

PATIENT EXPERIENCE AT SUNRISE HOSPITAL AND MEDICAL CENTER

Acute Care Hospital in Las Vegas, NV 89109

PROFILE ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109))

PATIENT EXPERIENCE ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/PATIENT-EXPERIENCE](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/patient-experience))

PERFORMANCE ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/PERFORMANCE](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/performance))

COMPLICATIONS ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/COMPLICATIONS](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/complications))

READMISSION RATES ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/READMISSION-RATES](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/readmission-rates))

USE OF MEDICAL IMAGING ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/MEDICAL-IMAGING](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/medical-imaging))

VALUE OF CARE ([HTTPS://HOSPITALCAREDATA.COM/FACILITY/SUNRISE-HOSPITAL-MEDICAL-CENTER-LAS-VEGAS-NV-89109/PAYMENT-VALUE-CARE](https://hospitalcaredata.com/facility/sunrise-hospital-medical-center-las-vegas-nv-89109/payment-value-care))

★ Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Patient Survey

SUNRISE HOSPITAL AND MEDICAL CENTER

3186 S Maryland Pkwy Las Vegas, NV 89109

Phone: (702) 731-8000

The patient experience evaluation at **Sunrise Hospital And Medical Center** is based on the HCAHPS Patient Survey which is administered to a random sample of adult inpatients after they have been discharged. The survey is based on a national, standardized survey of 32 questions and includes patient perspectives on care and patient rating items in several key topics:

- Communication with hospital staff
- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Cleanliness of hospital environment
- Quietness of hospital environment
- Transition of care

Summary Star Rating

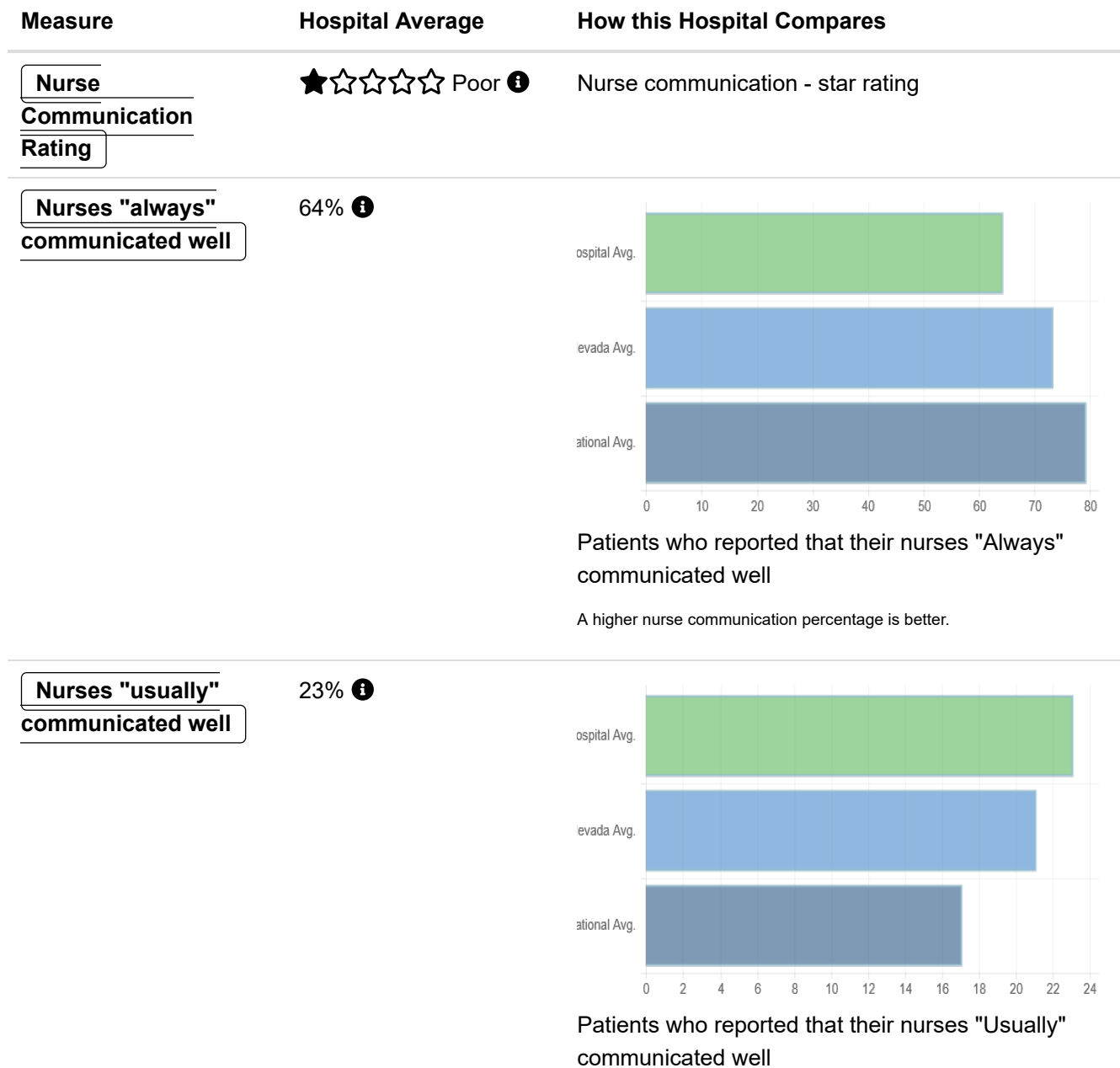
Star Rating

★☆☆☆☆ Poor

The **summary star rating** combines data from different aspects of the patient's experience of care to make hospital comparison easier. The summary star rating includes the following components: nurse communication, doctor communication, responsiveness of hospital staff, pain management, communication about medicines, discharge information and care transition.

