Mineral Community Hospital
HCAHPS Survey

All questions - rank ordered

% Always + Usually   % Sometimes   % Never

| Question	% Always + Usually	% Sometimes	% Never
8. How often were your room and bathroom kept clean?	100		0
7. How often did doctors explain things in a way you could understand?	91	9	0
6. How often did doctors listen carefully to you?	91	9	0
5. How often did doctors treat you with courtesy and respect?	91	9	0
2. How often did nurses listen carefully to you?	91	9	0
1. How often did nurses treat you with courtesy and respect?	91	9	0
9. How often was the area around your room quiet at night?	90	10	0
3. How often did nurses explain things in a way you could understand?	82	9	9
14. How often did the hospital staff do everything they could to help you with your pain?	80	0	20
13. How often was your pain well controlled?	80	0	20
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	80	20	0
4. After you pressed the call button, how often did you get help as soon as you wanted it?	80	10	10
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	60	40	0
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	40	40	20

0   20   40   60   80   100

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Detailed Data

	Top 2 Box	Always	Usually	Sometimes	Never
All Questions Average	82	54	28	12	6
1. How often did nurses treat you with courtesy and respect?	91	82	9	9	0
2. How often did nurses listen carefully to you?	91	55	36	9	0
3. How often did nurses explain things in a way you could understand?	82	73	9	9	9
4. After you pressed the call button, how often did you get help as soon as you wanted it?	80	60	20	10	10
5. How often did doctors treat you with courtesy and respect?	91	73	18	9	0
6. How often did doctors listen carefully to you?	91	45	45	9	0
7. How often did doctors explain things in a way you could understand?	91	55	36	9	0
8. How often were your room and bathroom kept clean?	100	55	45	0	0
9. How often was the area around your room quiet at night?	90	40	50	10	0
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	80	60	20	20	0
13. How often was your pain well controlled?	80	0	80	0	20
14. How often did the hospital staff do everything they could to help you with your pain?	80	80	0	0	20
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	60	60	0	40	0
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	40	20	20	40	20

Trend Information

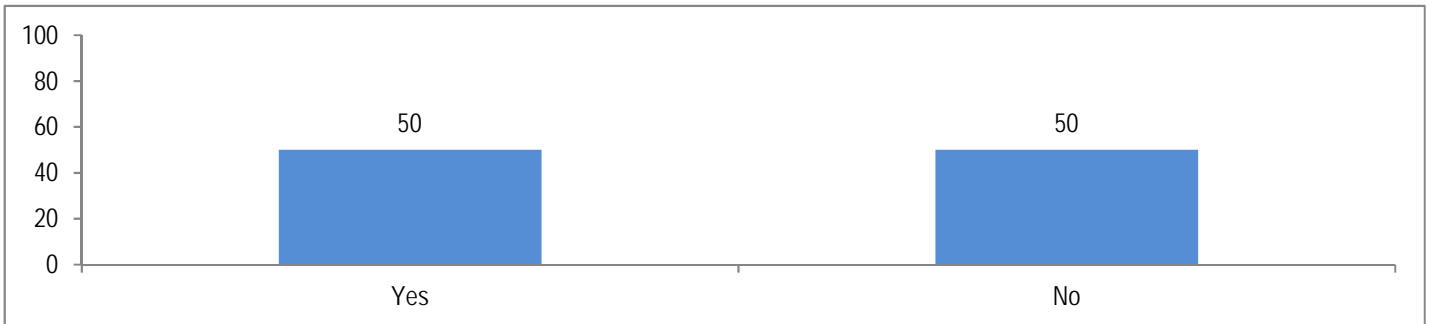|	3Q 2016 Top 2 Box	2Q 2016 Top 2 Box	1Q 2016 Top 2 Box	+/- Trend
All Questions Average	82	91	92	-9
1. How often did nurses treat you with courtesy and respect?	91	100	100	-9
2. How often did nurses listen carefully to you?	91	100	100	-9
3. How often did nurses explain things in a way you could understand?	82	100	100	-18
4. After you pressed the call button, how often did you get help as soon as you wanted it?	80	100	100	-20
5. How often did doctors treat you with courtesy and respect?	91	100	89	-9
6. How often did doctors listen carefully to you?	91	100	89	-9
7. How often did doctors explain things in a way you could understand?	91	100	89	-9
8. How often were your room and bathroom kept clean?	100	100	100	0
9. How often was the area around your room quiet at night?	90	75	89	15
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	80	100	100	-20
13. How often was your pain well controlled?	80	0	100	80
14. How often did the hospital staff do everything they could to help you with your pain?	80	100	80	-20
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	60	100	83	-40
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in way you could understand?	40	100	67	-60

