitions	50% (N= 5,896)	52% (N= 1131)				52% (N= 1154)
Cleanliness of Hospital Environment	71% (N= 6,056)	75% (N= 1169)				75% (N= 1193)
Quietness of Hospital Environment	70% (N= 6,056)	73% (N= 1194)				73% (N= 1191)

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.