

# BREAKTHROUGH AWARDS



## PATIENT EXPERIENCE

IMPROVEMENT			2021	2020
HCAHPS	BRONZE	<b>Overall Rating</b>	<b>79.5%</b>	(72.5%)
Outpatient CAHPS	BRONZE	<b>Discharge Information</b>	<b>58.5%</b>	(52.4%)
OAS CAHPS	BRONZE	<b>Overall Rating</b>	<b>90.0%</b>	(83.9%)
OP RAD CAHPS	BRONZE	<b>Would Recommend</b>	<b>88.7%</b>	(82.6%)
Hospice CAHPS	BRONZE	<b>Training Family to Care for Patient</b>	<b>100%</b>	(93.6%)

ACHIEVEMENT			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	<b>Communication with Nurses</b>	<b>80.9%</b>	(79.1%)
	EMERALD	<b>Communication with Doctors</b>	<b>82.8%</b>	(80.3%)
	EMERALD	<b>Communication about Medicines</b>	<b>64.7%</b>	(61.7%)
	EMERALD	<b>Discharge Information</b>	<b>88.4%</b>	(87.3%)
	RUBY	<b>Transition of Care</b>	<b>60.4%</b>	(51.5%)
	RUBY	<b>Overall Rating</b>	<b>79.5%</b>	(72.9%)
HH CAHPS	RUBY	<b>Recommend the Hospital</b>	<b>80.0%</b>	(74.0%)
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>89.0%</b>	(70.3%)
ED CAHPS	DIAMOND	<b>Hospital Environment - Clean</b>	<b>72.2%</b>	(59.1%)
	RUBY	<b>Specific Care Issues</b>	<b>86.8%</b>	(81.5%)
Outpatient CAHPS	EMERALD	<b>Would Recommend Facility</b>	<b>74.1%</b>	(70.1%)
	RUBY	<b>Communication with Nurses</b>	<b>86.5%</b>	(79.5%)
	RUBY	<b>Communication with Providers</b>	<b>86.0%</b>	(80.0%)
	RUBY	<b>Discharge Information</b>	<b>65.6%</b>	(57.6%)
	RUBY	<b>Overall Rating of Facility</b>	<b>76.7%</b>	(68.5%)
	RUBY	<b>Pain Management</b>	<b>64.9%</b>	(55.3%)
	DIAMOND	<b>Cleanliness/Quietness</b>	<b>93.3%</b>	(79.2%)
OAS CAHPS	EMERALD	<b>Cleanliness/Quietness</b>	<b>92.6%</b>	(87.9%)
	EMERALD	<b>Overall Rating</b>	<b>82.1%</b>	(81.8%)
	RUBY	<b>Pain Management</b>	<b>58.3%</b>	(50.4%)
OP Rehab CAHPS	EMERALD	<b>Overall Rating</b>	<b>90.0%</b>	(85.9%)
	EMERALD	<b>About Facilities and Staff</b>	<b>98.8%</b>	(96.3%)
OP Lab CAHPS	EMERALD	<b>Cleanliness/Quietness</b>	<b>99.3%</b>	(95.6%)
	EMERALD	<b>Overall Rating</b>	<b>89.4%</b>	(87.6%)
OP Rad CAHPS	EMERALD	<b>Cleanliness/Quietness</b>	<b>96.2%</b>	(91.5%)
	EMERALD	<b>Would Recommend</b>	<b>88.9%</b>	(84.2%)
	EMERALD	<b>Overall Rating</b>	<b>87.3%</b>	(85.1%)
Hospice CAHPS	EMERALD	<b>Would Recommend</b>	<b>88.7%</b>	(84.2%)
	RUBY	<b>Cleanliness/Quietness</b>	<b>97.1%</b>	(91.5%)
	RUBY	<b>Overall Rating</b>	<b>92.0%</b>	(85.1%)
Hospice CAHPS	EMERALD	<b>Communication with Family</b>	<b>87.2%</b>	(82.4%)
	EMERALD	<b>Help for Pain and Symptoms</b>	<b>79.4%</b>	(76.1%)
	RUBY	<b>Rating of this Hospice</b>	<b>94.4%</b>	(85.2%)
	RUBY	<b>Willingness to Recommend this Hospice</b>	<b>94.4%</b>	(86.2%)
	RUBY	<b>Treating Patient with Respect</b>	<b>100%</b>	(91.0%)
	RUBY	<b>Emotional and Spiritual Support</b>	<b>97.9%</b>	(92.2%)
	DIAMOND	<b>Getting Timely Help</b>	<b>89.6%</b>	(76.9%)
	DIAMOND	<b>Training Family to Care for Patient</b>	<b>100%</b>	(77.3%)

## PATIENT SATISFACTION

ACHIEVEMENT			2021
EMERALD	<b>Inpatient</b>		<b>88th Percentile</b>
RUBY	<b>Lab</b>		<b>93rd Percentile</b>
RUBY	<b>Radiology</b>		<b>93rd Percentile</b>

