

# Breakthrough AWARDS

## Good Shepherd Health Care System



Patient Experience (HCAHPS)

### Achievement

		2019	National Top Box
Emerald	Communication with Nurses	83.2%	( 80.3% )
Emerald	Communication with Doctors	82.9%	( 81.0% )
Emerald	Pain Management	68.4%	( 65.5% )
Emerald	Discharge Information	91.2%	( 87.3% )
Emerald	Communication about Medicines	67.1%	( 64.3% )
Ruby	Hospital Environment - Clean	80.3%	( 74.3% )
Diamond	Response of Hospital Staff	78.2%	( 67.6% )

