

# Breakthrough AWARDS

## Ozarks Medical Center



### Patient Experience (HCAHPS)

<b>Achievement</b>		<b>2019</b>	<b>Top Box</b>
Emerald	Communication with Doctors	81.9%	( 81.3% )
Emerald	Discharge Information	89.7%	( 87.4% )

### Patient Experience (HH CAHPS)

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Bronze	Overall Rating of Agency	91.0%	( 85.0% )
<b>Achievement</b>		<b>2019</b>	<b>National Top Box</b>
Ruby	Overall Rating of Agency	91.0%	( 85.0% )

### Patient Experience (OAS CAHPS)

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Bronze	Global Rate	80.4%	( 71.7% )

### Patient Experience (CG-CAHPS)

<b>Achievement</b>		<b>2019</b>	<b>National Top Box</b>
Emerald	Office Staff Quality	95.1%	( 93.7% )
Emerald	Care Coordination	74.8%	( 74.7% )

### Patient Experience (ED CAHPS)

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Bronze	Standard Overall	70.2%	( 65.2% )
Bronze	Standard Arrival	67.5%	( 61.4% )
Bronze	Standard Nurses	71.1%	( 63.4% )
Bronze	Standard Tests	73.9%	( 69.7% )
Bronze	Standard Personal Issues	63.3%	( 55.4% )
Silver	Standard Personal/Insurance Info	76.3%	( 66.3% )
Silver	Standard Overall Assessment	71.4%	( 57.4% )
<b>Achievement</b>		<b>2019</b>	<b>National Top Box</b>
Emerald	Standard Overall	70.2%	( 69.2% )
Emerald	Standard Arrival	67.5%	( 65.0% )
Emerald	Standard Tests	73.9%	( 71.6% )
Emerald	Standard Personal/Insurance Info	76.3%	( 72.5% )
Emerald	Standard Personal Issues	63.3%	( 62.1% )
Emerald	Standard Overall Assessment	71.4%	( 69.1% )