Hospital Experience

10. Did you need help getting to the bathroom or using a bedpan?

	Yes	No
	36	64
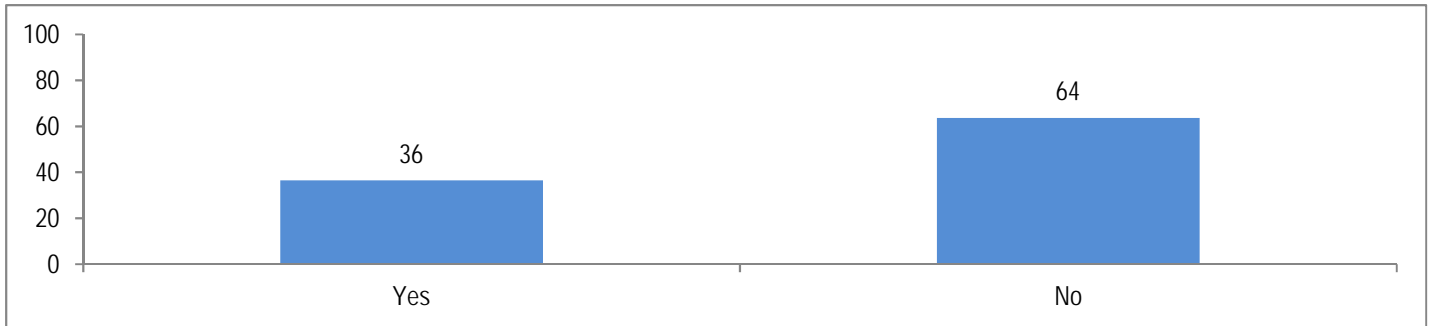
12. Did you need medicine for pain?

	Yes	No
	36	64
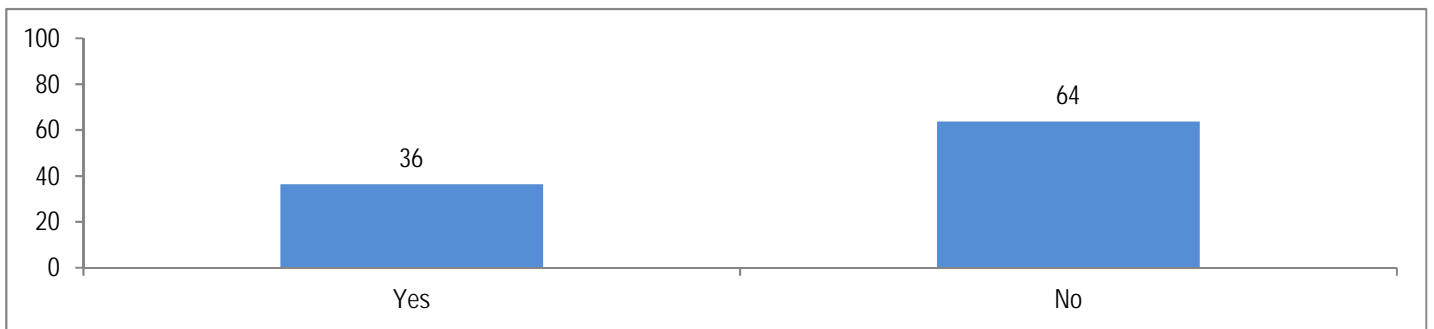
15. Were you given any medicine that you had not taken before?

