

BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
HCAHPS	BRONZE	Transition of Care	61.3%	(56.0%)
	BRONZE	Overall Rating	57.5%	(50.0%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication about Medicines	62.3%	(61.7%)
	RUBY	Transition of Care	61.3%	(51.5%)
	RUBY	Overall Rating	57.5%	(50.7%)
	DIAMOND	Response of Hospital Staff	78.3%	(63.9%)
	DIAMOND	Hospital Environment - Clean	75.8%	(64.6%)
CG CAHPS	RUBY	Overall Rating	82.1%	(81.0%)

PATIENT SATISFACTION

IMPROVEMENT

			2021	2020
	SILVER	Outpatient	75.0%	(71.1%)

ACHIEVEMENT

			2021
	EMERALD	Outpatient	77th Percentile
	EMERALD	Inpatient	77th Percentile
	EMERALD	Physician Clinic	81st Percentile

