

Breakthrough AWARDS

Sioux Falls Specialty Hospital



Patient Experience (HCAHPS)

Achievement

		2019	National Top Box
Ruby	Communication with Nurses	87.8%	(81.0%)
Ruby	Communication with Doctors	90.3%	(81.0%)
Ruby	Communication about Medicines	75.6%	(66.0%)
Ruby	Discharge Information	97.0%	(87.0%)
Diamond	Response of Hospital Staff	90.8%	(70.0%)
Diamond	Hospital Environment - Clean	89.0%	(75.0%)
Diamond	Hospital Environment - Quiet	84.5%	(62.0%)
Diamond	Transition of Care	67.1%	(53.0%)
Diamond	Overall Rating	90.8%	(73.0%)
Diamond	Recommend the Hospital	92.1%	(72.0%)

Patient Experience (OAS CAHPS)

Achievement

		2019	National Top Box
Emerald	Discharge and Recovery	87.5%	(85.8%)