	Yes	No
	50	50

When you left the hospital

18. After you left the hospital, what did you do?

	Went to my own home	Went to someone else's home	Went to another health facility
Value	73	27	0
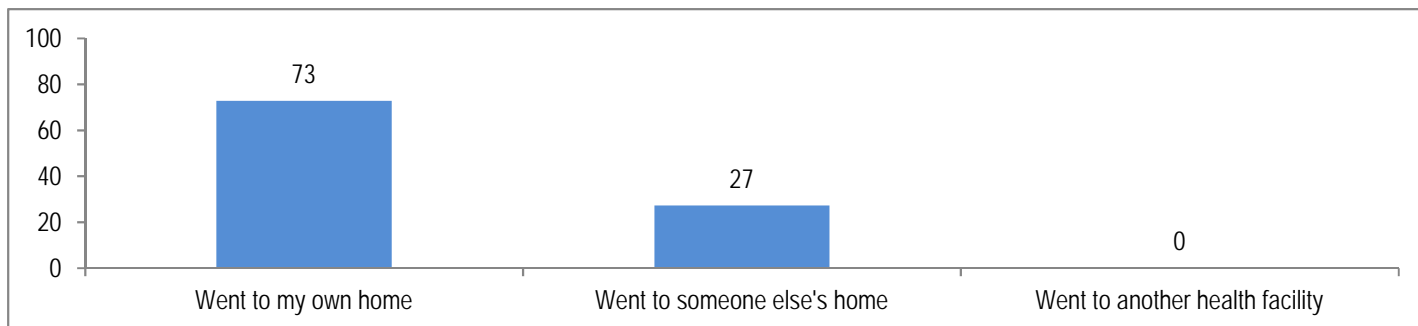
19. Did hospital staff talk with you about whether you would have the help you needed when you left?

	Yes	No
Value	90	10
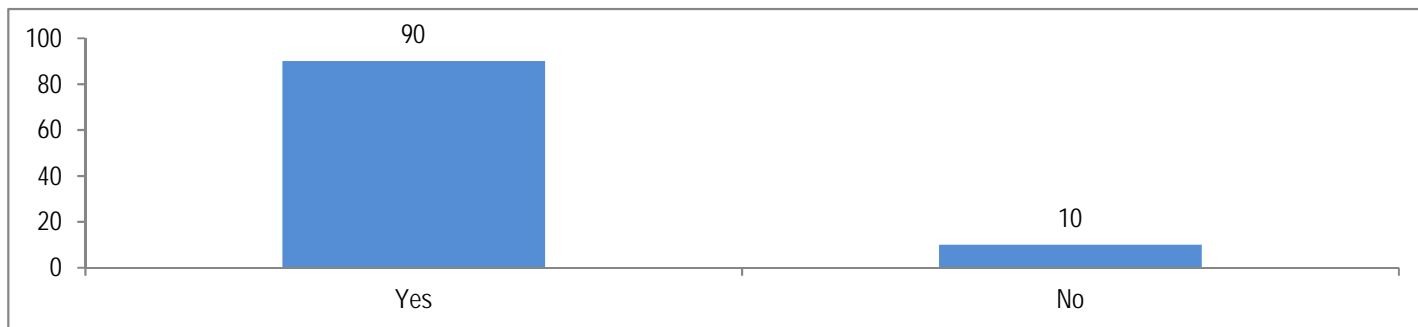
20. Did you get information in writing about what symptoms or health problems to look out for when you left?

