

Breakthrough AWARDS

San Luis Valley Health



Patient Experience (HCAHPS)

		Q3 2019	Q3 2018
Improvement			
Bronze	Overall Rating	70.9%	(65.8%)
Bronze	Recommend the Hospital	68.5%	(62.3%)
Achievement		2019	National Top Box
Emerald	Communication with Nurses	81.7%	(80.6%)
Emerald	Communication with Doctors	83.3%	(81.3%)
Emerald	Response of Hospital Staff	72.2%	(68.2%)
Emerald	Discharge Information	91.5%	(87.4%)
Ruby	Communication about Medicines	70.5%	(64.7%)
Ruby	Hospital Environment - Clean	80.0%	(74.8%)

Patient Experience (OAS CAHPS)

		2019	National Top Box
Emerald	Overall Facility/Personal Treatment Score	97.4%	(96.8%)
Emerald	Discharge	98.5%	(95.4%)
Ruby	Overall Communication	97.4%	(91.4%)

Patient Experience (ED CAHPS)

		2019	National Top Box
Emerald	Overall Family and Friends Score	77.3%	(74.5%)

Patient Experience (CG- CAHPS)

		Q3 2019	Q3 2018
Improvement			
Bronze	Ease of Scheduling Appointments	73.0%	(64.1%)
Bronze	Informed about Delays	62.4%	(54.3%)
Bronze	Wait Time at Clinic	60.8%	(53.4%)
Bronze	Over Nurse/Assistant Score	77.2%	(69.9%)
Bronze	Overall Care Provider Score	82.6%	(76.4%)
Bronze	Recommending Care Provider	82.8%	(77.8%)
Bronze	Overall of Patients' Personal Issues	76.1%	(69.5%)
Bronze	Staff Worked Together	77.0%	(71.6%)
Achievement		2019	National Top Box
Emerald	Ease of Scheduling Appointments	73.0%	(71.1%)
Emerald	Informed about Delays	62.4%	(62.0%)
Emerald	Wait Time at Clinic	60.8%	(60.7%)
Emerald	Overall Care Provider Score	82.6%	(81.8%)

Patient Satisfaction

		Q3 2019	Q3 2018
Bronze	Physician Clinic	91.1	(88.6)
Achievement		2019	
Ruby	Ambulatory	94th Percentile	

