

BREAKTHROUGH AWARDS



PATIENT EXPERIENCE

IMPROVEMENT

			2022	2021
<i>HCAHPS</i>	BRONZE	Communication with Doctors	88.2%	(82.8%)
	SILVER	Response of Hospital Staff	73.4%	(63.4%)
<i>Outpatient CAHPS</i>	BRONZE	Would Recommend	82.5%	(77.2%)
<i>OP Rehab CAHPS</i>	BRONZE	Response of Hospital Staff	94.2%	(88.9%)
<i>HH CAHPS</i>	BRONZE	Communication between Providers & Patients	90.0%	(80.7%)
	SILVER	Would Recommend	83.9%	(73.8%)
	GOLD	Rating of Patient Care	93.3%	(73.3%)

ACHIEVEMENT

			2022	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Communication with Nurses	82.8%	(78.2%)
	EMERALD	Communication about Medications	60.5%	(60.3%)
	EMERALD	Discharge Information	88.5%	(86.7%)
	RUBY	Communication with Doctors	88.2%	(79.3%)
	RUBY	Recommend the Hospital	76.6%	(71.6%)
	DIAMOND	Response of Hospital Staff	73.4%	(62.1%)
	DIAMOND	Hospital Environment - Clean	86.2%	(69.0%)
	DIAMOND	Hospital Environment - Quiet	75.4%	(58.0%)
	DIAMOND	Rate Hospital (9-10)	81.0%	(70.9%)
	<i>ED CAHPS</i>	EMERALD	Communication with Providers	82.4%
RUBY		Communication with Nurses	86.8%	(77.4%)
RUBY		Pain Management	61.1%	(52.6%)
DIAMOND		Clean/Quiet	93.2%	(77.4%)
DIAMOND		Discharge Information	67.7%	(56.3%)
DIAMOND		Overall Rating of Facility	79.0%	(64.2%)
DIAMOND		Would Recommend	78.4%	(65.6%)
<i>OAS CAHPS</i>	EMERALD	About Facilities and Staff	97.1%	(96.2%)
	EMERALD	Would Recommend	83.4%	(82.7%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
<i>Outpatient CAHPS</i>	EMERALD	Would Recommend	82.5%	(79.3%)
	EMERALD	Overall Rating	84.6%	(81.2%)
	RUBY	Clean/Quiet	96.1%	(87.3%)
	RUBY	Pain Management	56.2%	(50.9%)
<i>OP Rehab CAHPS</i>	EMERALD	Clean/Quiet	97.0%	(95.2%)
	EMERALD	Pain Management	90.2%	(88.9%)
	EMERALD	Response of Hospital Staff	94.2%	(90.9%)
	RUBY	Would Recommend	93.2%	(88.2%)
	RUBY	Overall Rating	92.5%	(86.1%)
<i>OP Lab CAHPS</i>	EMERALD	Would Recommend	84.2%	(81.5%)
	EMERALD	Overall Rating	85.5%	(82.1%)
	RUBY	Clean/Quiet	98.2%	(90.4%)
<i>OP Rad CAHPS</i>	EMERALD	Clean/Quiet	94.4%	(90.4%)
	EMERALD	Overall Rating	85.7%	(82.1%)
<i>Hospice CAHPS</i>	DIAMOND	Getting Timely Help	86.2%	(76.2%)
<i>HH CAHPS</i>	EMERALD	Would Recommend	83.9%	(79.2%)
	EMERALD	Care of Patients	89.3%	(88.7%)
	EMERALD	Communication between Providers & Patients	90.0%	(85.9%)
	RUBY	Rating of Patient Care	93.3%	(86.3%)

PATIENT SATISFACTION

ACHIEVEMENT

		2022
EMERALD	Inpatient	80th Percentile
EMERALD	Emergency	89th Percentile
EMERALD	Outpatient Rehab	78th Percentile
EMERALD	Lab	77th Percentile
EMERALD	Radiology	79th Percentile