Communication with Nurses

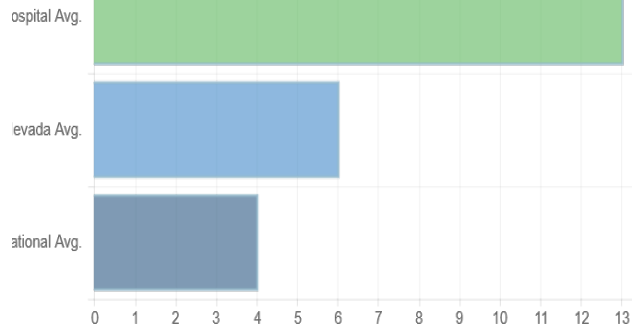
As part of the **nurse communication** survey adult patients recently discharged are asked the following questions about their interactions with the nursing staff. During this hospital stay, how often did nurses treat you with courtesy and respect? During this hospital stay, how often did nurses listen carefully to you?



Measure**Hospital Average****How this Hospital Compares**

Nurses
"sometimes" or
"never"
communicated well

13% **i**



Patients who reported that their nurses "Sometimes" or "Never" communicated well

A lower percentage is better.

Communication with Doctors

As part of the **doctor communication** survey adult patients recently discharged are asked the following questions about their interactions with doctors. During this hospital stay, how often did doctors treat you with courtesy and respect? During this hospital stay, how often did doctors listen carefully to you? During this hospital stay, how often did doctors explain things in a way you could understand?

Measure**Hospital Average****How this Hospital Compares**

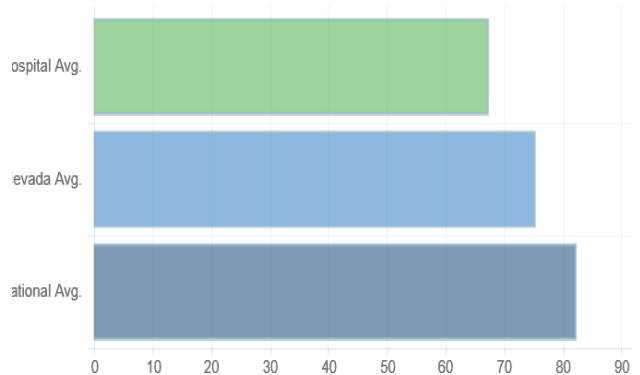
Doctor
Communication
Rating

★☆☆☆☆ Poor **i**

Doctor communication - star rating

Doctors "always"
communicated well

67% **i**



Patients who reported that their doctors "Always" communicated well

A higher doctor communication percentage is better.

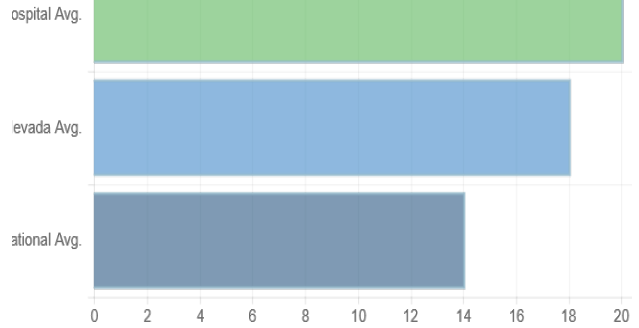
Measure

Hospital Average

How this Hospital Compares

Doctors "usually" communicated well

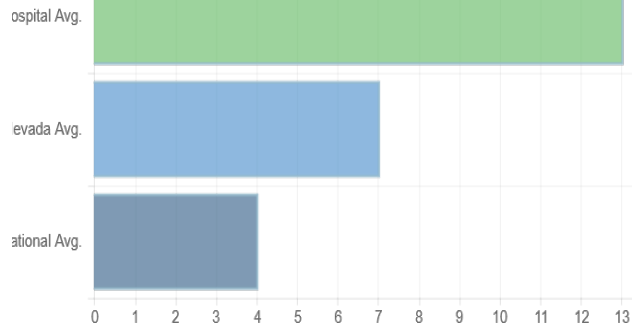
20% 



Patients who reported that their doctors "Usually" communicated well

Doctors "sometimes" or "never" communicated well

13% 



Patients who reported that their doctors "Sometimes" or "Never" communicated well

A lower percentage is better.

