

## HCAHPS\* Survey Results

(July 2016 - June 2017)

HCAHPS Dimensions	Carolinas Medical Center	CHS Lincoln	CMC Mercy	CHS NorthEast	CHS Pineville	CHS Union	CHS University	CHS Cleveland	CHS Kings Mountain	CHS Stanly	National Average	Top 5% in US
Overall Rating	72.0%	79.2%	76.1%	75.2%	77.2%	67.6%	71.9%	72.5%	81.4%	66.7%	72.7%	86.8%
Communication with Nurses	79.0%	80.5%	81.2%	80.4%	80.9%	76.6%	78.7%	83.6%	84.8%	78.9%	79.8%	88.1%
Responsiveness of Staff	63.4%	62.6%	66.8%	67.5%	67.2%	60.8%	63.4%	68.8%	69.9%	58.2%	67.2%	81.1%
Communication with Doctors	84.1%	84.0%	85.3%	82.0%	83.1%	79.7%	82.0%	83.9%	86.9%	80.0%	80.8%	89.7%
Hospital Environment	62.8%	74.8%	69.8%	67.7%	67.5%	62.1%	67.9%	69.3%	66.8%	66.0%	66.9%	80.6%
Pain Management	71.2%	70.7%	73.4%	73.7%	71.8%	67.1%	69.7%	73.0%	66.7%	66.6%	70.9%	80.4%
Communication About Meds	63.3%	67.6%	63.6%	63.4%	66.1%	61.1%	67.8%	66.2%	68.1%	63.1%	64.2%	74.7%
Discharge Information	88.6%	89.1%	92.1%	89.4%	87.5%	83.5%	85.2%	87.5%	85.7%	86.1%	87.4%	93.7%
Care Transitions	56.7%	58.0%	56.7%	54.6%	57.8%	49.0%	55.9%	54.9%	56.9%	48.6%	53.5%	66.0%

\* HCAHPS Survey is administered to a random sample of patients. Scores represent the percentage of responses that were the highest rating possible.

In the Top 5% Nationally
At or Above National Average
Below National Average