

# Breakthrough AWARDS

## Grand River Health



### Patient Experience (HCAHPS)

		Q3 2019	Q3 2018
<b>Improvement</b>			
Bronze	Pain Management	84.6%	( 77.3% )
Bronze	Communication about Medicines	76.9%	( 70.0% )
Bronze	Hospital Environment - Clean	79.2%	( 72.4% )
Bronze	Hospital Environment - Quiet	66.7%	( 60.7% )
Silver	Communication with Nurses	88.0%	( 75.9% )
Silver	Overall Rating	80.0%	( 69.0% )
<b>Achievement</b>			
Ruby	Communication with Nurses	88.0%	( 79.8% )
Ruby	Hospital Environment - Clean	79.2%	( 72.4% )
Ruby	Hospital Environment - Quiet	66.7%	( 58.4% )
Ruby	Overall Rating	80.0%	( 73.8% )
Diamond	Response of Hospital Staff	83.3%	( 66.2% )
Diamond	Pain Management	84.6%	( 66.0% )
Diamond	Communication about Medicines	76.9%	( 64.7% )

### Patient Experience (CG-CAHPS)

		2019	National Top Box
Ruby	Rating of Provider	90.9%	( 84.3% )

### Patient Experience (ED CAHPS)

		2019	National Top Box
Emerald	Overall Rating of Facility	69.0%	( 66.3% )

### Patient Experience (OAS CAHPS)

		Q3 2019	Q3 2018
<b>Improvement</b>			
Silver	Overall Rating of Facility	90.7%	( 79.5% )
<b>Achievement</b>			
Ruby	Overall Rating of Facility	90.7%	( 84.9% )

### Patient Satisfaction

		Q3 2019	Q3 2018
<b>Improvement</b>			
Gold	Inpatient	80.0	( 69.0 )
Gold	Physician Clinic	90.9	( 86.5 )
<b>Achievement</b>			
		<b>2019</b>	
Emerald	Inpatient	78th Percentile	
Emerald	Physician Clinic	75th Percentile	