Responsiveness of Hospital Staff

As part of the **staff responsiveness** survey adult patients recently discharged are asked the following questions. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan? How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? During this hospital stay, how often did nurses explain things in a way you could understand? During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Measure

Hospital Average

How this Hospital Compares

Staff Responsiveness Rating

★☆☆☆☆ Poor 

Staff responsiveness - star rating

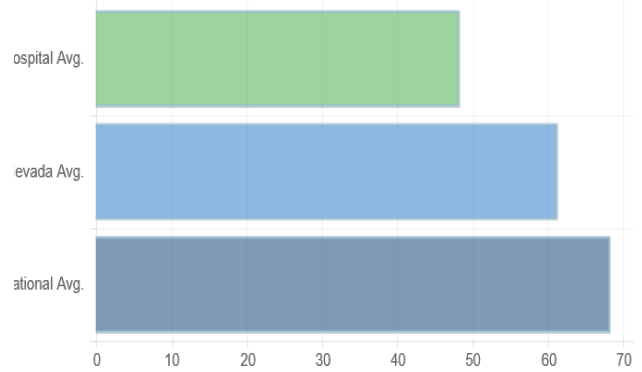
Measure

Hospital Average

How this Hospital Compares

Patients "always" received help as soon as they wanted

48% **i**

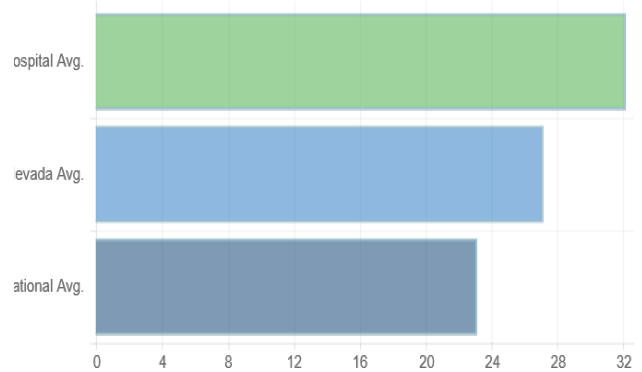


Patients who reported that they "Always" received help as soon as they wanted

A higher percentage of staff responsiveness is better.

Patients "usually" received help as soon as they wanted

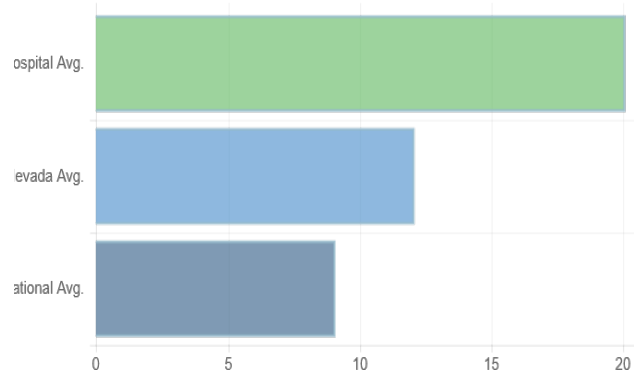
32% **i**



Patients who reported that they "Usually" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

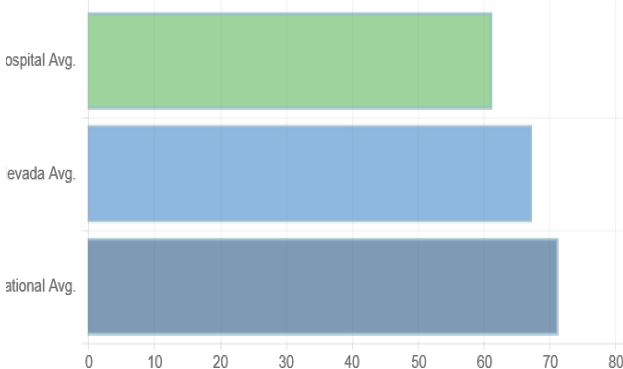
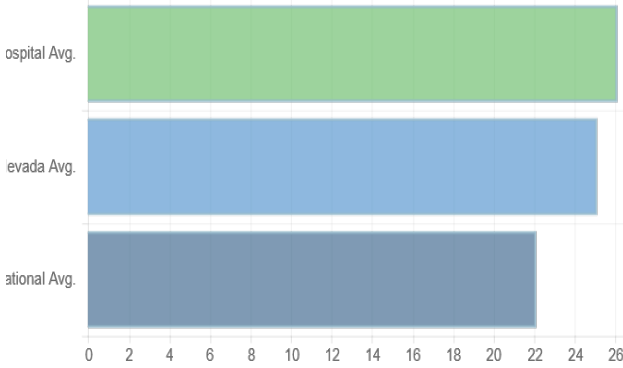
20% **i**



Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted

A lower percentage is better.

