



					All DB N = 2550	All PG DB N = 2550	Stat AK/ID/OR/ WA N = 95	Critical Access N = 254
		Your Top Box Score						
Domains and Questions	n	Previous % Nov-Jan	Current % Feb-Apr		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Rate hospital 0-10	42	86.2%	90.5%	▲	98	98	99	97
Recommend the hospital	42	82.1%	81.0%	▼	83	83	77	70
Comm w/ Nurses	42	86.2%	80.9%	▼	61	61	63	27
Nurses treat with courtesy/respect	41	93.1%	95.1%	▲	96	96	96	83
Nurses listen carefully to you	42	86.2%	73.8%	▼	32	32	30	12
<i>Nurses expl in way you understand</i>	42	79.3%	73.8%	▼	40	40	41	22
Response of Hosp Staff	40	79.1%	80.1%	▲	94	94	89	74
Call button help soon as wanted it	38	77.3%	78.9%	▲	94	94	90	70
Help toileting soon as you wanted	32	81.0%	81.3%	▲	94	94	93	78
Comm w/ Doctors	41	88.5%	83.7%	▼	75	75	77	46
<i>Doctors treat with courtesy/respect</i>	41	93.1%	90.2%	▼	79	79	77	50
<i>Doctors listen carefully to you</i>	41	86.2%	82.9%	▼	75	75	74	44
<i>Doctors expl in way you understand</i>	41	86.2%	78.0%	▼	68	68	77	42
Hospital Environment	42	77.2%	78.2%	▲	92	92	97	73
Cleanliness of hospital environment	42	79.3%	90.5%	▲	99	99	99	93
<i>Quietness of hospital environment</i>	41	75.0%	65.9%	▼	72	72	89	47
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	26	75.0%	64.5%	▼	70	70	73	36
<i>Tell you what new medicine was for</i>	26	83.3%	73.1%	▼	38	38	39	24
Staff describe medicine side effect	25	66.7%	56.0%	▼	86	86	90	58
Discharge Information	38	94.6%	82.9%	▼	18	18	3	11

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: February 2021 - April 2021

		Your Top Box Score			All DB N = 2550	All PG DB N = 2550	Stat AK/ID/OR/ WA N = 95	Critical Access N = 254
Domains and Questions	n	Previous % Nov-Jan	Current % Feb-Apr		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Staff talk about help when you left	38	100.0%	81.6%	▼	25	25	10	15
<i>Info re symptoms/prob to look for</i>	38	89.3%	84.2%	▼	16	16	4	14
Care Transitions	42	62.9%	65.2%	▲	94	94	96	86
Hosp staff took pref into account	41	57.1%	65.9%	▲	98	98	99	96
Good understanding managing health	39	69.0%	69.2%	▲	97	97	98	96
<i>Understood purpose of taking meds</i>	41	62.5%	60.6%	▼	58	58	61	42

		Your Top Box Score						
Press Ganey Questions	n	Previous % Nov-Jan	Current % Feb-Apr		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
<i>Courtesy of person served food</i>	39	N/A	69.2%	-				
<i>Quality of the food^</i>	39	N/A	43.6%	-				
<i>Temperature of the food^</i>	39	N/A	33.3%	-				

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n = number of respondents

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

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

Order	Survey Item	Source	All DB %ile Rank	Correlation
1	Courtesy of person served food	PG	49	0.50
2	Temperature of the food^	PG	49	0.32
3	Understood purpose of taking meds	CAHPS	63	0.27
4	Doctors listen carefully to you	CAHPS	84	0.37
5	Doctors expl in way you understand	CAHPS	68	0.26
6	Quality of the food^	PG	84	0.24
7	Doctors treat with courtesy/respect	CAHPS	93	0.34
8	Nurses expl in way you understand	CAHPS	69	0.18
9	Info re symptoms/prob to look for	CAHPS	61	0.10
9	Quietness of hospital environment	CAHPS	64	0.15
9	Tell you what new medicine was for	CAHPS	90	0.23

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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