

HCAHPS Spotlight Report

Discharge Dates From Apr 1, 2020 to Dec 31, 2020

https://catalyst.nrcpicker.com/BVCH/HCAHPSr/default.aspx

January 1, 2021

	CAHPS Dimensions	Benchmarks	Rolling Averages up to 10/27/2020	Bear Valley HCAHPS		
				Qtr 4 2020	Qtr 3 2020	Qtr 2 2020
Overall		NRC Average*	3 Months			
HCAHPS: Rate hospital		73.9% (n=523,727)	100.0%µ PR=100 (n=5)	100.0%µ (n=2)	100.0%µ (n=5)	50.0%µ (n=2)

Key Drivers		NRC Average*	3 Months	Qtr 4 2020	Qtr 3 2020	Qtr 2 2020
IP: Family allowed to be with patient		68.0% (n=103,608)	25.0%µ PR=1 (n=4)	50.0%µ (n=2)	33.3%µ (n=3)	50.0%µ (n=2)
IP: Timely check-in		65.3% (n=90,130)	100.0%µ PR=100 (n=2)	100.0%µ (n=2)	100.0%µ (n=1)	0.0%µ (n=1)
HCAHPS: Drs listened carefully to you	Communication with Doctors	79.3% (n=531,542)	100.0%µ PR=100 (n=5)	100.0%µ (n=2)	100.0%µ (n=5)	100.0%µ (n=2)

Highest Scores		NRC Average*	3 Months	Qtr 4 2020	Qtr 3 2020	Qtr 2 2020
HCAHPS: Treated w/courtesy/respect by Nurses	Communication with Nurses	86.4% (n=539,430)	100.0%µ PR=100 (n=5)	100.0%µ (n=2)	100.0%µ (n=5)	100.0%µ (n=2)
HCAHPS: Room kept clean during stay	Cleanliness / Quietness	71.6% (n=527,745)	80.0%µ PR=82 (n=5)	100.0%µ (n=2)	80.0%µ (n=5)	50.0%µ (n=2)
HCAHPS: Nurses listened carefully to you	Communication with Nurses	77.3% (n=538,039)	100.0%µ PR=100 (n=5)	100.0%µ (n=2)	100.0%µ (n=5)	50.0%µ (n=2)

Lowest Scores		NRC Average*	3 Months	Qtr 4 2020	Qtr 3 2020	Qtr 2 2020
HCAHPS: Got help as soon as wanted	Responsiveness of Hospital Staff	62.9% (n=469,250)	75.0%µ PR=81 (n=4)	0.0%µ (n=1)	100.0%µ (n=4)	100.0%µ (n=2)
IP: Meds, allergies/synergistic effects		77.5% (n=77,792)	80.0%µ PR=65 (n=5)	50.0%µ (n=2)	100.0%µ (n=4)	100.0%µ (n=2)
IP: Organization of emergency care		43.0% (n=50,774)	50.0%µ PR=84 (n=2)	50.0%µ (n=2)	100.0%µ (n=1)	0.0%µ (n=1)

Green - score is equal to or greater than the NRC Average
 Yellow - score is less than the NRC Average, but may not be significantly
 Red - score is significantly less than the NRC Average