As part of the patient experience survey adult patients recently discharged are asked the following questions about **pain management** while in the hospital. During this hospital stay, did you need medicine for pain? During this hospital stay, how often was your pain well controlled? During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Measure	Hospital Average	How this Hospital Compares								
Pain Management Rating	★★☆☆☆ Fair ⓘ	Pain management - star rating								
Pain was "always" well controlled	61% ⓘ	<table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Hospital Avg.</td><td>61%</td></tr><tr><td>Nevada Avg.</td><td>~68%</td></tr><tr><td>National Avg.</td><td>~72%</td></tr></table> Patients who reported that their pain was "Always" well controlled A higher pain management percentage is better.	Category	Percentage	Hospital Avg.	61%	Nevada Avg.	~68%	National Avg.	~72%
Category	Percentage									
Hospital Avg.	61%									
Nevada Avg.	~68%									
National Avg.	~72%									
Pain was "usually" well controlled	26% ⓘ	<table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Hospital Avg.</td><td>26%</td></tr><tr><td>Nevada Avg.</td><td>~25%</td></tr><tr><td>National Avg.</td><td>~22%</td></tr></table> Patients who reported that their pain was "Usually" well controlled	Category	Percentage	Hospital Avg.	26%	Nevada Avg.	~25%	National Avg.	~22%
Category	Percentage									
Hospital Avg.	26%									
Nevada Avg.	~25%									
National Avg.	~22%									

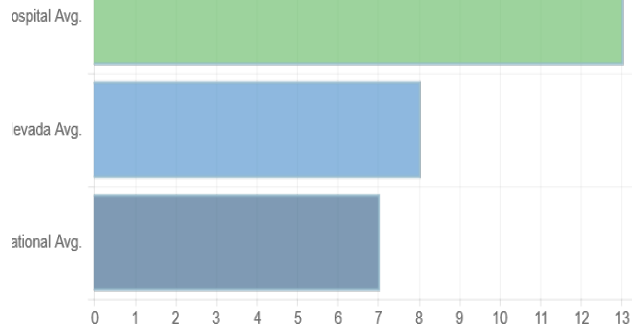
Measure

Hospital Average

How this Hospital Compares

Pain was
"sometimes" or
"never" well
controlled

13% 



Patients who reported that their pain was
"Sometimes" or "Never" well controlled

A lower percentage is better.

Communication About Medications

As part of the patient experience survey adult patients recently discharged are asked the following questions about their **experiences with medications** while in the hospital. During this hospital stay, were you given any medicine that you had not taken before? Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Measure

Hospital Average

How this Hospital Compares

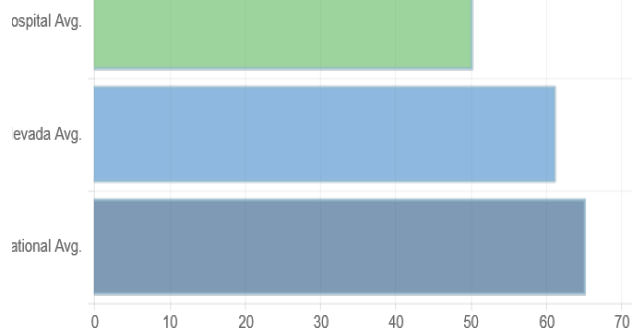
Medication
Explanation Rating

★☆☆☆☆ Poor 

Communication about medicines - star rating

Staff "always"
explained

50% 



Patients who reported that staff "Always" explained
about medicines before giving it to them

A higher medication explanation percentage is better.

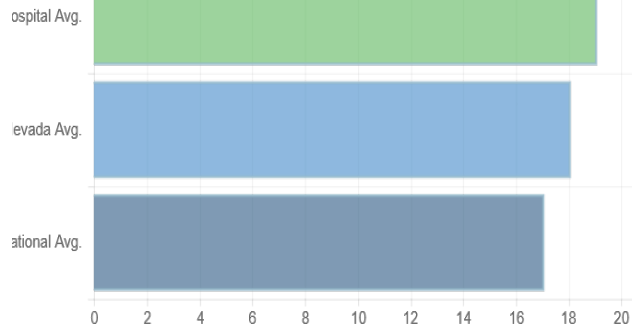
Measure

Hospital Average

How this Hospital Compares

Staff "usually" explained

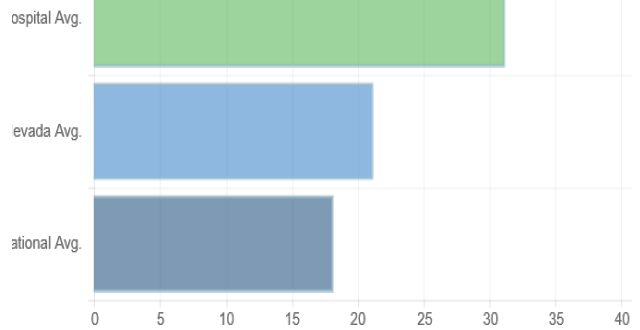
19% 



Patients who reported that staff "Usually" explained about medicines before giving it to them

Staff "sometimes" or "never" explained

31% 



Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them

A lower percentage is better.

Cleanliness of Hospital Environment

As part of the patient experience survey adult patients recently discharged are asked the following questions about their experiences with hospital's **physical environment**. During this hospital stay, how often were your room and bathroom kept clean?