	Yes	No
Value	100	0
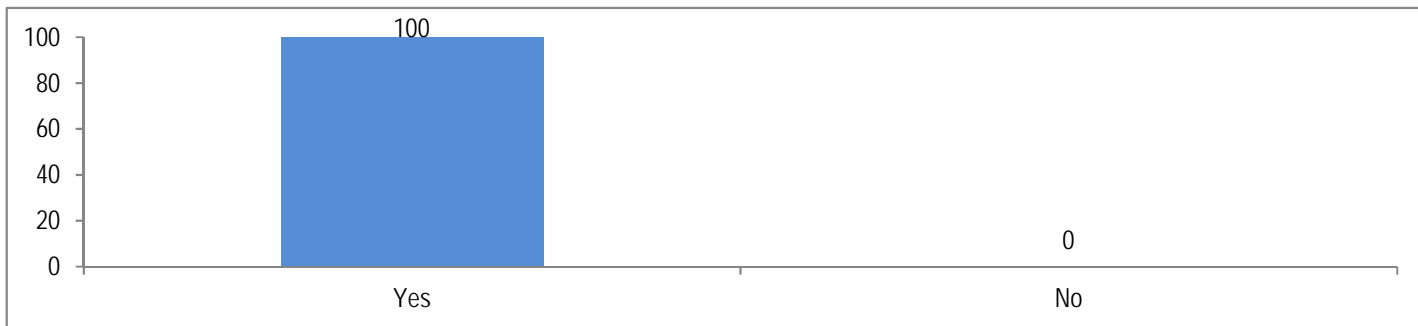
Overall

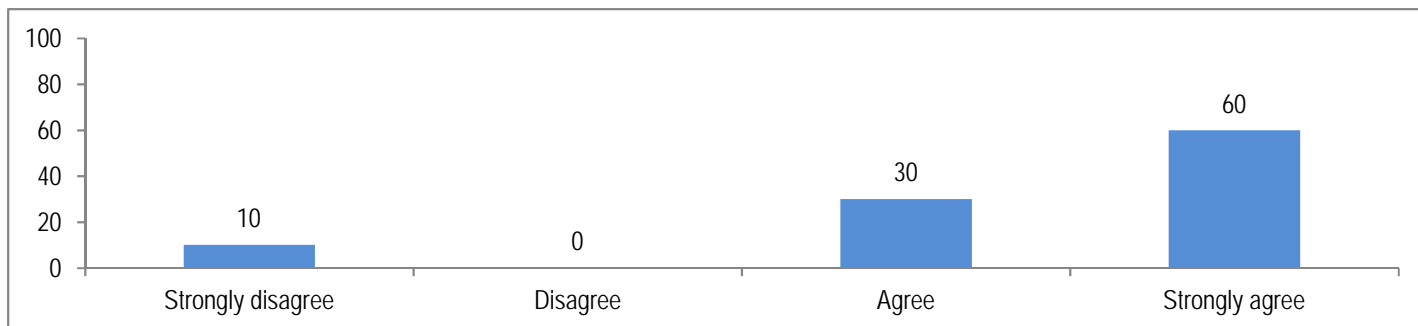### 21. Overall rating of the hospital
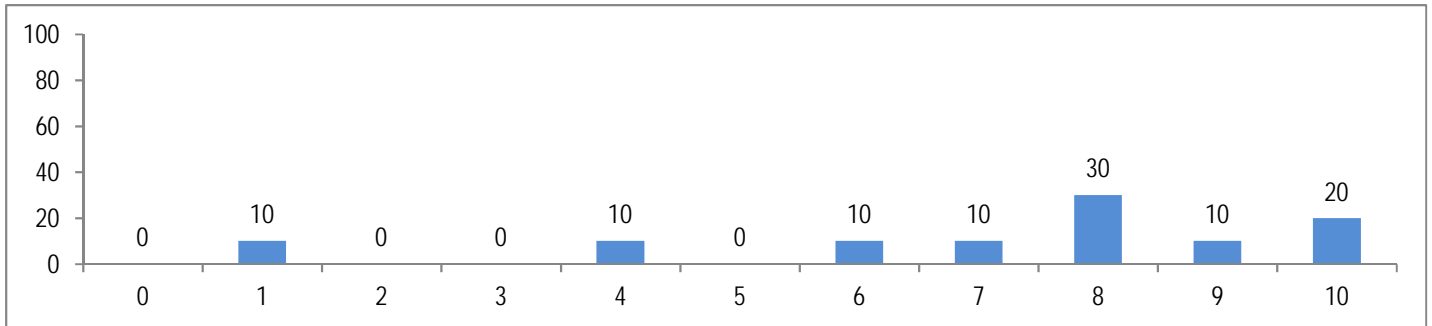
