Breakthrough AWARDS

Ringgold County Hospital

RCH — Ringgold County Hospital — An Affiliate of MERCYONE.

Patient Experience (HCAHPS)

Achievement		2019	National Top Box
Emerald	Hospital Environment - Clean	67.6%	(65.3%)
Emerald	Hospital Environment - Quiet	67.6%	(65.3%)
Emerald	Discharge Information	90.0%	(88.1%)
Ruby	Communication about Medicines	72.7%	(64.7%)
Diamond	Response of Hospital Staff	83.3%	(66.2%)

Experience (CG-CAHPS)

Improvement		Q3 2019	Q3 2018
Bronze	Willingness to Recommend	94.8%	(89.3%)
Gold	Overall Rating of Provider	73.7%	(57.1%)

Achievement		2019	National Top Box
Emerald	Courteous and Helpful Office Staff	96.7%	(92.4%)
Emerald	Provider Communication	93.7%	(91.0%)
Emerald	Continuity and Transition	94.7%	(90.4%)
Emerald	Emotional Support	92.6%	(89.1%)
Emerald	Information and Education	92.8%	(89.4%)
Emerald	Respect for Patient Preferences	94.5%	(92.6%)
Ruby	Timely Care	73.0%	(63.4%)
Ruby	Coordination of Care	89.5%	(84.1%)
Ruby	Willingness to Recommend	94.8%	(88.9%)
Diamond	Access to Care	74.6%	(63.4%)
Diamond	Overall Rating of Provider	73.7%	(63.0%)

Patient Experience (ED CAHPS)

Achievement		2019	National Top Box
Emerald	Communication with Nurses	82.7%	(78.3%)
Ruby	Access to Care	69.9%	(63.6%)
Ruby	Continuity and Transition	72.2%	(64.5%)
Ruby	Coordination of Care	76.9%	(68.3%)
Ruby	Respect for Patient Preferences	79.5%	(74.3%)
Diamond	Cleanliness/Quietness	96.2%	(75.2%)
Diamond	Discharge Information	75.4%	(57.3%)
Diamond	Patient Safety	90.0%	(79.3%)

Experience (OAS CAHPS)

Improvement		Q3 2019	Q3 2018
Bronze	Access to Care	100%	(92.9%)
Silver	Overall	83.3%	(66.7%)

Achievement		2019	National Top Box
Emerald	Facilities and Staff	99.3%	(96.2%)
Emerald	Emotional Support	95.8%	(95.2%)
Emerald	Physical Comfort	100%	(96.6%)
Emerald	Respect for Patient Preferences	100%	(97.3%)
Ruby	Communication about Procedure	99.2%	(90.4%)
Ruby	Preparations for Discharge and Recovery	91.0%	(81.9%)
Ruby	Access to Care	100%	(94.5%)
Ruby	Continuity and Transition	89.2%	(81.8%)
Ruby	Information/Education	99.3%	(89.5%)
Diamond	Overall	83.3%	(63.6%)

HCSEC — HealthCare Service Excellence Conference