Measure

Hospital Average

How this Hospital Compares

Cleanliness Rating

★★☆☆☆ Fair 

Cleanliness - star rating

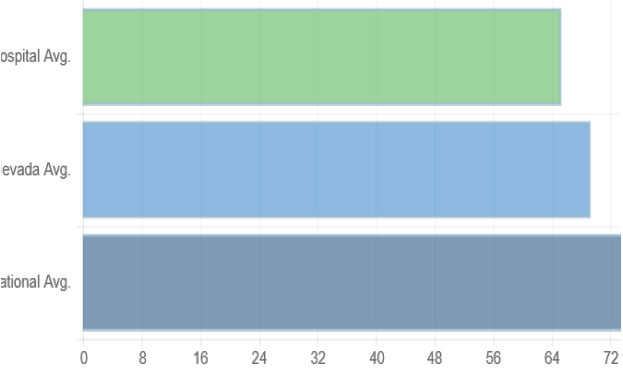
Measure

Hospital Average

How this Hospital Compares

Room was "always" clean

65% ⓘ

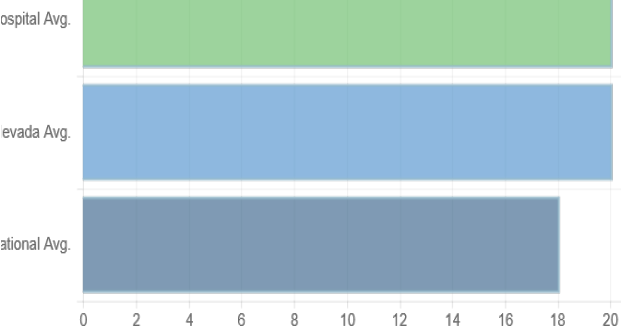


Patients who reported that their room and bathroom were "Always" clean

A higher cleanliness percentage is better.

Room was "usually" clean

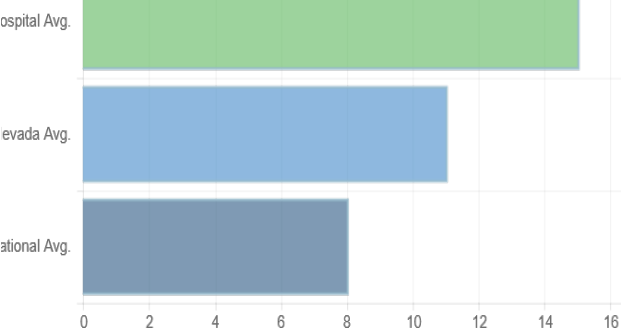
20% ⓘ



Patients who reported that their room and bathroom were "Usually" clean

Room was "sometimes" or "never" clean

15% ⓘ



Patients who reported that their room and bathroom were "Sometimes" or "Never" clean

A lower percentage is better.

