

NC Benchmarks for Selected Quality Measures

Measure	Timeframe Start	Timeframe End	NC Average	NC 75th Percentile	NC 90th Percentile
30-Day heart attack readmission rates (%)	2011-07-01	2014-06-30	16.7	16.3	15.8
30-Day heart failure readmission rates (%)	2011-07-01	2014-06-30	21.6	20.9	19.8
30-Day pneumonia readmission rates (%)	2011-07-01	2014-06-30	17	16.1	15.6
30-Day rate of unplanned readmission for COPD patients (%)	2011-07-01	2014-06-30	19.9	19	18.5
30-Day rate of unplanned readmission for stroke patients (%)	2011-07-01	2014-06-30	12.8	12.1	11.4
30-Day rate of unplanned readmission for CABG patients (%)	2011-07-01	2014-06-30	15	13.9	13.7
30-Day rate of readmission after hip/knee surgery (%)	2011-07-01	2014-06-30	4.8	4.5	4.3
30-Day rate of readmission after discharge from hospital (hospital-wide) (%)	2013-07-01	2014-06-30	15	14.6	14.1
HCAHPS - Patients who reported that their nurses 'Always' communicated well (%)	2014-04-01	2015-03-31	81	83	84
HCAHPS - Patients who reported that their doctors 'Always' communicated well (%)	2014-04-01	2015-03-31	83	85	88
HCAHPS - Patients who reported that they 'Always' received help as soon as they wanted (%)	2014-04-01	2015-03-31	67	70	76
HCAHPS - Patients who reported that their pain was 'Always' well controlled (%)	2014-04-01	2015-03-31	71	73	76
HCAHPS - Patients who reported that staff 'Always' explained about medicines before giving it to them (%)	2014-04-01	2015-03-31	65	68	71
HCAHPS - Patients who reported that their room and bathroom were 'Always' clean (%)	2014-04-01	2015-03-31	72	76	80
HCAHPS - Patients who reported that the area around their room was 'Always' quiet at night (%)	2014-04-01	2015-03-31	63	67	72
HCAHPS - Patients who reported 'Yes' they were given information about what to do during their recovery at home (%)	2014-04-01	2015-03-31	87	89	90
HCAHPS - Patients who 'Strongly Agree' they understood their care when they left the hospital (%)	2014-04-01	2015-03-31	52	55	58
HCAHPS - Patients who reported 'Yes' they would definitely recommend their hospital (%)	2014-04-01	2015-03-31	70	77	82
HCAHPS - Patients who gave their hospital a rating of 9 or 10 (%)	2014-04-01	2015-03-31	70	75	78
HCAHPS - Summary star rating	2014-04-01	2015-03-31	3.3	4	4
Medicare spending per beneficiary	2014-01-01	2014-12-31	0.94	0.92	0.89

Data Sources: CMS Hospital Compare (updated on 12/10/2015). State benchmarks provided on www.nchospitalquality.org. NC Averages for HCAHPS measures based on the state data file provided by CMS. All other averages and percentiles have been calculated by the North Carolina Quality Center. Please [click here](#) to access CMS data directly.