

# BREAKTHROUGH AWARDS SUMMARY



An Affiliate of **MERCYONE**

## PATIENT EXPERIENCE

### ACHIEVEMENT

			2022	NATIONAL TOP BOX
<i>HCAHPS</i>	RUBY	<b>Communication with Nurses</b>	<b>87.18%</b>	(78.27%)
	RUBY	<b>Response of Hospital Staff</b>	<b>70.59%</b>	(62.60%)
	RUBY	<b>Communication about Medicines</b>	<b>68.32%</b>	(60.37%)
	RUBY	<b>Discharge Information</b>	<b>90.82%</b>	(85.77%)
	RUBY	<b>Transition of Care</b>	<b>57.33%</b>	(51.49%)
	DIAMOND	<b>Communication with Doctors</b>	<b>92.05%</b>	(78.86%)
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>85.45%</b>	(70.85%)
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>78.18%</b>	(59.18%)
	DIAMOND	<b>Rate Hospital (9-10)</b>	<b>89.09%</b>	(69.64%)
	DIAMOND	<b>Recommend the Hospital</b>	<b>81.82%</b>	(68.84%)
<i>ED CAHPS</i>	EMERALD	<b>Nurses Overall</b>	<b>79.40%</b>	(79.27%)
	EMERALD	<b>Likelihood to Recommend</b>	<b>77.85%</b>	(76.84%)
<i>CG CAHPS</i>	EMERALD	<b>Access Overall</b>	<b>75.01%</b>	(74.47%)
<i>OAS CAHPS</i>	EMERALD	<b>OAS Overall</b>	<b>90.14%</b>	(87.15%)
	EMERALD	<b>Nurses Overall</b>	<b>92.76%</b>	(89.83%)
	EMERALD	<b>Care Provider Overall</b>	<b>86.57%</b>	(84.08%)
	RUBY	<b>Overall Rating of Care</b>	<b>97.16%</b>	(90.96%)
	RUBY	<b>Likelihood to Recommend</b>	<b>95.68%</b>	(87.35%)

## PATIENT SATISFACTION

### ACHIEVEMENT

EMERALD	<b>Ambulatory</b>	2022 <b>81st Percentile</b>
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