

BREAKTHROUGH AWARDS



An Affiliate of **MERCYONE.**

PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
HCAHPS	BRONZE	Response of Hospital Staff	67.5%	(58.5%)
	BRONZE	Discharge Information	95.1%	(87.2%)
	SILVER	Communication with Nurses	89.0%	(79.0%)
	GOLD	Communication about Medicines	81.0%	(65.7%)
	GOLD	Hospital Environment - Quiet	83.7%	(65.2%)
	GOLD	Transition of Care	64.4%	(45.9%)
	GOLD	Recommend the Hospital	94.0%	(67.4%)
ED CAHPS	BRONZE	ED Overall	81.1%	(74.2%)
	BRONZE	Nurses Overall	88.2%	(80.5%)
	BRONZE	Doctors Overall	77.6%	(70.8%)
	BRONZE	Likelihood to Recommend	84.7%	(75.9%)
	SILVER	Overall Rating of Care	88.4%	(75.4%)
CG CAHPS	BRONZE	CG Overall	82.4%	(76.7%)
	BRONZE	Access Overall	77.2%	(70.4%)
	BRONZE	Doctors Overall	86.5%	(80.7%)
OAS CAHPS	BRONZE	OAS Overall	90.5%	(82.9%)
	BRONZE	Nurses Overall	92.1%	(86.3%)
	BRONZE	Care Provider Overall	88.5%	(79.0%)
	BRONZE	Overall Rating of Care	93.9%	(86.1%)
	SILVER	Likelihood to Recommend	94.6%	(82.2%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	89.2%	(84.3%)
	EMERALD	Communication with Doctors	90.0%	(85.1%)
	RUBY	Hospital Environment - Clean	87.8%	(82.1%)
	RUBY	Discharge Information	95.1%	(90.0%)
	RUBY	Transition of Care	64.4%	(59.3%)
HCAHPS	RUBY	Overall Rating	86.0%	(79.2%)
	DIAMOND	Communication about Medicines	81.0%	(69.3%)
	DIAMOND	Hospital Environment - Quiet	83.7%	(70.1%)
	DIAMOND	Recommend the Hospital	94.0%	(78.3%)
ED CAHPS	EMERALD	ED Overall	81.1%	(77.9%)
	EMERALD	Doctors Overall	77.6%	(77.6%)
	RUBY	Nurses Overall	88.2%	(81.1%)
	RUBY	Overall Rating of Care	88.4%	(78.8%)
	RUBY	Likelihood to Recommend	84.7%	(78.9%)
CG CAHPS	EMERALD	CG Overall	82.4%	(81.6%)
	EMERALD	Access Overall	77.2%	(75.7%)
	EMERALD	Nurses Overall	82.5%	(81.5%)
	EMERALD	Doctors Overall	86.5%	(85.5%)
	EMERALD	Overall Assessment	85.4%	(84.5%)
	EMERALD	Likelihood to Recommend	85.6%	(85.0%)
OAS CAHPS	EMERALD	OAS Overall	90.5%	(87.0%)
	EMERALD	Nurses Overall	92.1%	(89.8%)
	EMERALD	Care Provider Overall	88.5%	(83.7%)
	EMERALD	Overall Rating of Care	93.9%	(90.8%)
	RUBY	Likelihood to Recommend	94.6%	(88.8%)

PATIENT SATISFACTION

IMPROVEMENT

		2021	2020
BRONZE	Inpatient	90.8%	(88.8%)

ACHIEVEMENT

		2021
EMERALD	Outpatient	82nd Percentile
EMERALD	Inpatient	82nd Percentile

