BREAKTHROUGH AWARDS

Good Samaritan

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%)
Hospice CAHPS				
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
Hospice CAHPS				
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**

BREAKTHROUGH AWARDS

HCSEC HealthCare Service Excellence Conference