

Breakthrough AWARDS

Wilson Medical Center



Patient Experience (HCAHPS)

Improvement

		Q3 2019	Q3 2018
Silver	Hospital Environment - Clean	100%	(88.9%)
Gold	Response of Hospital Staff	93.8%	(72.2%)

Achievement

		2019	National Top Box
Emerald	Transition of Care	58.3%	(53.9%)
Ruby	Communication with Nurses	87.5%	(79.8%)
Diamond	Response of Hospital Staff	93.8%	(66.2%)
Diamond	Hospital Environment - Clean	100%	(72.4%)
Diamond	Hospital Environment - Quiet	75.0%	(58.4%)
Diamond	Overall Rating	75.0%	(51.7%)

Patient Satisfaction

Achievement

		2019
Ruby	Outpatient	93rd Percentile
Ruby	Inpatient	92nd Percentile
Diamond	Emergency	96th Percentile

