

CMS Hospital Compare Measures

Collection Period = 10/1/2012 - 9/30/2013	OSS Ortho Hospital	Wellspan Health	Memorial Hospital	Gettysburg Hospital	Hanover Hospital	Hershey Medical Center	Pinnacle Health Hospital	Holy Spirit Hospital
HCAHPS Measures								
Nurses "Always" communicated well.	90%	75%	76%	79%	80%	80%	81%	79%
Doctors "Always" communicated well.	89%	73%	75%	80%	83%	78%	77%	76%
Patients "Always" received help as soon as they wanted.	79%	60%	59%	68%	69%	68%	65%	62%
Patients reported their pain was "Always" well controlled.	78%	66%	71%	71%	67%	69%	68%	69%
Staff "Always" explain about medicines before giving it to them.	74%	54%	62%	60%	61%	63%	66%	62%
Patients reported their room and bathroom were "Always" clean.	87%	70%	68%	76%	82%	69%	70%	70%
Area around their room was "Always" quiet at night.	80%	42%	51%	52%	52%	48%	50%	49%
Patients reported YES, they were given information about what to do during their recovery at home.	94%	85%	85%	85%	86%	88%	89%	86%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	91%	67%	66%	69%	67%	76%	70%	70%
Patients who reported YES, they would definitely recommend the hospital.	93%	70%	71%	69%	67%	80%	76%	72%