Quietness of Hospital Environment

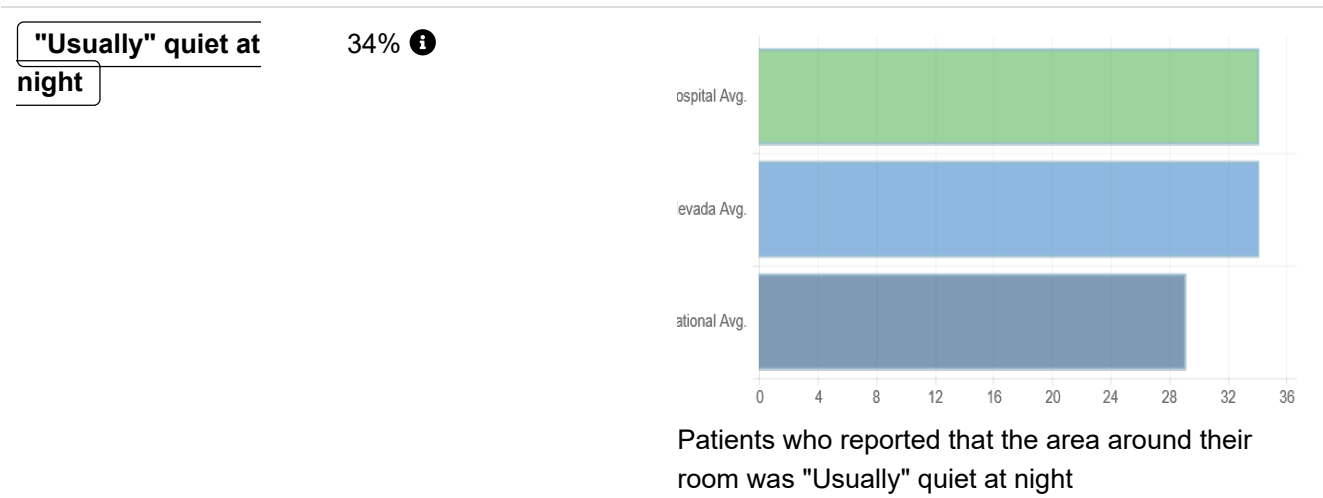
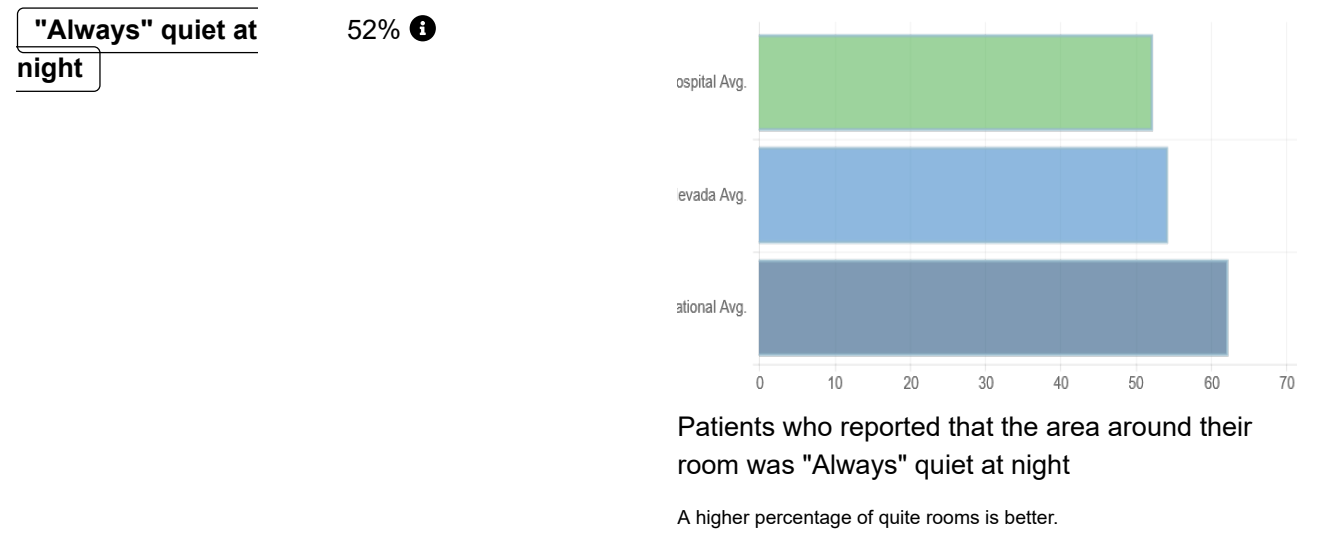
As part of the patient experience survey adult patients recently discharged are asked the following questions about their experiences with hospital’s **noise environment**. During this hospital stay, how often was the area around your room quiet at night?

Measure	Hospital Average	How this Hospital Compares
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Quiet Rooms Rating

★★☆☆☆ Fair ⓘ

Quietness - star rating



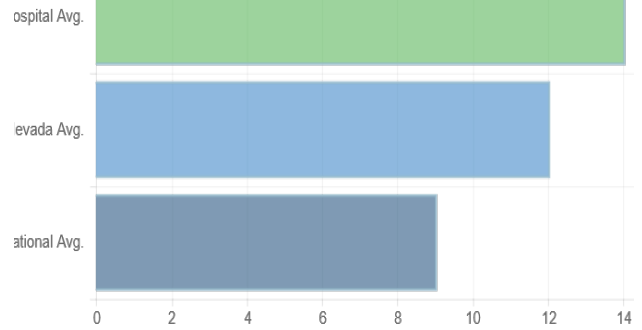
Measure

Hospital Average

How this Hospital Compares

"Sometimes" or
"never" quiet at night

14% 



Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night

A lower percentage is better.

Discharge Information

As part of the patient experience survey adult patients recently discharged are asked the following questions about the **discharge information** they received. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Measure

Hospital Average

How this Hospital Compares

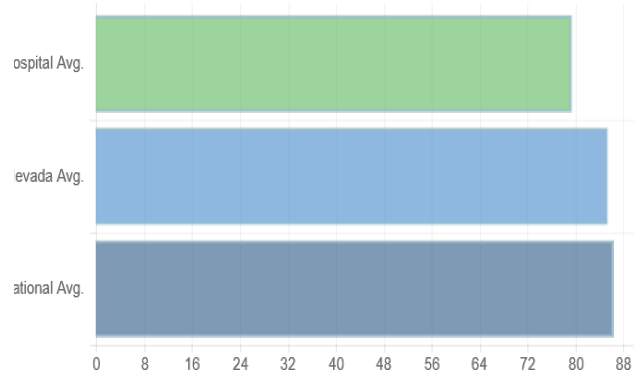
Discharge
Information Rating

★☆☆☆☆ Poor 

Discharge information - star rating

Yes, staff "did" give
patients this
information

79% 



Patients who reported that YES, they were given information about what to do during their recovery at home

A higher percentage is better.

