

## 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 (%)	2012-07-01	2015-06-30	16.6	16.4	15.5
30-Day heart failure readmission rates (%)	2012-07-01	2015-06-30	21.6	20.7	20
30-Day pneumonia readmission rates (%)	2012-07-01	2015-06-30	17.1	16.1	15.5
30-Day rate of unplanned readmission for COPD patients (%)	2012-07-01	2015-06-30	19.8	18.8	18
30-Day rate of unplanned readmission for stroke patients (%)	2012-07-01	2015-06-30	12.5	11.8	11.3
30-Day rate of unplanned readmission for CABG patients (%)	2012-07-01	2015-06-30	14.2	13.4	12.9
30-Day rate of readmission after hip/knee surgery (%)	2012-07-01	2015-06-30	4.4	4.3	3.9
30-Day rate of readmission after discharge from hospital (hospital-wide) (%)	2014-07-01	2015-06-30	15.3	14.9	14.5
HCAHPS - Patients who reported that their nurses 'Always' communicated well (%)	2014-10-01	2015-09-30	81	82	85
HCAHPS - Patients who reported that their doctors 'Always' communicated well (%)	2014-10-01	2015-09-30	83	85	88
HCAHPS - Patients who reported that they 'Always' received help as soon as they wanted (%)	2014-10-01	2015-09-30	68	71	76
HCAHPS - Patients who reported that their pain was 'Always' well controlled (%)	2014-10-01	2015-09-30	71	74	78
HCAHPS - Patients who reported that staff 'Always' explained about medicines before giving it to them (%)	2014-10-01	2015-09-30	66	69	72
HCAHPS - Patients who reported that their room and bathroom were 'Always' clean (%)	2014-10-01	2015-09-30	72	75	80
HCAHPS - Patients who reported that the area around their room was 'Always' quiet at night (%)	2014-10-01	2015-09-30	64	68	72
HCAHPS - Patients who reported 'Yes' they were given information about what to do during their recovery at home (%)	2014-10-01	2015-09-30	87	89	90
HCAHPS - Patients who 'Strongly Agree' they understood their care when they left the hospital (%)	2014-10-01	2015-09-30	52	55	58
HCAHPS - Patients who reported 'Yes' they would definitely recommend their hospital (%)	2014-10-01	2015-09-30	70	77	82
HCAHPS - Patients who gave their hospital a rating of 9 or 10 (%)	2014-10-01	2015-09-30	71	75	80
HCAHPS - Summary star rating	2014-10-01	2015-09-30	3.4	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 08/05/2016). State benchmarks provided on [www.nchospitalquality.org](http://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.**