

Tucson, AZ - Carondelet Holy Cross Hospital

FY2012

The patient-mix adjustments (PMA) for your hospital used in this report were estimated based on PRC-collected raw data and the published scores on the Hospital Compare website. These PMA are the most recent adjustments we can calculate and may not match the PMA assigned when your scores for this time period are reported.

| QText | N | Raw Scores | | Mode Adjustments | | Pat. Mix Adjustments | | Adjusted Scores | | National Average | |
|----------------------|-----|------------|---------|------------------|---------|----------------------|---------|-----------------|---------|------------------|---------|
| | | Bottom Box | Top Box | Bottom Box | Top Box | Bottom Box | Top Box | Bottom Box | Top Box | Bottom Box | Top Box |
| Global Ratings | | | | | | | | | | | |
| Overall Rating | 267 | 6.74 | 70.41 | 0.90 | -2.80 | 0.00 | -9.92 | 7.64 | 57.69 | 8.00 | 70.00 |
| Would Recommend | 260 | 6.15 | 65.00 | 0.40 | -4.40 | 0.00 | -9.05 | 6.55 | 51.55 | 5.00 | 71.00 |
| Nurses | | 7.21 | 82.09 | -0.80 | -4.00 | 0.00 | -5.40 | 6.41 | 72.69 | 5.00 | 78.00 |
| Nurse Respect | 267 | 6.37 | 83.90 | | | | | | | | |
| Nurse Listen | 269 | 7.43 | 82.16 | | | | | | | | |
| Nurse Explain | 268 | 7.84 | 80.22 | | | | | | | | |
| Doctors | | 3.25 | 89.01 | -2.20 | -1.30 | 0.00 | -7.33 | 1.05 | 80.38 | 4.00 | 81.00 |
| Doctor Respect | 267 | 3.00 | 91.39 | | | | | | | | |
| Doctor Listen | 267 | 2.62 | 89.89 | | | | | | | | |
| Doctor Explain | 267 | 4.12 | 85.77 | | | | | | | | |
| Responsiveness | | 10.65 | 78.35 | -0.20 | -4.70 | 0.00 | -8.41 | 10.45 | 65.24 | 10.00 | 67.00 |
| Call Button | 222 | 9.46 | 79.73 | | | | | | | | |
| Bathroom Help | 152 | 11.84 | 76.97 | | | | | | | | |
| Pain Management | | 8.81 | 77.86 | -0.60 | -4.70 | 0.00 | -7.52 | 8.21 | 65.64 | 7.00 | 71.00 |
| Pain Controlled | 210 | 9.52 | 75.71 | | | | | | | | |
| Help with Pain | 210 | 8.10 | 80.00 | | | | | | | | |
| Medicines | | 16.21 | 71.11 | 0.50 | -3.90 | 0.00 | -8.57 | 16.71 | 58.64 | 19.00 | 63.00 |
| Med Explanation | 98 | 9.18 | 80.61 | | | | | | | | |
| Med Side Effects | 99 | 23.23 | 61.62 | | | | | | | | |
| Environment | | 7.69 | 79.54 | -0.20 | -5.90 | 0.00 | -6.54 | 7.49 | 67.11 | | |
| Cleanliness | 267 | 6.37 | 83.15 | 1.00 | -5.50 | 0.00 | -0.91 | 7.37 | 76.74 | 9.00 | 73.00 |
| Quiet | 266 | 9.02 | 75.94 | -1.40 | -6.30 | 0.00 | -12.16 | 7.62 | 57.48 | 10.00 | 60.00 |
| Discharge Info | | 13.52 | 86.48 | 1.30 | -1.30 | 0.00 | -4.10 | 14.82 | 81.08 | 16.00 | 84.00 |
| Help After Discharge | 255 | 20.39 | 79.61 | | | | | | | | |
| Symptoms to Monitor | 256 | 6.64 | 93.36 | | | | | | | | |
| Care Transition | | NaN | NaN | | | | | | | | |
| Care Preferences | 0 | 0.00 | 0.00 | | | | | | | | |
| Responsibilities | 0 | 0.00 | 0.00 | | | | | | | | |
| Medications | 0 | 0.00 | 0.00 | | | | | | | | |