

## 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 (%)                                     | 2016-01-01      | 2016-12-31    | 81         | 83                 | 86                 |
| HCAHPS - Patients who reported that their doctors 'Always' communicated well (%)                                    | 2016-01-01      | 2016-12-31    | 83         | 85                 | 88                 |
| HCAHPS - Patients who reported that they 'Always' received help as soon as they wanted (%)                          | 2016-01-01      | 2016-12-31    | 67         | 71                 | 77                 |
| HCAHPS - Patients who reported that their pain was 'Always' well controlled (%)                                     | 2016-01-01      | 2016-12-31    | 71         | 73                 | 77                 |
| HCAHPS - Patients who reported that staff 'Always' explained about medicines before giving it to them (%)           | 2016-01-01      | 2016-12-31    | 66         | 68                 | 73                 |
| HCAHPS - Patients who reported that their room and bathroom were 'Always' clean (%)                                 | 2016-01-01      | 2016-12-31    | 72         | 77                 | 81                 |
| HCAHPS - Patients who reported that the area around their room was 'Always' quiet at night (%)                      | 2016-01-01      | 2016-12-31    | 65         | 69                 | 74                 |
| HCAHPS - Patients who reported 'Yes' they were given information about what to do during their recovery at home (%) | 2016-01-01      | 2016-12-31    | 88         | 90                 | 91                 |
| HCAHPS - Patients who 'Strongly Agree' they understood their care when they left the hospital (%)                   | 2016-01-01      | 2016-12-31    | 51         | 54                 | 59                 |
| HCAHPS - Patients who reported 'Yes' they would definitely recommend their hospital (%)                             | 2016-01-01      | 2016-12-31    | 71         | 77                 | 83                 |
| HCAHPS - Patients who gave their hospital a rating of 9 or 10 (%)   | 2016-01-01      | 2016-12-31    | 73         | 77                 | 81                 |
| Medicare spending per beneficiary   | 2015-01-01      | 2015-12-31    | 0.94       | 0.92               | 0.89               |

**Data Sources: CMS Hospital Compare (updated on 10/24/2017). 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.**