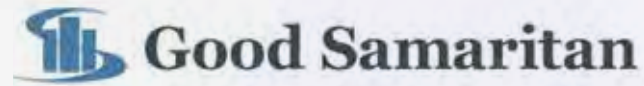


BREAKTHROUGH AWARDS



PATIENT EXPERIENCE

ACHIEVEMENT

			2022	NATIONAL TOP BOX
HCAHPS	EMERALD	Hospital Environment - Clean	71.8%	(69.0%)
	EMERALD	Rate Hospital (9-10)	72.2%	(70.9%)
	RUBY	Hospital Environment - Quiet	63.7%	(58.0%)
<i>Hospice CAHPS</i>				
INDIANA	EMERALD	Providing Emotional Support	93.8%	(92.4%)
INDIANA	EMERALD	Treating Family Members with Respect	92.2%	(92.0%)
INDIANA	EMERALD	Understanding the Side Effects of Pain Medication	78.7%	(77.9%)
INDIANA	EMERALD	Would Recommend	90.0%	(87.3%)
INDIANA	RUBY	Getting Hospice Care Training	84.2%	(74.7%)
INDIANA	RUBY	Hospice Team Communication	89.0%	(83.2%)
INDIANA	RUBY	Getting Help for Symptoms	84.8%	(76.3%)
INDIANA	RUBY	Getting Timely Care	84.0%	(78.0%)
INDIANA	RUBY	Information Continuity	94.1%	(88.7%)
ILLINOIS	RUBY	Getting Help for Symptoms	86.1%	(76.3%)
ILLINOIS	RUBY	Hospice Team Communication)	92.1%	(83.2%)
ILLINOIS	RUBY	Overall Rating	94.7%	(86.0%)
ILLINOIS	RUBY	Providing Emotional Support	100%	(92.4%)
ILLINOIS	RUBY	Support for Religious/Spiritual Beliefs	100%	(94.3%)
ILLINOIS	RUBY	Treating Family Members with Respect	97.4%	(92.0%)
ILLINOIS	RUBY	Would Recommend	94.7%	(87.3%)
ILLINOIS	DIAMOND	Getting Timely Care	97.4%	(79.0%)
ILLINOIS	DIAMOND	Understanding the Side Effects of Pain Medication	88.9%	(77.9%)
ILLINOIS	DIAMOND	Getting Hospice Care Training	85.4%	(74.7%)
ILLINOIS	DIAMOND	Information Continuity	100%	(88.7%)

IMPROVEMENT

			2022	2021
<i>Hospice CAHPS</i>				
INDIANA	BRONZE	Getting Hospice Care Training	84.2%	(77.3%)
INDIANA	BRONZE	Hospice Team Communication	89.0%	(82.2%)
INDIANA	BRONZE	Getting Timely Care	84.0%	(74.4%)
ILLINOIS	BRONZE	Understanding the Side Effects of Pain Medication	88.9%	(80.0%)
ILLINOIS	BRONZE	Getting Help for Symptoms	86.1%	(78.9%)
ILLINOIS	BRONZE	Getting Hospice Care Training	85.4%	(77.8%)
ILLINOIS	GOLD	Getting Timely Care	97.4%	(81.0%)
ILLINOIS	GOLD	Hospice Team Communication	92.1%	(75.7%)

PATIENT SATISFACTION

ACHIEVEMENT

		2021
EMERALD	Inpatient Behavioural	89th Percentile