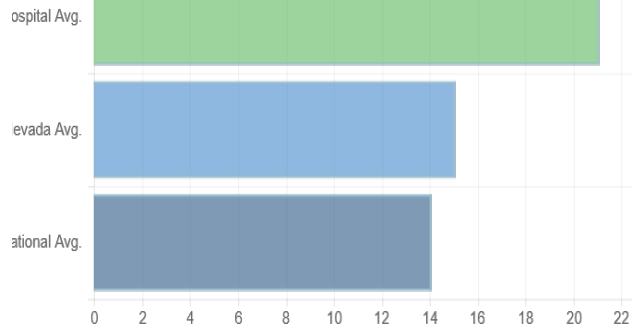
Measure

Hospital Average

How this Hospital Compares

No, staff "did not" give patients this information

21% 



Patients who reported that NO, they were not given information about what to do during their recovery at home

A lower percentage is better.

Transition of Care Information

As part of the patient experience survey adult patients recently discharged are asked the following question about their **experience when they left the hospital**. The survey asks patients if the hospital took into account any specific preferences. The survey also asks patients if they had a good understanding of how to take any prescribed medications.

Measure

Hospital Average

How this Hospital Compares

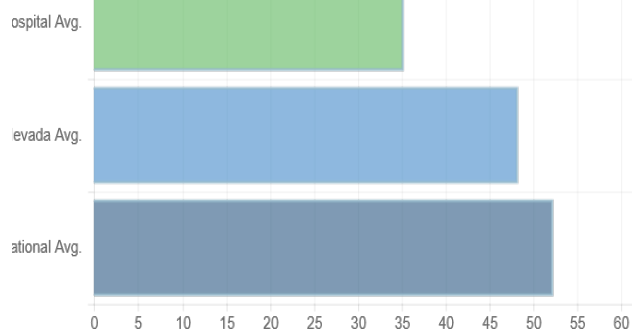
Care Transition Rating

★☆☆☆☆ Poor 

Care transition - star rating

"Strongly Agree" they understood their care when left hospital

35% 



Patients who "Strongly Agree" they understood their care when they left the hospital

A higher percentage is better.

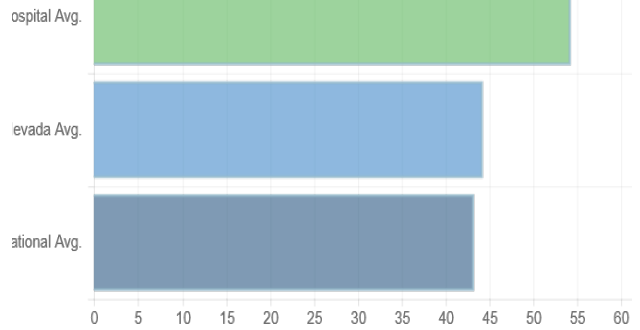
Measure

Hospital Average

How this Hospital Compares

“Agree” they understood their care when left hospital

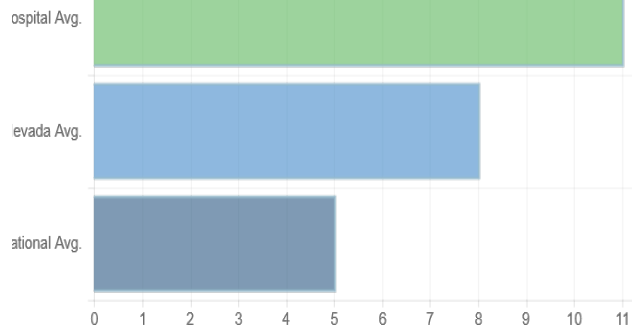
54% 



Patients who “Agree” they understood their care when they left the hospital

“Disagree” or “Strongly Disagree” they understood their care when left hospital

11% 



Patients who “Disagree” or “Strongly Disagree” they understood their care when they left the hospital

A lower percentage is better.

Overall Rating of Hospital Experience

The patient experience survey collects information from adult patients who have been recently discharged from the hospital. Patients are asked the following question about their **overall inpatient hospital experience** on a scale of 0 (worst hospital possible) to 10 (best hospital possible). What number would you use to rate this hospital during your stay?

Measure

Hospital Average

How this Hospital Compares

Overall Hospital Rating

★☆☆☆☆ Poor 

Overall hospital rating - star rating

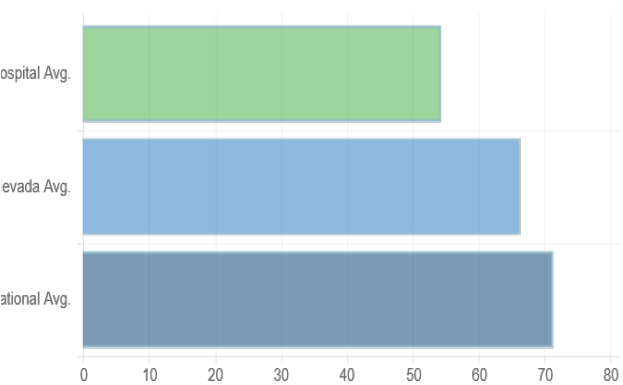
Measure

Hospital Average

How this Hospital Compares

Patients who gave a rating of "9" or "10" (high)

