

Measures Reported to CMS

A Note About HCAHPS "Boxes" HCAHPS results are publicly reported on Hospital Compare as "top-box," "bottom-box" and "middle-box" scores.

The "**top-box**" is the most positive response to HCAHPS survey questions. The "top-box" response is "*Always*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*Yes*" for the seventh composite, Discharge Information, "*9*" or "*10*" (*high*) for the Overall Hospital Rating item, and "*Would definitely recommend*" for the Recommend the Hospital item.

The "**bottom-box**" is the least positive response category for HCAHPS measures. The "bottom-box" response is "*Sometimes or never*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*No*" for the seventh composite, Discharge Information, "*6*" or *lower (low)*" for the Overall Hospital Rating item, and "*Would not recommend*" for the Recommend the Hospital item.

The "**middle-box**" captures intermediate responses to HCAHPS survey items. The "middle-box" response is "*Usually*" for six HCAHPS composites (Communication with Nurses, Communication with Doctors, Responsiveness of Hospital Staff, Pain Management, Communication about Medicines, and Care Transition) and two individual items (Cleanliness of Hospital Environment and Quietness of Hospital Environment), "*7*" or "*8*" (*medium*) for the Overall Hospital Rating item, and "*Would probably recommend*" for the Recommend the Hospital item. There is no "middle-box" response in the Discharge Information composite.

Composite Measures

	CSSI MT/WY/SD Hospitals (2Q 2017 Discharges)			CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Communication with nurses (Q1, Q2, Q3)	76	3	21	80	80
Communication with doctors (Q5, Q6, Q7)	78	5	17	82	82
Responsiveness of hospital staff (Q4, Q11)	69	9	22	73	69
Pain management (Q13, Q14)	71	5	23	71	71
Communication about medicines (Q16, Q17)	64	18	18	63	65
Discharge information (Q19, Q20)	82	18		87	87
Care Transition (Q23, Q24, Q25)	47	5	48	52	52

Individual Items

	CSSI MT/WY/SD Hospitals (2Q 2017 Discharges)			CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	MT Top Box	US Overall Top Box
Cleanliness of hospital environment (Q8)	71	9	19	74	74
Quietness of hospital environment (Q9)	60	9	31	62	63

Global Items

	CSSI MT/WY/SD Hospitals (2Q 2017 Discharges)			CMS July 2017 Report (Oct 2015 - Sept 2016 Discharges)	
	Top Box = High	Bottom Box = Low	Middle Box	MT Top Box	US Overall Top Box
Overall rating of hospital (Q21)	64	12	24	71	73
Willingness to recommend hospital (Q22)	65	6	29	72	72

CSSI MT/WY/SD Hospitals HCAHPS Survey

CSSI - 2Q 2017 Discharges

Number Surveyed: 220

Dashboard

	2Q 2017 Top 2 Box	1Q 2017 Top 2 Box	4Q 2016 Top 2 Box	3Q 2016 Top 2 Box	2Q 2016 Top 2 Box	1Q 2016 Top 2 Box	4Q 2015 Top 2 Box
HCAHPS Base Questions (Always + Usually)							
1. How often did nurses treat you with courtesy and respect?	97	97	96	96	99	97	96
2. How often did nurses listen carefully to you?	96	96	94	94	97	94	92
3. How often did nurses explain things in a way you could understand?	98	92	92	94	97	92	92
4. After you pressed the call button, how often did you get help as soon as you wanted it?	97	96	93	95	96	93	94
5. How often did doctors treat you with courtesy and respect?	98	96	98	96	98	94	95
6. How often did doctors listen carefully to you?	94	93	95	94	95	93	93
7. How often did doctors explain things in a way you could understand?	94	91	93	94	95	93	90
8. How often were your room and bathroom kept clean?	91	95	90	96	96	94	94
9. How often was the area around your room quiet at night?	91	93	92	93	93	93	90
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	85	89	89	91	94	89	87
13. How often was your pain well controlled?	94	86	90	91	91	92	92
14. How often did the hospital staff do everything they could to help you with your pain?	95	92	94	95	95	93	95
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	85	88	90	91	89	86	93
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	79	73	72	69	73	66	65

	2Q 2017 Top 2 Box	1Q 2017 Top 2 Box	4Q 2016 Top 2 Box	3Q 2016 Top 2 Box	2Q 2016 Top 2 Box	1Q 2016 Top 2 Box	4Q 2015 Top 2 Box
Understanding your care when you left the hospital... (Strongly Agree + Agree)							
23. 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	94	91	93	94	94	92	93
24. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	96	93	95	96	94	95	95
25. When I left the hospital, I clearly understood the purpose for taking each of my medications.	76	69	74	74	71	72	74

	2Q 2017 Top 2 Box	1Q 2017 Top 2 Box	4Q 2016 Top 2 Box	3Q 2016 Top 2 Box	2Q 2016 Top 2 Box	1Q 2016 Top 2 Box	4Q 2015 Top 2 Box
Yes/No Questions (Yes responses)							
10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or using a bedpan?	43	49	52	52	52	53	50
12. During this hospital stay, did you need medicine for pain?	50	53	55	55	53	46	57
15. During this hospital stay, were you given any medicine that you had not taken before?	47	50	48	50	48	51	51
19. 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?	82	78	78	81	77	84	79
20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	82	76	77	78	83	77	84

	2Q 2017 Top 2 Box	1Q 2017 Top 2 Box	4Q 2016 Top 2 Box	3Q 2016 Top 2 Box	2Q 2016 Top 2 Box	1Q 2016 Top 2 Box	4Q 2015 Top 2 Box
About you...							
26. During this hospital stay, were you admitted to this hospital through the Emergency Room? (Yes responses)	70	70	76	68	69	72	75
27. In general, how would you rate your overall health? (Excellent + Very good responses)	27	27	23	25	28	27	31
28. In general, how would you rate your overall mental or emotional health? (Excellent + Very good responses)	53	50	51	52	53	54	52