

# HCAHPS Report Card

Patient Insights - Inpatient  
Jan - Mar 17

Hillsdale Hospital

## Hillsdale Hospital

January - March 2017	Numer of Surveys	Hillsdale Hospital	National Average Score	Hillsdale National Percentile Rank
<b>Nurse Communication</b>	<b>194</b>	<b>84.5%</b>	<b>81.7%</b>	<b>64</b>
H2C Courtesy/respect of nurses	65	89.2%	87.6%	54
H2O Nurses listening carefully to patients	64	81.3%	79.8%	51
H2J Clear communication by nurses	65	83.1%	77.8%	82
<b>Doctor Communication</b>	<b>193</b>	<b>82.4%</b>	<b>82.2%</b>	<b>42</b>
H3C Courtesy/respect of doctors	64	87.5%	87.9%	37
H3O Doctors listening carefully to patients	64	82.8%	80.9%	56
H3J Clear communication by doctors	65	76.9%	77.8%	34
<b>Responsiveness of Hospital Staff</b>	<b>92</b>	<b>69.6%</b>	<b>67.8%</b>	<b>48</b>
H2AA Timely response to call buttons	56	69.6%	64.2%	61
H4AP Assistance with bathroom/bedpan as soon as wanted	36	69.4%	73.5%	20
<b>Cleanliness of Room/Bathroom</b>	<b>63</b>	<b>69.8%</b>	<b>74.8%</b>	<b>13</b>
H6A Cleanliness of room/bathroom	63	69.8%	74.8%	13
<b>Quietness of Area Around Room at Night</b>	<b>63</b>	<b>68.3%</b>	<b>67.9%</b>	<b>37</b>
H6O Quietness of area around room at night	63	68.3%	67.9%	37
<b>Pain Management</b>	<b>73</b>	<b>75.3%</b>	<b>74.3%</b>	<b>54</b>
H4AE Pain well controlled	36	72.2%	67.6%	82
H4AF Staff doing everything they could to help with pain	37	78.4%	80.9%	25
<b>Communication about Medicines</b>	<b>52</b>	<b>76.9%</b>	<b>67.3%</b>	<b>93</b>
H4AM Staff explained purpose of new medications	25	84.0%	79.8%	76
H4AN Communication of possible side effects of new medicines	27	70.4%	54.5%	96
<b>Discharge Information</b>	<b>119</b>	<b>91.6%</b>	<b>88.8%</b>	<b>81</b>
Y8AA Talking to patients about help after discharge	60	91.7%	86.2%	89
Y8AB Providing written discharge instructions	59	91.5%	91.4%	54
<b>Overall Rating of Hospital</b>	<b>64</b>	<b>79.7%</b>	<b>72.3%</b>	<b>79</b>
H30 Overall rating of hospital	64	79.7%	72.3%	79
<b>Transition of Care</b>	<b>179</b>	<b>55.3%</b>	<b>54.3%</b>	<b>59</b>
H8PF Staff considered post-discharge preferences of patient and family	61	49.2%	46.7%	66
H8PR Understood responsibility of managing his/her own health	64	59.4%	56.4%	67
H8PM Understood purpose of taking medications post-discharge	54	57.4%	61.0%	34

Survey Type Patient Insights - Inpatient  
 Facilities Hillsdale Hospital  
 Filters No Filters  
 Report Dates / Data Collection Jan - Mar 17 Complete  
 Correlation H30 Overall rating of hospital

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Reporting Group

Notes

Hillsdale Hospital (System) -

Patient Insights - Inpatient: This report has been produced by HealthStream