

# BREAKTHROUGH AWARDS SUMMARY



## PATIENT EXPERIENCE

### ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	<b>Communication with Nurses</b>	<b>82.2%</b>	( 79.1% )
	EMERALD	<b>Communication with Doctors</b>	<b>84.2%</b>	( 80.3% )
	RUBY	<b>Recommend the Hospital</b>	<b>82.4%</b>	( 74.0% )
	DIAMOND	<b>Response of Hospital Staff</b>	<b>77.6%</b>	( 63.9% )
	DIAMOND	<b>Communication about Medicines</b>	<b>73.4%</b>	( 61.7% )
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>75.2%</b>	( 64.6% )
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>75.2%</b>	( 64.6% )
ED CAHPS	RUBY	<b>Communication with Nurses</b>	<b>85.7%</b>	( 79.5% )
	RUBY	<b>Communication with Providers</b>	<b>85.6%</b>	( 80.0% )
	RUBY	<b>Pain Management</b>	<b>64.0%</b>	( 55.3% )
	DIAMOND	<b>Cleanliness/Quietness</b>	<b>91.5%</b>	( 79.2% )
	DIAMOND	<b>Discharge Information</b>	<b>68.8%</b>	( 57.6% )
DIAMOND	<b>Would Recommend Facility</b>	<b>81.7%</b>	( 70.1% )	