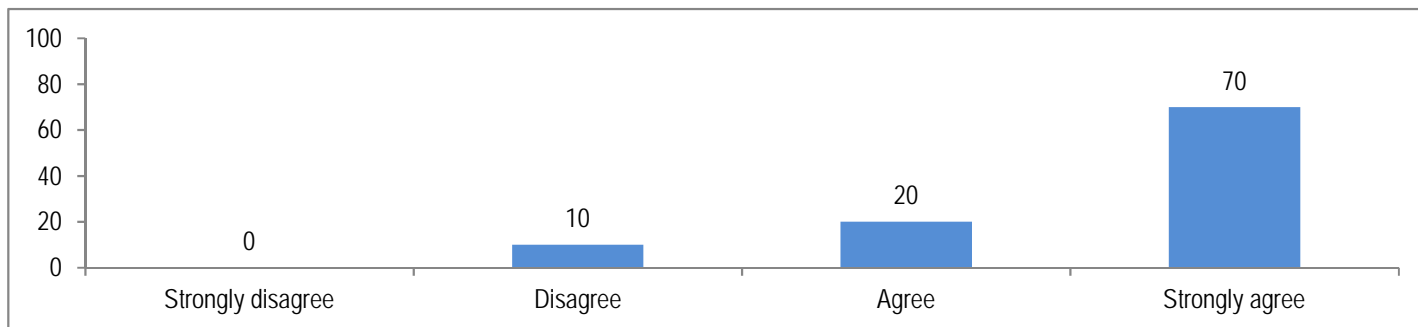### 22. Would you recommend this hospital to your friends and family?
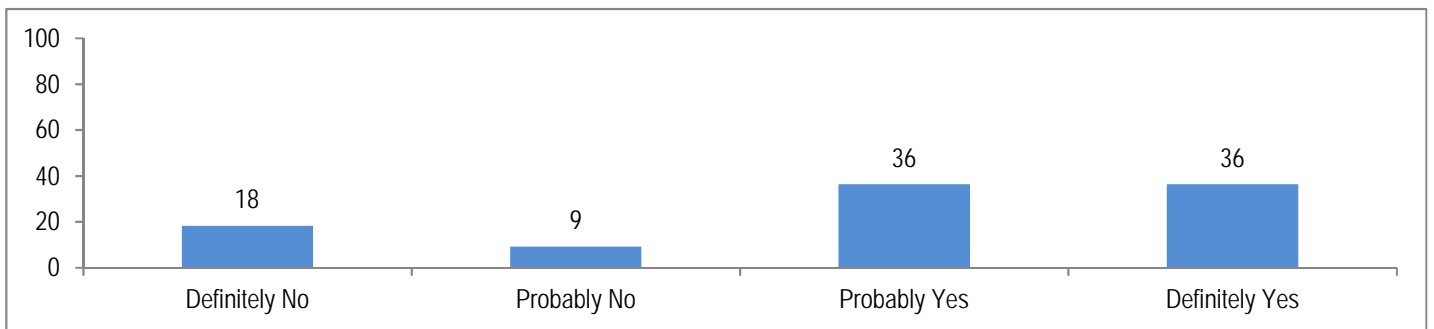
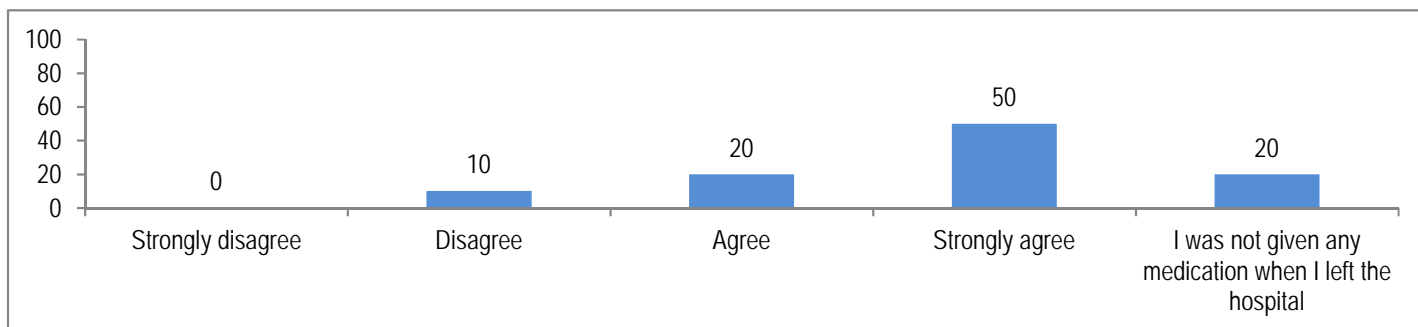## Understanding your care when you left the hospital

