

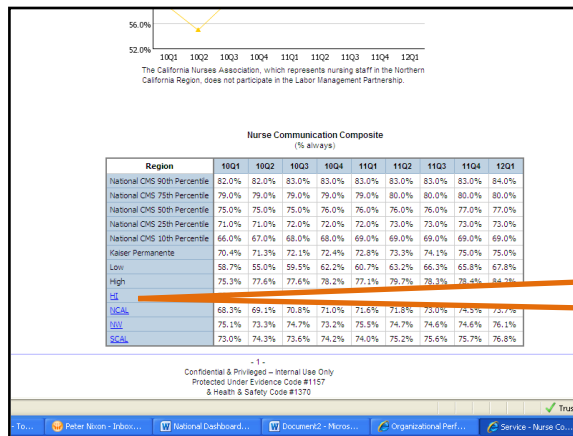
In the picture below, the user wants to compare the performance of Southern California on the HCAHPS “Nurse Communication Composite” measure to the National CMS 50th percentile, a major national benchmark. After selecting the benchmark and NCAL from the list, the user clicks on the “Submit” button. The report now only displays one region and the national benchmark.

Select what you want to see

Press “Submit”

Up arrows mean higher is better, down arrows mean lower is better.

In each graph, you’ll notice two green arrows to the left. These show you which direction is better performance. Up arrows mean a higher number is better, down arrows mean a lower number is better. While we want to be higher on quality and service, we want to be lower on things like workplace safety and sick leave utilization.



Some of the graphs in the Dashboard can display sub-regional (e.g. medical center level) data. To view this data, scroll down to the chart below the line graphs and look to see if any of the regions are highlighted in blue. This indicates that subregional data is available. Click on the link to view it.

If a region’s abbreviation is highlighted in blue, you can click on it to view sub-regional data.

IMPORTANT: When you want to return to the previous level, do NOT click the back button on your browser. Because of a problem with Internet Explorer, this may cause the system to crash. Instead click on one of the blue navigation buttons in the upper left hand corner.

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