

Breakthrough AWARDS



Rio Grande Hospital

Patient Experience (HCAHPS)

Improvement		Q3 2019	Q3 2018
Gold	Pain Management	65.0%	(42.9%)
Gold	Transition of Care	60.9%	(42.3%)
Achievement		2019	National Top Box
Emerald	Communication about Medicines	65.4%	(64.6%)
Emerald	Communication with Nurses	82.3%	(80.0%)
Emerald	Communication with Doctors	85.4%	(81.3%)
Ruby	Transition of Care	60.9%	(53.5%)
Diamond	Response of Hospital Staff	76.8%	(65.9%)
Diamond	Hospital Environment - Clean	84.4%	(65.7%)
Diamond	Hospital Environment - Quiet	84.4%	(65.7%)
Diamond	Overall Rating	62.1%	(51.6%)
Diamond	Recommend the Hospital	85.7%	(75.4%)

Experience (CG-CAHPS)

Improvement		Q3 2019	Q3 2018
Silver	Courteous and Helpful Office Staff	83.4%	(71.2%)
Silver	Emotional Support	79.1%	(67.1%)
Achievement		2019	National Top Box
Emerald	Care Coordination	76.9%	(73.7%)
Emerald	Courteous and Helpful Office Staff	83.4%	(82.5%)
Emerald	Communication with Providers	91.5%	(87.8%)
Emerald	Emotional Support	79.1%	(77.7%)
Emerald	Information and Education	90.9%	(86.3%)
Emerald	Respect for Patient Preferences	90.7%	(88.0%)

Patient Experience (ED CAHPS)

Improvement		Q3 2019	Q3 2018
Bronze	Cleanliness/Quietness	92.2%	(87.1%)
Silver	Overall Rating of Facility	60.2%	(47.4%)
Gold	Pain Management	71.8%	(54.5%)
Achievement		2019	National Top Box
Ruby	Communication with Providers	86.4%	(78.7%)
Ruby	Discharge Information	64.6%	(57.3%)
Diamond	Cleanliness/Quietness	92.2%	(75.2%)
Diamond	Overall Rating of Facility	60.2%	(47.1%)
Diamond	Pain Management	71.8%	(53.0%)
Diamond	Communication with Nurses	88.4%	(78.3%)
Diamond	Would Recommend Facility	85.1%	(68.6%)

Experience (OAS CAHPS)

Improvement		Q3 2019	Q3 2018
Bronze	Cleanliness/Quietness	100%	(94.7%)
Bronze	Communication with Doctors	99.0%	(91.2%)
Bronze	Communication with Nurses	98.6%	(92.5%)
Bronze	Discharge Information	89.7%	(84.2%)
Gold	Response of Hospital Staff	100%	(85.0%)
Achievement		2019	National Top Box
Emerald	Cleanliness/Quietness	100%	(98.5%)
Emerald	Communication with Nurses	98.6%	(97.9%)
Emerald	Communication with Doctors	99.0%	(98.1%)
Emerald	Overall Rating of Facility	91.2%	(86.9%)
Emerald	Responsiveness of Hospital Staff	100%	(97.3%)
Emerald	Would Recommend Facility	100%	(98.6%)