54% ⓘ

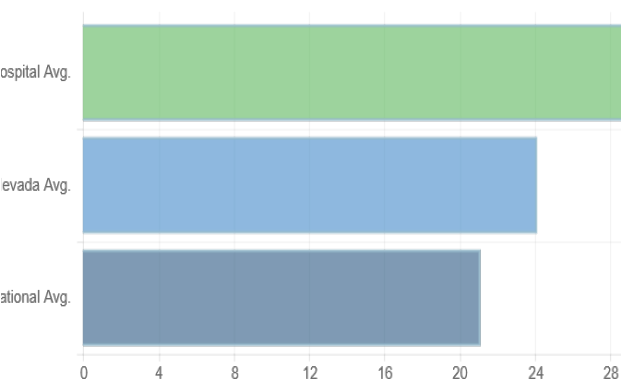


Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)

A higher hospital rating percentage is better.

Patients who gave a rating of "7" or "8" (medium)

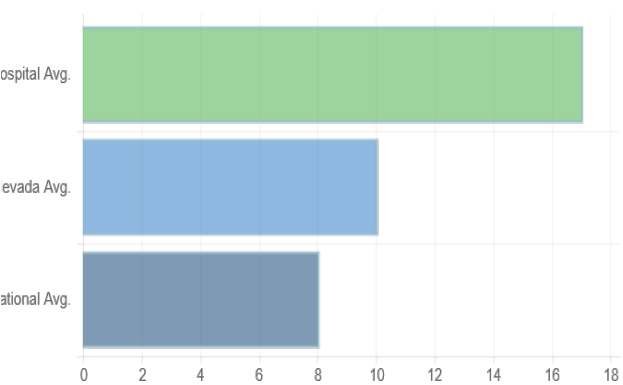
29% ⓘ



Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)

Patients who gave a rating of "6" or lower (low)

17% ⓘ



Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)

A lower percentage is better.

Willingness to Recommend the Hospital

As part of the patient experience survey adult patients recently discharged are asked the following question about their willingness to **recommend the hospital**. Would you recommend this hospital to your friends and family?

Measure	Hospital Average	How this Hospital Compares								
Recommend Hospital Rating	★☆☆☆☆ Poor ⓘ	Recommend hospital - star rating								
"YES", patients would definitely recommend the hospital	56% ⓘ	A horizontal bar chart comparing three averages for the 'definitely recommend' category. The x-axis ranges from 0 to 80. The 'ospital Avg.' bar is green and extends to approximately 56. The 'evada Avg.' bar is blue and extends to approximately 68. The 'ational Avg.' bar is dark blue and extends to approximately 72. <table><tr><th>Avg.</th><th>Percentage</th></tr><tr><td>ospital Avg.</td><td>56%</td></tr><tr><td>evada Avg.</td><td>~68%</td></tr><tr><td>ational Avg.</td><td>~72%</td></tr></table> Patients who reported YES, they would definitely recommend the hospital A higher hospital recommendation percentage is better.	Avg.	Percentage	ospital Avg.	56%	evada Avg.	~68%	ational Avg.	~72%
Avg.	Percentage									
ospital Avg.	56%									
evada Avg.	~68%									
ational Avg.	~72%									
"YES", patients would probably recommend the hospital	30% ⓘ	A horizontal bar chart comparing three averages for the 'probably recommend' category. The x-axis ranges from 0 to 32. The 'ospital Avg.' bar is green and extends to approximately 30. The 'evada Avg.' bar is blue and extends to approximately 25. The 'ational Avg.' bar is dark blue and extends to approximately 24. <table><tr><th>Avg.</th><th>Percentage</th></tr><tr><td>ospital Avg.</td><td>30%</td></tr><tr><td>evada Avg.</td><td>~25%</td></tr><tr><td>ational Avg.</td><td>~24%</td></tr></table> Patients who reported YES, they would probably recommend the hospital	Avg.	Percentage	ospital Avg.	30%	evada Avg.	~25%	ational Avg.	~24%
Avg.	Percentage									
ospital Avg.	30%									
evada Avg.	~25%									
ational Avg.	~24%									

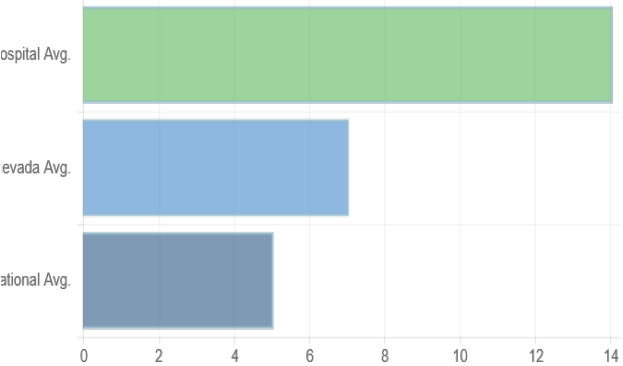
Measure

Hospital Average

How this Hospital Compares

"NO", patients
would not
recommend the
hospital

14% 



Patients who reported NO, they would probably not or definitely not recommend the hospital

A lower percentage is better.