

BREAKTHROUGH AWARDS



PATIENT EXPERIENCE

IMPROVEMENT

			2022	2021
CG CAHPS	BRONZE	Wait before talking	60.3%	(54.7%)
	BRONZE	Facility was clean	79.8%	(73.2%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	83.1%	(78.2%)
	EMERALD	Hospital Environment - Clean	72.1%	(69.0%)
	EMERALD	Discharge Information	88.4%	(86.7%)
	EMERALD	Transition of Care	52.3%	(51.2%)
	EMERALD	Rate Hospital (9-10)	71.5%	(70.9%)
	EMERALD	Recommend the Hospital	71.8%	(71.6%)
	RUBY	Communication with Doctors	86.0%	(79.3%)
	RUBY	Response of Hospital Staff	70.0%	(62.1%)
	RUBY	Communication about Medication	67.4%	(60.3%)
	DIAMOND	Hospital Environment - Quiet	72.1%	(58.0%)
OAS CAHPS	EMERALD	Continuity and Transition	84.7%	(83.6%)
	EMERALD	Preparations for Discharge & Recovery	86.8%	(83.9%)
	EMERALD	Access to Care	95.2%	(94.4%)
	EMERALD	Anesthesia Side Effects Explained	85.0%	(82.9%)
	EMERALD	Check-In Process Ran Smoothly	95.6%	(94.4%)
	EMERALD	Received Written Discharge Instructions	97.3%	(97.1%)
	RUBY	Received info re: Signs of Infection	84.0%	(76.0%)
	RUBY	Received info re: Bleeding	83.1%	(77.0%)
	RUBY	Received info re: Pain	90.3%	(84.6%)
	DIAMOND	Received info re: Nausea/Vomitting	81.8%	(70.4%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
CG CAHPS	EMERALD	Overall - Rating of Provider	89.7%	(86.9%)
	EMERALD	Provider Explained Things	81.9%	(77.4%)
	EMERALD	Provider Treated With Respect	84.9%	(84.8%)
	EMERALD	Got Enough Information re: Treatment	82.2%	(77.6%)
	EMERALD	Knew what to do if had questions	76.7%	(75.7%)
	EMERALD	Would Recommend Facility	89.7%	(86.9%)
	EMERALD	Quality of Video/Call	68.1%	(67.6%)
	EMERALD	Trust Care Provider	79.7%	(79.2%)
	EMERALD	Care Provider Knew History	70.1%	(69.6%)
	EMERALD	Would Recommend Facility	87.3%	(83.3%)
	RUBY	Provider Knew Medical History	81.9%	(77.4%)
	RUBY	Trust Provider with Care	84.4%	(79.2%)
	RUBY	Would Recommend Facility	90.2%	(83.3%)
ED CAHPS	EMERALD	Care Provider Explain - if not better	62.3%	(60.5%)

PATIENT SATISFACTION

IMPROVEMENT

			2022	2021
	SILVER	Emergency	69.4%	(65.5%)

