

Breakthrough AWARDS

Community Memorial Healthcare



Patient Experience (HCAHPS)

Improvement

		Q3 2019	Q3 2018
Gold	Pain Management	76.0%	(56.0%)
Gold	Communication about Medicines	75.0%	(57.0%)

Achievement

		2019	National Top Box
Emerald	Communication with Nurses	84.0%	(81.0%)
Emerald	Communication with Doctors	86.0%	(83.0%)
Emerald	Discharge Information	88.0%	(85.0%)
Ruby	Hospital Environment - Clean	89.0%	(80.0%)
Ruby	Hospital Environment - Quiet	70.0%	(65.0%)
Ruby	Communication about Medicines	75.0%	(68.0%)
Diamond	Pain Management	76.0%	(62.0%)