23. Staff took preferences into account in deciding what my needs would be when I left

Strongly disagree	Disagree	Agree	Strongly agree
10	0	30	60

24. I had a good understanding of the things I was responsible for in managing my health

Strongly disagree	Disagree	Agree	Strongly agree
0	10	20	70

25. I clearly understood the purpose for taking each of my medications

Strongly disagree	Disagree	Agree	Strongly agree	I was not given any medication when I left the hospital
0	10	20	50	20

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About You

Were you admitted to this hospital through the ER?

Yes	100
No	0
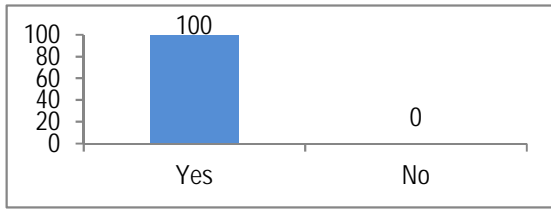
In general, how would you rate your health?

Excellent	10
Very good	10
Good	30
Fair	50
Poor	0
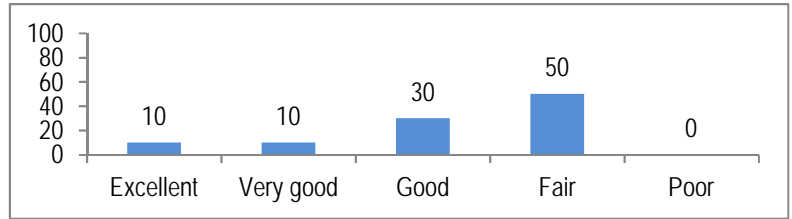
How would you rate your overall mental or emotional health?

Excellent	18
Very good	27
Good	45
Fair	9
Poor	0
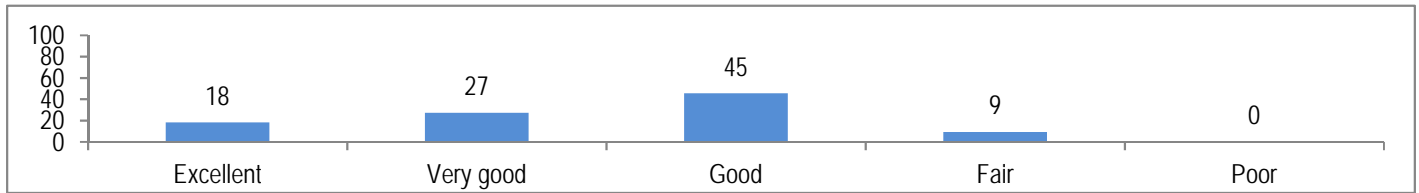
What is the highest grade or level of school that you have completed?

8th grade or less	0
Some high school, but did not graduate	0
High school graduate or GED	27
Some college or 2-year degree	55
4-year college graduate	18
More than 4-year college degree	0
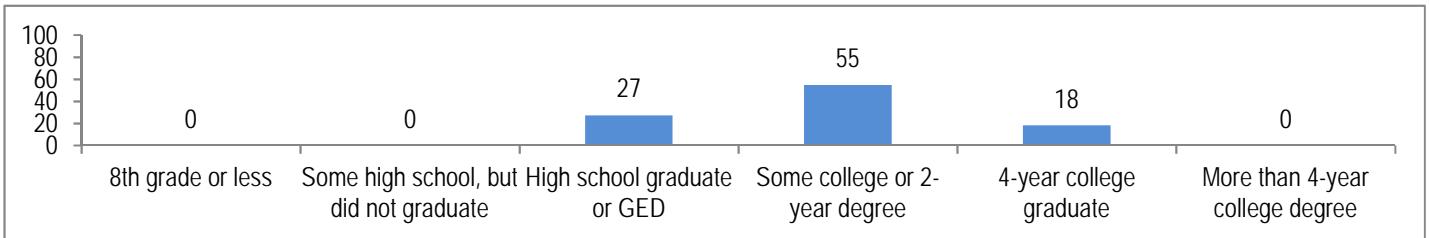
Are you of Spanish, Hispanic or Latino origin or descent?

No, not Spanish/Hispanic/Latino	100
Yes, Puerto Rican	0
Yes, Mexican, Mexican American, Chicano	0
Yes, Cuban	0
Yes, other Spanish/Hispanic/Latino	0
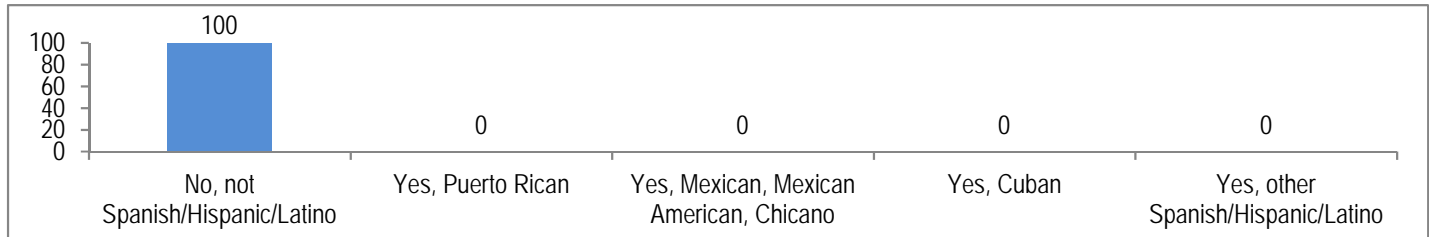
What is your race? *(Counts presented - multiple choice option)*

