

BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

IMPROVEMENT

<i>HH CAHPS</i>	BRONZE	Recommend Agency	2021	2020
			86%	(80%)

ACHIEVEMENT

<i>HH CAHPS</i>	EMERALD	Care of Patients	2021	NATIONAL TOP BOX
			91%	(89%)

	EMERALD	Communications Between Providers & Patients	88%	(87%)
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	EMERALD	Specific Care Issue	86%	(85%)
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	EMERALD	Overall Rating of Agency	87%	(85%)
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	EMERALD	Overall Composite: All Quality Measure Questions	88%	(86%)
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	RUBY	Recommend Agency	86%	(79%)
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