How are patient norms created?

PRC Patient Norms, sometimes referred to as benchmarks, establish rankings and allow comparison to other facilities with which PRC conducts research. You can view the normative breakout for any question on your survey using the Norms application on PRCEasyView.com®.

PRC norms are determined by two chief aspects: the **question asked**, and the **type of patient** answering (based on services received). Any question on our survey can have a norm if it uses the "Excellent, Very Good, Good, Fair, or Poor" scale AND at least 10 other measured areas or hospitals are asking the same question to the same group of patients. These hospitals must each have at least 45 completions in the comparison year.

We compare a client's Percent Excellent score (the percentage of patients who responded "Excellent") on a particular question to other clients' Percent Excellent scores on that same question. We also consider the type of patient being asked that question. When we compare a particular Emergency Department's score on the "teamwork" question, we compare its results to other Emergency Departments' results on the "teamwork" question, like in the below image, which shows you the normative decile breakout. To be at the 10th percentile (better than 10% of other EDs), you would need to have at least 39.7% of your patients respond "Excellent" to this teamwork question. To be at the 90th percentile (better than 90% of other EDs), you would need to have at least 58.4% of your patients respond "Excellent" to this teamwork question.

17. Would you rate the overall teamwork between the doctors, nurses, and staff as:												
		% Excellent Deciles										
Year	Service Line	0	10	20	30	40	50	60	70	80	90	100
2013	ED	24.5	39.7	42.3	44.9	46.7	48.7	50.3	52.4	55.2	58.4	73.5

PRC creates norms by first assigning every hospital and sample group in each patient study to a type of norm category. For example, a hospital doing an inpatient study would be included in the "Inpatient" norm. Likewise, that study might have three sample groups: Med Surg, OB, and Pediatrics. We would tag the Med Surg sample group as the "Inpatient Med Surg" norm type, the OB sample group as the "Inpatient OB/GYN" norm type, and the "Pediatrics" sample group as the "Inpatient Pediatrics" norm type. PRC then uses these norm assignments and summarizes scores from ALL of our clients with those tags to get a big picture of how clients are performing.

PRC Patient Norms are updated once per year at the beginning of each year, and are based on data collected in the previous Oct-Sep time period. PRC labels the norms according to the year in which they're created, not on the 12-month period of data they are compiled on. We want to give you the most recent comparisons available, but don't want to give you perpetually moving targets that leave staff confused and frustrated. Annual updates balance the desire for current comparisons and steady targets.