



**MBQIP Patient Engagement Quality Report: Improving Care Through
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey**

State: MT																					
HCAHPS Survey Completion and Response Rate																					
HCAHPS Composites and Individual Items																					
HCAHPS Composites		Your State's Data												State Average			National Average				
		Reporting Period 3Q14 - 2Q15			Reporting Period 4Q14 - 3Q15			Reporting Period 1Q15 - 4Q15			Reporting Period 2Q15 - 1Q16			% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always		
		Number of Completed Surveys	N/A		Number of Completed Surveys	N/A		Number of Completed Surveys	N/A		Number of Completed Surveys	2786									
		Survey Response Rate	N/A		Survey Response Rate	N/A		Survey Response Rate	N/A		Survey Response Rate	25									
% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always										
Composite 1 (Q1 to Q3)	Communication with Nurses	4	17	79	4	16	80	3	17	80	4	16	80	4	16	80	4	16	80		
Composite 2 (Q5 to Q7)	Communication with Doctors	3	13	84	3	13	84	3	14	83	4	13	83	4	13	83	4	14	82		
Composite 3 (Q4 & Q11)	Responsiveness of Hospital Staff	6	22	72	6	20	74	5	21	74	6	19	75	6	19	75	8	23	69		
Composite 4 (Q13 & Q14)	Pain Management	6	22	72	5	23	72	6	22	72	5	23	72	5	23	72	7	22	71		
Composite 5 (Q16 & Q17)	Communication about Medicines	17	18	65	17	18	65	17	19	64	20	17	63	20	17	63	17	18	65		
Hospital Environment Items		% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always		
Q8	Cleanliness of Hospital Environment	8	19	73	8	18	74	8	18	74	8	18	74	8	18	74	8	18	74		
Q9	Quietness of Hospital Environment	8	31	61	7	30	63	7	30	63	7	30	63	7	30	63	9	29	62		
Discharge Information Composite		% Yes		% No		% Yes		% No		% Yes		% No		% Yes		% No		% Yes		% No	
Composite 6 (Q19 & Q20)	Discharge Information	85		15		86		14		86		14		87		13		87		13	
Care Transition Composite		% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always		
Composite 7 (Q23 to Q25)	Care Transition	4	44	52	4	42	54	4	42	54	4	43	53	4	43	53	5	43	52		

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HCAHPS Global Items

Q21	Overall Rating of Hospital	Your State's Data												State Average			National Average					
		Reporting Period 3Q14 - 2Q15			Reporting Period 4Q14 - 3Q15			Reporting Period 1Q15 - 4Q15			Reporting Period 2Q15 - 1Q16			% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating			
		% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating			
Overall Rating of Hospital at a State Level (1 = Worst Hospital 10 = Best Hospital)		9	23	68	8	22	70	7	22	71	8	21	71	8	21	71	7	21	72			
Q22	Willingness to Recommend this Hospital	Your State's Data												State Average			National Average					
		Reporting Period 3Q14 - 2Q15			Reporting Period 4Q14 - 3Q15			Reporting Period 1Q15 - 4Q15			Reporting Period 2Q15 - 1Q16			% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend
		% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend
Willingness to Recommend this Hospital at a State Level		4	27	69	4	25	71	3	26	71	4	25	71	4	25	71	5	23	72			

Please direct questions regarding your MBQIP data reports to the Flex Coordinator in your State. You can find contact information for your Flex Coordinator at: <http://www.ruralcenter.org/tasc/flexprofile>.