

# BREAKTHROUGH AWARDS SUMMARY



## PATIENT EXPERIENCE

### ACHIEVEMENT

			2021	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	<b>Communication with Doctors</b>	<b>81.7%</b>	(78.86%)
	EMERALD	<b>Discharge Information</b>	<b>86.7%</b>	(86.03%)
	EMERALD	<b>Recommend the Hospital</b>	<b>69.62%</b>	(68.84%)
	RUBY	<b>Communication with Nurses</b>	<b>84.25%</b>	(78.27%)
	RUBY	<b>Response of Hospital Staff</b>	<b>72.57%</b>	(63.36%)
	RUBY	<b>Communication about Medicines</b>	<b>66.64%</b>	(59.98%)
	RUBY	<b>Hospital Environment - Clean</b>	<b>78.26%</b>	(70.85%)
	RUBY	<b>Rate Hospital (9-10)</b>	<b>78.75%</b>	(69.64%)
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>73.42%</b>	(59.18%)
<i>ED CAHPS</i>	EMERALD	<b>Nurses Treat with courtesy/respect</b>	<b>87.65%</b>	(83.04%)
	RUBY	<b>Rate ER Care 0-10</b>	<b>73.96%</b>	(65.12%)
	DIAMOND	<b>Getting Timely Care Domain Performance</b>	<b>90.94%</b>	(71.42%)
	DIAMOND	<b>Care within 30 minutes of getting to ER</b>	<b>92.4%</b>	(77.91%)
<i>CG CAHPS</i>	EMERALD	<b>Recommend</b>	<b>93.11%</b>	(90.84%)
	EMERALD	<b>Provider Explanation</b>	<b>96.13%</b>	(93.48%)
	EMERALD	<b>Access to Care</b>	<b>83.79%</b>	(80.55%)
	RUBY	<b>Care Coordination</b>	<b>78.43%</b>	(73.38%)

