HCAHPS Performance Measurement Dashboard Report - Trend by Quarter

Composite Scores for Public Reporting
Schneider Regional Medical Center

	Calendar Year 2010																	Corrective Action Plan Requirement Status	
	Quarter														Annual				
	All scores are in percentile rank																		
Global Domain Question Indicator	**January**	***n***	**February**	***n***	**March**										**YTD**	***n***	**Fla. Avg**	**Met Goal**	**Action Req.**
Rate this hospital 0-10	33	9	71	7											52	16	61	☒	
Recommend the hospital	38	8	63	8											51	16	70		☒
COMMUNICATION WITH NURSES	58	9	83	8											71	17	68	☑	
Nurses treat with courtesy/respect	67	9	75	8											71	17	68	☒	
Nurses listen carefully to you	44	9	88	8											66	17	68	☑	
Nurses expl in way you understand	63	8	88	8											76	16	68	☑	
RESPONSE OF HOSP STAFF	37	5	82	8											60	13	48	☒	
Call button help soon as wanted it	40	5	63	8											52	13	48		☑
Help toileting soon as you wanted	33	6	80	5											57	11	48	☒	
COMMUNICATION WITH DOCTORS	78	9	83	8											81	17	72	☑	
Doctors treat with courtesy/respect	78	9	88	8											83	17	72	☑	
Doctors listen carefully to you	78	9	75	8											77	17	72	☑	
Doctors expl in way you understand	78	9	88	8											83	17	72	☑	
HOSPITAL ENVIRONMENT	52	7	88	8											70	15	71	☒	
Cleanliness of hospital environment	71	7	75	8											73	15	71	☒	
Quietness of hospital environment	33	9	100	8											67	17	56	☑	
PAIN MANAGEMENT	46	7	88	8											67	15	61	☑	
Pain well controlled	43	7	88	8											66	15	61	☑	
Staff do everything to help with pain	50	6	88	8											69	14	61	☑	
COMMUNICATION ABOUT MEDICINES	42	8	79	8											61	16	54	☑	
Tell you what new medicine was for	33	3	86	7											60	10	54	☑	
Staff describe medicine side effect	50	4	71	7											61	11	54	☒	
DISCHARGE INFORMATION	60	8	81	8											71	16	76	☒	
Staff talk about help when you left	63	8	88	8											76	16	76	☒	
Info re symptoms/prob to look for	57	7	75	8											66	15	76	☒	

Target		**70+**
Threshold		**50-69**
Action Trigger		**0-50**