

## 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 (%)	2013-07-01	2016-06-30	15.9	15.5	15
30-Day heart failure readmission rates (%)	2013-07-01	2016-06-30	21.3	20.5	19.8
30-Day pneumonia readmission rates (%)	2013-07-01	2016-06-30	17	16	15.3
30-Day rate of unplanned readmission for COPD patients (%)	2013-07-01	2016-06-30	19.6	18.7	17.9
30-Day rate of unplanned readmission for stroke patients (%)	2013-07-01	2016-06-30	12	11.5	11
30-Day rate of unplanned readmission for CABG patients (%)	2013-07-01	2016-06-30	13.2	12.4	11.9
30-Day rate of readmission after hip/knee surgery (%)	2013-07-01	2016-06-30	4.2	4.1	3.7
30-Day rate of readmission after discharge from hospital (hospital-wide) (%)	2015-07-01	2016-06-30	15	14.6	14.1
HCAHPS - Patients who reported that their nurses 'Always' communicated well (%)	2015-10-01	2016-09-30	81	83	86
HCAHPS - Patients who reported that their doctors 'Always' communicated well (%)	2015-10-01	2016-09-30	83	84	87
HCAHPS - Patients who reported that they 'Always' received help as soon as they wanted (%)	2015-10-01	2016-09-30	68	72	76
HCAHPS - Patients who reported that their pain was 'Always' well controlled (%)	2015-10-01	2016-09-30	71	74	77
HCAHPS - Patients who reported that staff 'Always' explained about medicines before giving it to them (%)	2015-10-01	2016-09-30	66	68	73
HCAHPS - Patients who reported that their room and bathroom were 'Always' clean (%)	2015-10-01	2016-09-30	72	77	80
HCAHPS - Patients who reported that the area around their room was 'Always' quiet at night (%)	2015-10-01	2016-09-30	64	68	73
HCAHPS - Patients who reported 'Yes' they were given information about what to do during their recovery at home (%)	2015-10-01	2016-09-30	87	90	91
HCAHPS - Patients who 'Strongly Agree' they understood their care when they left the hospital (%)	2015-10-01	2016-09-30	51	54	58
HCAHPS - Patients who reported 'Yes' they would definitely recommend their hospital (%)	2015-10-01	2016-09-30	71	77	83
HCAHPS - Patients who gave their hospital a rating of 9 or 10 (%)	2015-10-01	2016-09-30	73	76	81
Medicare spending per beneficiary	2015-01-01	2015-12-31	0.94	0.92	0.89

**Data Sources: CMS Hospital Compare (updated on 07/26/2017). 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.**