

Acute Care Indicator	Horizon Hospital Experience Survey (Acute Care)	NBHC Acute Care Survey 2013
	How is this score calculated? (all scores are calculated from only those patients who answered the question)	
Overall Hospital Rating	The percentage of respondents who gave their hospital a rating of 8, 9, or 10 on a scale of 0-10 where "0" is the worst hospital possible and "10" is the best hospital possible	Same
Hospital Safety	The percentage of patients who indicated "Yes defiantly" they believed the hospital takes their safety seriously	Same
Communication with Staff ¹	The percentage of patients who responded that "Always" staff treated them with courtesy and respect.	The percentage of patients who responded that "Always" nurses and doctors treated them with courtesy and respect. (separate questions)
Explanation of Information ²	The percentage of "Always" responses to the question, how often did staff explained things in a way they could understand	The percentage of "Always" responses to the question, how often did nurses and doctors explained things in a way they could understand. (Separate questions)
Responsiveness to Care ³	The percentage of patients who indicated "Always" that they got help as soon as they wanted it after they pressed the call bell	Same
Communication about Medications ⁴	The percentage of patients that indicated that "Always" before receiving medications staff told them what the medication was for	Same
Pain Control ⁵	The percentage of patients who indicated an "Always" response that their pain was well controlled	Same
Discharge Information ⁶	The percentage of "Yes" responses that indicated they received information about what systems or health problems to look out for after they left the hospital	The percentage of "Yes" responses that indicated they received information <u>in writing</u> about what systems or health problems to look out for after they left the hospital
Involvement in Care Decisions	The percentage of patients who indicated that they were "Always" involved as much as they wanted to be in decisions about their care and treatment	Same
Cleanliness	The percentage of patients who answered that their room and bathroom were "Always" kept clean	Same
Quality of Food	The percentage of responses that indicated the quality of food was "Excellent" or "Very Good"	Same
Length of time waiting for inpatient room	The percentage of patients who indicated that "Yes, defiantly" they waited too long before getting to their room, after they knew they were being admitted	Same
Equity Based on preferred language of service	The percentage of patients that indicated that they "Always" received the service they needed in their official language	Same
1. Communication with Staff is unique to the Horizon Hospital Experience Survey, the NBHC specifies the staff member as either nurse or doctor when asking this question, thus cannot make a direct comparison		
2. Explanation of Information by Staff is unique to the Horizon Hospital Experience Survey, the NBHC specifies the staff member as either nurse or doctor when asking this question, thus cannot make a direct comparison		
3. Responsiveness to Care - the NBHC uses a composite score for responsiveness to care made up of two individual questions (one for call bells and another for help getting to bathroom or using bedpan). Direct comparison is only to the question related to call bell response.		
4. Communication about medications - the NBHC uses a composite score for communication about medications made up of two individual questions (one about how often staff tell patients what medications are for and another about how often staff explain the side effects in a way that is understandable to patients) Direct comparison is only to the question related to explanation of what medication are for.		
5. Pain Control - the NBHC uses a composite score for pain control made up of two individual questions (one about how well they felt their pain was controlled and the other about whether staff do everything they could to help patients with their pain). Direct comparison is only to the question related to how well patients felt their pain was controlled		
6. Discharge Information - the NBHC uses a composite score for discharge information made up of two individual questions (one about talking to patients about the help they would need at home after discharge and another about whether staff provided information about what symptoms and health issues to look for after discharge). Direct comparison is only to the question related to providing information about what symptoms and health issue to look for after discharge.		