

BREAKTHROUGH AWARDS



PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
HCAHPS	BRONZE	Communication with Nurses	85.4%	(79.7%)
	BRONZE	Communication with Doctors	88.5%	(79.0%)
	BRONZE	Transition of Care	64.4%	(54.5%)
	BRONZE	Overall Rating	77.5%	(71.4%)
	SILVER	Hospital Environment - Quiet	80.0%	(69.1%)
	SILVER	Discharge Information	87.8%	(77.1%)
	SILVER	Recommend the Hospital	84.2%	(73.2%)
	GOLD	Communication about Medicines	79.1%	(63.2%)
	GOLD	Hospital Environment - Clean	85.4%	(69.8%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Discharge Information	87.8%	(86.8%)
	RUBY	Communication with Nurses	85.4%	(79.2%)
	RUBY	Communication with Doctors	88.5%	(79.9%)
	RUBY	Response of Hospital Staff	70.2%	(64.7%)
	RUBY	Overall Rating	77.5%	(71.3%)
	DIAMOND	Communication about Medicines	79.1%	(61.6%)
	DIAMOND	Hospital Environment - Clean	85.4%	(72.6%)
	DIAMOND	Hospital Environment - Quiet	80.0%	(60.0%)
	DIAMOND	Transition of Care	64.4%	(52.2%)
	DIAMOND	Recommend the Hospital	84.2%	(70.6%)
CG CAHPS	EMERALD	Rating of Provider	92.4%	(88.8%)
	EMERALD	Recommend	95.6%	(92.4%)
	EMERALD	Physician Communication	96.2%	(93.6%)
HH CAHPS	EMERALD	Communication	88.3%	(87.8%)
	EMERALD	Care of Patients	94.2%	(90.1%)
	RUBY	Recommend	92.1%	(82.4%)
	RUBY	Specific Care Issues	93.1%	(83.4%)

