

Breakthrough AWARDS

Memorial Hospital



Patient Experience (HCAHPS)

Improvement

		Q3 2019	Q3 2018
Bronze	Hospital Environment - Quiet	77.6%	(70.2%)
Silver	Communication about Medicines	71.7%	(58.9%)
Silver	Hospital Environment - Clean	90.0%	(78.9%)
Gold	Transition of Care	63.5%	(46.1%)

Achievement

		2019	National Top Box
Emerald	Communication with Nurses	85.3%	(80.6%)
Emerald	Pain Management	69.6%	(66.0%)
Emerald	Discharge Information	90.2%	(87.4%)
Emerald	Recommend the Hospital	75.0%	(72.0%)
Ruby	Response of Hospital Staff	73.3%	(68.2%)
Ruby	Communication about Medicines	71.7%	(64.7%)
Ruby	Transition of Care	63.5%	(54.0%)
Diamond	Hospital Environment - Clean	90.0%	(74.8%)
Diamond	Hospital Environment - Quiet	77.6%	(61.3%)

