

Breakthrough AWARDS

Aspen Valley Hospital



ASPEN VALLEY HOSPITAL

Patient Experience (HCAHPS)

Improvement

		Q3 2019	Q3 2018
Bronze	Communication with Doctors	95.8%	(88.9%)
Bronze	Response of Hospital Staff	87.7%	(81.4%)
Bronze	Transition of Care	80.0%	(71.8%)

Achievement

		2019	National Top Box
Ruby	Communication with Nurses	90.5%	(80.6%)
Ruby	Discharge Information	98.3%	(87.4%)
Ruby	Hospital Environment - Clean	81.3%	(74.8%)
Diamond	Communication with Doctors	95.8%	(81.3%)
Diamond	Response of Hospital Staff	87.7%	(68.2%)
Diamond	Pain Management	85.6%	(66.0%)
Diamond	Communication about Medicines	83.1%	(64.7%)
Diamond	Hospital Environment - Quiet	85.7%	(61.3%)
Diamond	Transition of Care	80.0%	(54.0%)
Diamond	Overall Rating	89.8%	(72.5%)
Diamond	Recommend the Hospital	87.5%	(72.0%)

Patient Satisfaction

Improvement

		Q3 2019	Q3 2018
Silver	Ambulatory	98.2	(95.2)

Achievement

		2019
Emerald	Outpatient	80th Percentile
Diamond	Emergency	98th Percentile
Diamond	Inpatient	99th Percentile
Diamond	Ambulatory	99th Percentile



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