

HCAHPS Compliance Chart Data from Jul-Sep 13, Apr-Jun 13, Jan-Mar 13

Scores displayed here are based on interviews from CMS submitted data for the selected time period(s).

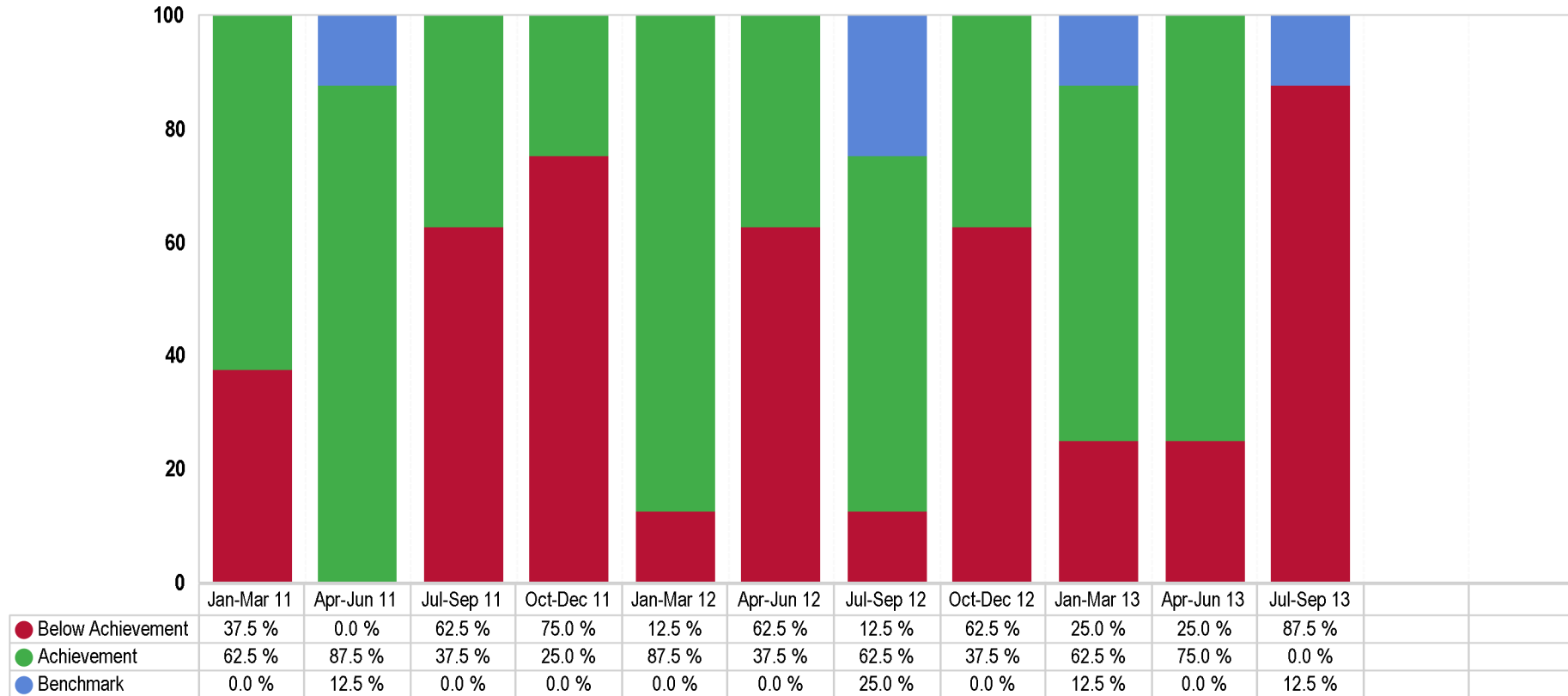
Mode adjustments and ESTIMATED Patient Mix Adjustments have been applied to the dimension scores. Scores for the individual questions do not have adjustments applied.

FY 2015 VBP Thresholds			Carondelet Holy Cross Hospital Nogales, AZ
67.96	83.44	Overall Rating	65.50
76.56	85.70	Communication with Nurses	76.41
		Nurse Respect	86.16
		Nurse Listen	84.15
		Nurse Explain	82.32
79.88	88.79	Communication with Doctors	82.25
		Doctor Respect	92.02
		Doctor Listen	86.42
		Doctor Explain	87.80
63.17	79.06	Responsiveness of Staff	69.72
		Call Button	79.71
		Bathroom Help	83.33
69.46	78.17	Pain Management	73.88
		Pain Controlled	79.07
		Help with Pain	90.70
60.89	71.85	Communication about Medications	65.36
		Med Explanation	86.21
		Med Side Effects	65.52
64.07	78.90	Hospital Environment	70.11
		Cleanliness	82.67
		Quiet	57.55
83.54	89.72	Discharge Information	80.38
		Help After Discharge	78.34
		Symptoms to Monitor	91.82
		Number of Surveys	164



HCAHPS Compliance Trending Graph

The percentage of VBP threshold compliance for all dimensions in the selected areas from CMS Submitted Data.



Patient Mix Adjustments (PMA) have been ESTIMATED based on the published Hospital Compare results for Jul 2011 - Jun 2012 and have been applied to the dimension scores but not the individual questions. These estimates may not match the PMA assigned when your results for the selected time period(s) are reported by CMS. Comparisons to the VBP Thresholds are provided for benchmarking purposes only and may not predict a hospital's actual VBP outcome when the final calculations are completed by CMS in summer/fall 2012.