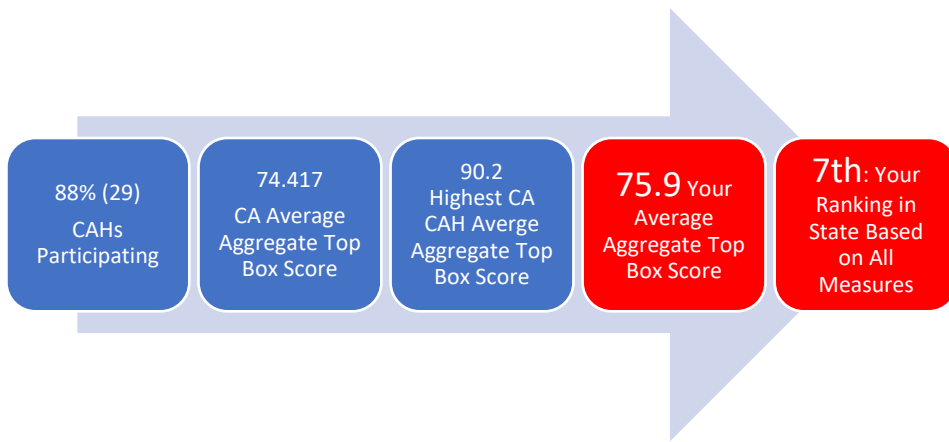


Bear Valley Community Hospital HCAHPS Benchmarking Report 2018

December 10, 2018



HCAHPS Survey Response Rates: Your CAH and CA

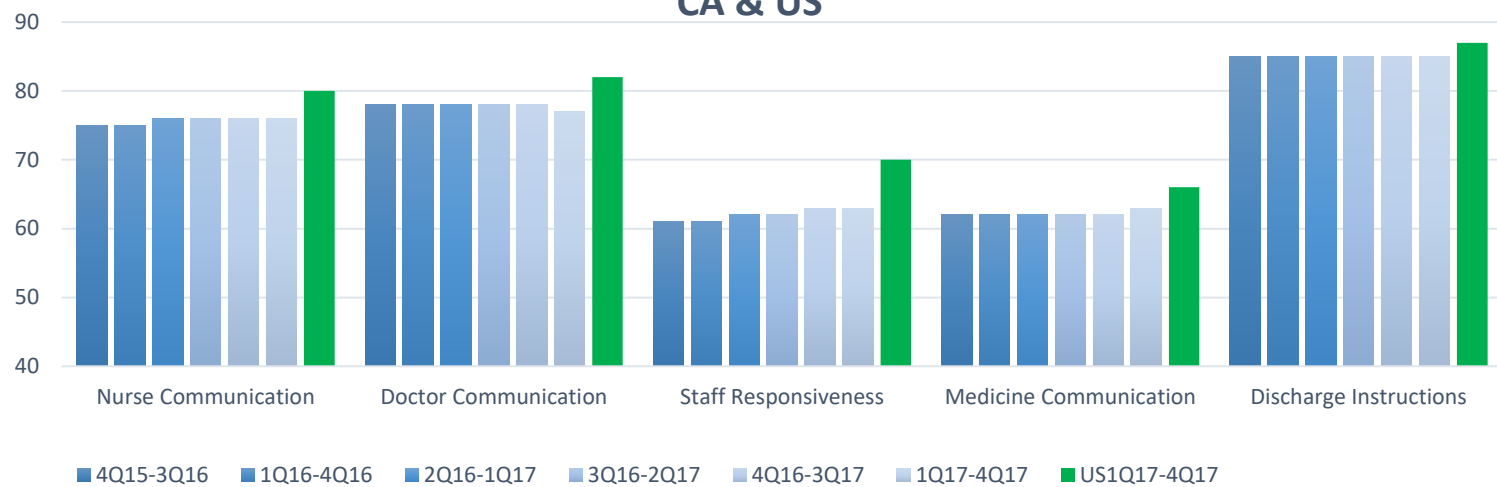
3Q16-2Q17	4Q16-3Q17	1Q17-4Q17
<ul style="list-style-type: none"> •18% State •24% Your CAH 	<ul style="list-style-type: none"> •19% State •20% Your CAH 	<ul style="list-style-type: none"> •22% State •19% Your CAH

Bear Valley Community Hospital							
HCAHPS Measures	4Q15-3Q16	1Q16-4Q16	2Q16-1Q17	3Q16-2Q17	4Q16-3Q17	1Q17-4Q17	State Ranking by Measure
Nurse Communications	89	83	84	86	79	87	5
Doctor Communications	83	88	83	85	74	77	22
Staff Responsiveness	64	75	75	85	68	76	9
Medicine Communications	69	69	63	67	52	64	19
Cleanliness	63	80	85	82	76	79	13
Quietness	60	61	66	78	74	85	2
Discharge Instructions	88	88	92	94	76	75	25
Care Transitions	52	55	53	64	63	66	5
Overall Rating	73	74	73	75	62	77	7
Recommendation	58	70	69	75	66	73	12

The California Medicare Rural Hospital Flexibility (Flex) Program supports Critical Access Hospitals (CAHs) in Hospital Consumer Assessment of Healthcare, Providers, and Systems (HCAHPS) improvement. Using data provided to the Flex Program through the Medical Beneficiary Quality Improvement Project (MBQIP), the Flex Program can monitor and support CAHs with improvement needs across all HCAHPS measures.

Measures in green indicate the hospital is at or above the national benchmark, those in yellow indicate the hospital is 2% or less below the nation benchmark, and those in red indicate the hospital is greater than 2% below the national benchmark.

HCAHPS COMPARISONS Average Top Box Scores CA & US



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