

# BREAKTHROUGH AWARDS SUMMARY



**Pinckneyville Community Hospital**  
*Leading the way to a healthier tomorrow.*

## PATIENT EXPERIENCE

### ACHIEVEMENT

			2022	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	<b>Communication about Medicines</b>	<b>64.07%</b>	(60.37%)
	EMERALD	<b>Discharge Information</b>	<b>89.73%</b>	(85.77%)
	RUBY	<b>Communication with Nurses</b>	<b>84.51%</b>	(78.27%)
	RUBY	<b>Communication with Doctors</b>	<b>87.23%</b>	(78.86%)
	RUBY	<b>Hospital Environment - Quiet</b>	<b>68.66%</b>	(59.18%)
	DIAMOND	<b>Response of Hospital Staff</b>	<b>86.14%</b>	(62.60%)
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>84.29%</b>	(70.85%)
<i>CG CAHPS</i>	EMERALD	<b>Getting Timely Appts, Care &amp; Info</b>	<b>82.28%</b>	(81.35%)
	EMERALD	<b>Helpful, Courteous, &amp; Respectful Office Staff</b>	<b>85.49%</b>	(85.48%)
	EMERALD	<b>Patient Rating of the Provider</b>	<b>89.94%</b>	(89.73%)

