



**MBQIP Patient Engagement Quality Report: Improving Care Through
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey**

Reporting Period for HCAHPS Measures and Star Ratings: Third Quarter 2018 through Second Quarter 2019 Discharges

**291300 - Mt. Grant General Hospital
Hawthorne, NV 89415**

Number of Completed Surveys		43									
Survey Response Rate		24									
HCAHPS Summary Star Rating		N/A Stars									
		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
HCAHPS Composites		Star Rating (0 out of 5)	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always
Composite 1 (Q1 to Q3)	Communication with Nurses	N/A	6	21	73	6	17	77	4	15	81
Composite 2 (Q5 to Q7)	Communication with Doctors	N/A	10	18	72	8	17	75	4	14	82
Composite 3 (Q4 & Q11)	Responsiveness of Hospital Staff	N/A	22	21	57	11	21	68	8	22	70
Composite 4 (Q13 & Q14)	Pain Management	N/A	36	23	41	18	22	60	13	22	65
Composite 5 (Q16 & Q17)	Communication about Medicines	N/A	26	18	56	21	18	61	17	17	66
Hospital Environment Items		Star Rating (0 out of 5)	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always
Q8	Cleanliness of Hospital Environment	N/A	13	11	76	9	17	74	7	17	76
Q9	Quietness of Hospital Environment	N/A	16	30	54	13	30	57	9	29	62

Star Ratings Legend
 5 Stars: Excellent
 4 Stars: Above Average
 3 Stars: Average
 2 Stars: Below Average
 1 Star: Poor

Please direct questions regarding your MBQIP data reports to the Flex Coordinator in your State. You can find contact information for your Flex Coordinator at: <http://www.ruralcenter.org/tasc/flexprofile>.



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		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
Discharge Information Composite		Star Rating (0 out of 5)	% Yes	% No		% Yes	% No		% Yes	% No	
Composite 6 (Q19 & Q20)	Discharge Information	N/A	82	18		85	15		87	13	
Care Transition Composite		Star Rating (0 out of 5)	% Disagree to Strongly Disagree	% Agree	% Strongly Agree	% Disagree to Strongly Disagree	% Agree	% Strongly Agree	% Disagree to Strongly Disagree	% Agree	% Strongly Agree
Composite 7 (Q23 to Q25)	Care Transition	N/A	9	51	40	7	43	50	5	42	53
HCAHPS Global Items		HCAHPS Star Rating	Your Hospital's adjusted score			State Average			National Average		
Q21	Overall Rating of Hospital	Star Rating (0 out of 5)	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating
Overall Rating of Hospital (1 = Worst Hospital 10 = Best Hospital)		N/A	8	35	57	10	23	67	7	20	73
Q22	Willingness to Recommend this Hospital	Star Rating (0 out of 5)	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend
Willingness to Recommend this Hospital		N/A	17	33	50	8	22	70	5	23	72

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