

BREAKTHROUGH AWARDS SUMMARY



Osceola
REGIONAL HEALTH CENTER

AN AVERA PARTNER

PATIENT EXPERIENCE

IMPROVEMENT

			2022	2021
HCAHPS	BRONZE	Communication with Nurses	90.32%	(83.33%)
	BRONZE	Hospital Environment - Quiet	77.42%	(71.43%)
	BRONZE	Discharge Information	90.00%	(83.33%)
ED CAHPS	GOLD	Communication about Medicines	72.98%	(55.15%)
	SILVER	Nurses Attention to your Needs	87.80%	(74.51%)
	GOLD	Overall Ranking of Care	87.80%	(68.00%)
OAS CAHPS	GOLD	Staff Cared about you as a Person	90.24%	(72.00%)
	GOLD	Doctors took time to Listen	85.37%	(68.63%)
	BRONZE	Anesthesia Information Easy to Understand	95.96%	(90.91%)
	SILVER	Information re: Subsequent Nausea	69.39%	(58.20%)

ACHIEVEMENT

			2022	NATIONAL TOP BOX
HCAHPS	EMERALD	Response of Hospital Staff	66.38%	(63.36%)
	EMERALD	Discharge Information	90.00%	(86.03%)
	RUBY	Recommend the Hospital	75.86%	(68.84%)
	DIAMOND	Communication with Nurses	90.32%	(78.27%)
	DIAMOND	Communication about Medicines	72.98%	(59.98%)
	DIAMOND	Hospital Environment - Clean	90.32%	(70.85%)
	DIAMOND	Hospital Environment - Quiet	77.42%	(59.18%)
	DIAMOND	Rate Hospital (9-10)	80.65%	(69.64%)

PATIENT SATISFACTION

IMPROVEMENT

		2022	2021
GOLD	Emergency	93.13%	(86.36%)

ACHIEVEMENT

		2022
EMERALD	Emergency	89th Percentile
DIAMOND	Inpatient	98th Percentile