White	11
Black or African American	0
Asian	0
Native Hawaiian or Pacific Islander	0
American Indian or Alaska Native	0
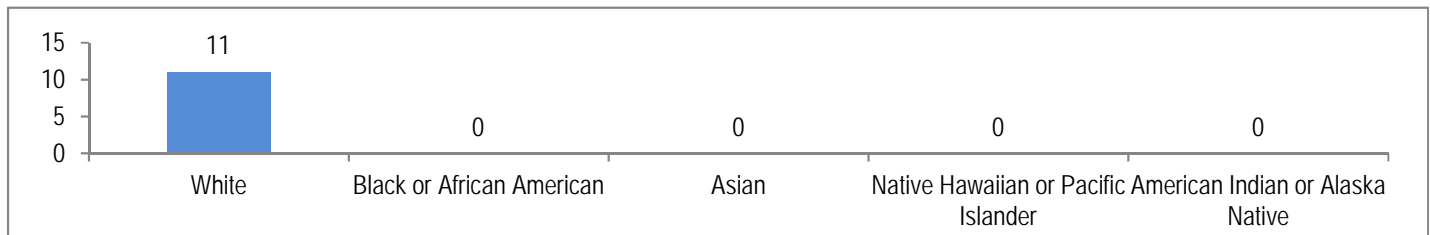
What language do you mainly speak at home?

English	100
Spanish	0
Chinese	0
Russian	0
Vietnamese	0
Portuguese	0
Some other language	0

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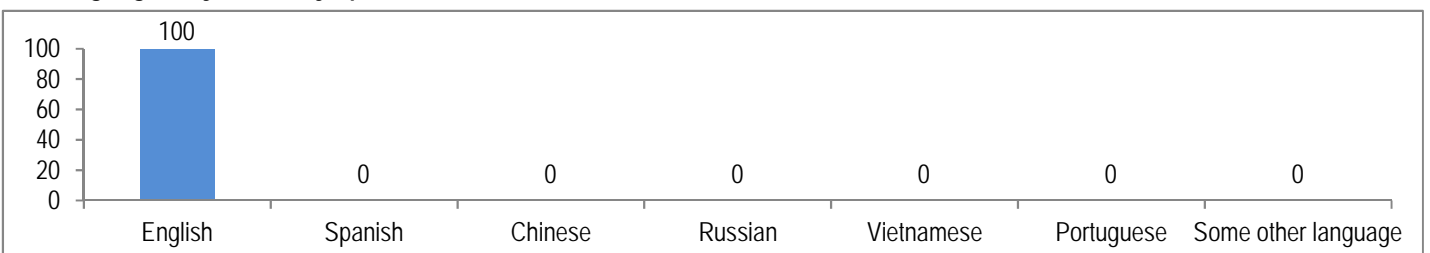
Measures Reported to CMS

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

	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	CMS October 2016 Report (Jan 2015 - Dec 2015 Discharges) MT Top Box	US Overall Top Box
Communication with nurses (Q1, Q2, Q3)	70	12	18	80	80
Communication with doctors (Q5, Q6, Q7)	58	9	33	83	82
Responsiveness of hospital staff (Q4, Q11)	60	20	20	74	68
Pain management (Q13, Q14)	40	20	40	72	71
Communication about medicines (Q16, Q17)	40	50	10	64	65
Discharge information (Q19, Q20)	95	5		86	87
Care Transition (Q23, Q24, Q25)	64	11	25	54	52

Individual Items

	Top Box = Always	Bottom Box = Sometimes/Never	Middle Box = Usually	CMS October 2016 Report (Jan 2015 - Dec 2015 Discharges) MT Top Box	US Overall Top Box
Cleanliness of hospital environment (Q8)	55	0	45	74	74
Quietness of hospital environment (Q9)	40	10	50	63	62

Global Items

	Top Box = High	Bottom Box = Low	Middle Box	CMS October 2016 Report (Jan 2015 - Dec 2015 Discharges) MT Top Box	US Overall Top Box
Overall rating of hospital (Q21)	30	30	40	71	72
Willingness to recommend hospital (Q22)	36	27	36	71	72

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