



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

*Reporting Period for HCAHPS Measures and Star Ratings: First Quarter 2018 through Fourth Quarter 2018 Discharges*

051335 - Bear Valley Community Hospital Big Bear Lake, CA 92315											
<b>Number of Completed Surveys</b>		27									
<b>Survey Response Rate</b>		27									
<b>HCAHPS Summary Star Rating</b>		N/A Stars									
		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
<b>HCAHPS Composites</b>		<b>Star Rating (0 out of 5)</b>	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always
Composite 1 (Q1 to Q3)	Communication with Nurses	N/A	0	9	91	6	18	76	4	15	81
Composite 2 (Q5 to Q7)	Communication with Doctors	N/A	0	16	84	6	16	78	5	14	81
Composite 3 (Q4 & Q11)	Responsiveness of Hospital Staff	N/A	9	13	78	11	25	64	8	22	70
Composite 4 (Q13 & Q14)	Pain Management	N/A	12	17	71	16	23	61	13	22	65
Composite 5 (Q16 & Q17)	Communication about Medicines	N/A	7	29	64	19	18	63	17	17	66
<b>Hospital Environment Items</b>		<b>Star Rating (0 out of 5)</b>	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always
Q8	Cleanliness of Hospital Environment	N/A	4	26	70	9	19	72	7	18	75
Q9	Quietness of Hospital Environment	N/A	9	26	65	16	33	51	10	28	62

**Star Ratings Legend**  
 5 Stars: Excellent  
 4 Stars: Above Average  
 3 Stars: Average  
 2 Stars: Below Average  
 1 Star: Poor

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>.

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		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
Discharge Information Composite		Star Rating (0 out of 5)	% Yes	% No		% Yes	% No		% Yes	% No	
Composite 6 (Q19 & Q20)	Discharge Information	N/A	75	25		85	15		87	13	
Care Transition Composite		Star Rating (0 out of 5)	% Disagree to Strongly Disagree	% Agree	% Strongly Agree	% Disagree to Strongly Disagree	% Agree	% Strongly Agree	% Disagree to Strongly Disagree	% Agree	% Strongly Agree
Composite 7 (Q23 to Q25)	Care Transition	N/A	6	44	50	7	44	49	5	42	53
HCAHPS Global Items		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
Q21	Overall Rating of Hospital	Star Rating (0 out of 5)	% 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 (1 = Worst Hospital 10 = Best Hospital)		N/A	2	22	76	9	21	70	8	19	73
Q22	Willingness to Recommend this Hospital	Star Rating (0 out of 5)	% 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		N/A	10	17	73	7	23	70	5	23	72

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