



					All DB N = 2582	All PG DB N = 2582	Stat AK/ID/OR/ WA N = 100	Critical Access N = 240
		Your Top Box Score						
Domains and Questions	n	Previous % Jun-Aug	Current % Sep-Nov		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Rate hospital 0-10	32	92.9%	81.3%	▼	87	87	89	67
Recommend the hospital	31	89.3%	93.5%	▲	99	99	99	97
Comm w/ Nurses	32	88.1%	89.6%	▲	97	97	98	87
Nurses treat with courtesy/respect	32	96.4%	96.9%	▲	99	99	99	94
<i>Nurses listen carefully to you</i>	32	85.7%	90.6%	▲	98	98	99	92
<i>Nurses expl in way you understand</i>	32	82.1%	81.3%	▼	85	85	88	64
Response of Hosp Staff	30	86.1%	88.9%	▲	99	99	99	96
Call button help soon as wanted it	28	88.0%	82.1%	▼	96	96	98	84
Help toileting soon as you wanted	23	84.2%	95.7%	▲	99	99	99	99
Comm w/ Doctors	32	84.1%	87.5%	▲	90	90	93	73
Doctors treat with courtesy/respect	32	100.0%	93.8%	▼	93	93	91	77
Doctors listen carefully to you	32	85.7%	87.5%	▲	92	92	95	77
<i>Doctors expl in way you understand</i>	32	66.7%	81.3%	▲	83	83	91	62
Hospital Environment	32	63.9%	79.1%	▲	93	93	98	79
Cleanliness of hospital environment	32	77.8%	93.8%	▲	99	99	99	98
<i>Quietness of hospital environment</i>	31	50.0%	64.5%	▲	65	65	80	40
Comm About Pain	n<3	N/A	N/A	-	N/A	N/A	N/A	N/A
How often staff talk about pain	n<3	N/A	N/A	-	N/A	N/A	N/A	N/A
Staff talk about pain treatment	n<3	N/A	N/A	-	N/A	N/A	N/A	N/A
Comm About Medicines	21	68.0%	77.7%	▲	99	99	99	94
<i>Tell you what new medicine was for</i>	21	83.3%	90.5%	▲	99	99	99	94
<i>Staff describe medicine side effect</i>	20	52.6%	65.0%	▲	97	97	98	89
Discharge Information	30	100.0%	91.4%	▼	86	86	78	65

This report has been produced by Press Ganey Associates, Inc. and does not represent official HCAHPS results, which are published on the Hospital Compare Web site.

n = number of respondents

Questions that are among this period's top ten priorities appear in bold italics.

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North Canyon Medical Center

Surveys Returned: September 2020 - November 2020

					All DB N = 2582	All PG DB N = 2582	Stat AK/ID/OR/ WA N = 100	Critical Access N = 240
Your Top Box Score								
Domains and Questions	n	Previous % Jun-Aug	Current % Sep-Nov		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Staff talk about help when you left	30	100.0%	90.0%	▼	84	84	75	57
<i>Info re symptoms/prob to look for</i>	28	100.0%	92.9%	▼	81	81	75	64
Care Transitions	32	54.8%	58.7%	▲	81	81	81	66
<i>Hosp staff took pref into account</i>	31	53.6%	61.3%	▲	96	96	96	86
<i>Good understanding managing health</i>	32	50.0%	56.3%	▲	72	72	77	58
<i>Understood purpose of taking meds</i>	30	60.9%	58.6%	▼	46	46	38	33

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Survey items are correlated to H CAHPS Overall Rating 0-10

Order	Survey Item	All DB %ile Rank	Correlation
1	Nurses expl in way you understand	70	0.18
2	Good understanding managing health	80	0.18
3	Tell you what new medicine was for	89	0.31
4	Doctors expl in way you understand	65	0.10
4	Understood purpose of taking meds	88	0.14
6	Info re symptoms/prob to look for	79	0.12
7	Quietness of hospital environment	68	0.05
8	Staff describe medicine side effect	89	0.13
8	Hosp staff took pref into account	96	0.19
10	Nurses listen carefully to you	95	0.13

The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority. To provide stability, the Priority Index is based on the prior rolling 12 month period.

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