

BREAKTHROUGH AWARDS



An Affiliate of
MERCYONE.

PATIENT EXPERIENCE

IMPROVEMENT			2021	2020
ED CAHPS	BRONZE	Discharge Information	71.4%	(65.1%)
	SILVER	Overall Rating of Facility	66.0%	(52.7%)
	GOLD	Would Recommend Facility	85.0%	(65.0%)

ACHIEVEMENT			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Response of Hospital Staff	68.1%	(63.9%)
	EMERALD	Discharge Information	90.7%	(87.3%)
	EMERALD	Transition of Care	52.3%	(51.5%)
	EMERALD	Overall Rating	51.5%	(50.7%)
	EMERALD	Recommend the Hospital	75.4%	(74.0%)
	RUBY	Communication with Nurses	84.8%	(79.1%)
	RUBY	Hospital Environment - Clean	71.2%	(64.6%)
	RUBY	Hospital Environment - Quiet	71.2%	(64.6%)
OAS CAHPS	EMERALD	Facilities and Staff	98.5%	(96.3%)
	EMERALD	Communications about Your Procedure	92.4%	(90.2%)
	EMERALD	Preparations for Discharge and Recovery	83.5%	(81.8%)
	EMERALD	Would Recommend Facility	85.3%	(83.6%)
	RUBY	Overall Rating of Facility	71.6%	(65.0%)
CG CAHPS	EMERALD	Courteous and Helpful Office Staff	96.3%	(95.4%)
ED CAHPS	EMERALD	Communication with Providers	84.0%	(80.0%)
	EMERALD	Pain Management	56.5%	(55.3%)
	RUBY	Communication with Nurses	86.8%	(79.5%)
	DIAMOND	Cleanliness/Quietness	95.8%	(79.2%)
	DIAMOND	Discharge Information	71.4%	(57.6%)
	DIAMOND	Overall Rating of Facility	66.0%	(48.9%)
	DIAMOND	Would Recommend Facility	84.0%	(70.1%)

PATIENT SATISFACTION

IMPROVEMENT	2021	2020
GOLD	Emergency	93.6% (89.4%)

ACHIEVEMENT	2021	
EMERALD	Inpatient	80th Percentile
EMERALD	Ambulatory	81st Percentile
DIAMOND	Emergency	96th Percentile

