

BREAKTHROUGH AWARDS



PATIENT EXPERIENCE

ACHIEVEMENT			2022	NATIONAL TOP BOX	
HCAHPS	EMERALD	Communication with Nurses	82.34%	(78.27%)	
	EMERALD	Response of Hospital Staff	66.15%	(63.36%)	
	EMERALD	Hospital Environment - Clean	74.29%	(70.85%)	
	EMERALD	Discharge Information	86.67%	(86.03%)	
	RUBY	Recommend the Hospital	76.48%	(68.84%)	
	DIAMOND	Hospital Environment - Quiet	70.59%	(59.18%)	
	DIAMOND	Transition of Care	67.28%	(51.49%)	
CG CAHPS	EMERALD	Rating of Provider	91.44%	(88.50%)	
	EMERALD	Recommend	94.39%	(91.63%)	
	EMERALD	Physician Communication	96.61%	(93.38%)	
HH CAHPS	EMERALD	Willingness to Recommend	84.85%	(80.52%)	
	EMERALD	Communication between Providers & Patients	89.26%	(86.95%)	
	EMERALD	Care of Patients	93.61%	(89.54%)	
	RUBY	Overall Rating	94.44%	(87.53%)	
	RUBY	Specific Care Issues	91.72%	(82.06%)	
	IMPROVEMENT			2022	2021
	CG CAHPS	BRONZE	Office Staff Quality	87.36%	(80.17%)
HH CAHPS	SILVER	Overall Rating	94.44%	(84.21%)	

PATIENT SATISFACTION

IMPROVEMENT			2022	2021
	GOLD	ED Doctors	86.30%	(81.46%)

