## Breakthrough AWARDS

Patient Experience (HCAHPS)	Ringgol	RC	'H	An Affiliate of MERCYONE.		
Emerald   Hospital Environment - Clean   67.6% (65.3%)	Patient Experience (HCAHPS)			Hospital		
Emerald   Hospital Environment - Quiet   Emerald   Discharge Information   90.0%   (88.1%)   Ruby   Communication about Medicines   72.7%   (64.7%)   Diamond   Response of Hospital Staff   83.3%   (66.2%)	Achievement		2019	Nati	ional Top Box	
Emerald   Hospital Environment - Quiet   Emerald   Discharge Information   90.0%   (88.1%)   Ruby   Communication about Medicines   72.7%   (64.7%)   Diamond   Response of Hospital Staff   83.3%   (64.7%)   Experience (CG-CAHPS)	Emerald	Hospital Environment - Clean	67.6%			
Emerald   Discharge Information   Ruby   Communication about Medicines   72.7%   (64.7%   64	Emerald	-	67.6%		(65.3%)	
Ruby   Communication about Medicines   72.7%   (64.7%)		•			•	
Experience   CG-CAHPS		•			•	
Improvement   Willingness to Recommend   94.8%   (89.3%)	•	Response of Hospital Staff			•	
Improvement   Willingness to Recommend   94.8%   (89.3%)	Experience (CG CAHPS)					
Bronze   Willingness to Recommend   94.8%   (89.3%)			∩3 <b>2010</b>		∩3 <b>2019</b>	
Achievement   2019	-					
Emerald   Courteous and Helpful Office Staff   96.7%   (92.4%)		<del>-</del>			•	
Emerald   Courteous and Helpful Office Staff   96.7%		•				
Emerald   Provider Communication   93.7%   (91.0%)				Nati		
Emerald Emerald Emotional Support         94.7%         (90.4%)           Emerald Emotional Support         92.6%         (89.1%)           Emerald Information and Education         92.8%         (89.4%)           Emerald Respect for Patient Preferences         94.5%         (92.6%)           Ruby Timely Care         73.0%         (63.4%)           Ruby Willingness to Recommend         94.8%         (88.9%)           Diamond Access to Care         74.6%         (63.4%)           Diamond Overall Rating of Provider         73.7%         (63.0%)           Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald Communication with Nurses         82.7%         (78.3%)           Ruby Access to Care         69.9%         (63.6%)           Ruby Continuity and Transition         72.2%         (64.5%)           Ruby Continuity and Transition         72.2%         (64.5%)           Diamond Diamond Cleanliness/Quietness         96.2%         (75.2%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Discharge Information         75.4%         (79.3%)		•			•	
Emerald   Emotional Support   92.6%   (89.1%)					,	
Emerald   Respect for Patient Preferences   94.5%   (92.6%)   Ruby   Timely Care   73.0%   (63.4%)   Ruby   Coordination of Care   89.5%   (84.1%)   Ruby   Willingness to Recommend   94.8%   (88.9%)   Diamond   Access to Care   74.6%   (63.4%)   Diamond   Overall Rating of Provider   73.7%   (63.0%)   Patient Experience (ED CAHPS)		•			•	
Emerald   Respect for Patient Preferences   94.5%   (92.6%)   Ruby   Timely Care   73.0%   (63.4%)   Ruby   Coordination of Care   89.5%   (84.1%)   Ruby   Willingness to Recommend   94.8%   (88.9%)   Diamond   Access to Care   74.6%   (63.4%)   Diamond   Overall Rating of Provider   73.7%   (63.0%)			92.6%		( 89.1% )	
Ruby         Timely Care         73.0%         (63.4%)           Ruby         Coordination of Care         89.5%         (84.1%)           Ruby         Willingness to Recommend         94.8%         (88.9%)           Diamond         Access to Care         74.6%         (63.4%)           Diamond         Overall Rating of Provider         73.7%         (63.0%)           Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald         Communication with Nurses         82.7%         (78.3%)           Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018		Information and Education			( 89.4% )	
Ruby         Coordination of Care         89.5%         (84.1%)           Ruby         Willingness to Recommend         94.8%         (88.9%)           Diamond         Access to Care         74.6%         (63.4%)           Diamond         Overall Rating of Provider         73.7%         (63.0%)           Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald         Communication with Nurses         82.7%         (78.3%)           Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)      <	Emerald	Respect for Patient Preferences	94.5%		( 92.6% )	
Ruby         Willingness to Recommend         94.8%         (88.9%)           Diamond         Access to Care         74.6%         (63.4%)           Diamond         Overall Rating of Provider         73.7%         (63.0%)           Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald         Communication with Nurses         82.7%         (78.3%)           Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)	Ruby	Timely Care	73.0%		( 63.4% )	
Diamond   Access to Care   74.6%   (63.4%)     Diamond   Overall Rating of Provider   73.7%   (63.0%)     Patient Experience (ED CAHPS)     Achievement   2019   National Top Box     Emerald   Communication with Nurses   82.7%   (78.3%)     Ruby   Access to Care   69.9%   (63.6%)     Ruby   Continuity and Transition   72.2%   (64.5%)     Ruby   Coordination of Care   76.9%   (68.3%)     Ruby   Respect for Patient Preferences   79.5%   (74.3%)     Diamond   Discharge Information   75.4%   (57.3%)     Diamond   Discharge Information   75.4%   (57.3%)     Diamond   Patient Safety   90.0%   (79.3%)     Experience (OAS CAHPS)     Improvement   Q3 2019   Q3 2018     Bronze   Access to Care   100%   (92.9%)     Silver   Overall   83.3%   (66.7%)     Achievement   2019   National Top Box     Emerald   Emotional Support   95.8%   (95.2%)     Emerald   Physical Comfort   100%   (96.6%)     Emerald   Respect for Patient Preferences   100%   (97.3%)     Ruby   Communication about Procedure   99.2%   (90.4%)     Ruby   Preparations for Discharge and Recovery   91.0%   (81.9%)     Ruby   Continuity and Transition   89.2%   (81.8%)     Ruby   Information/Education   99.3%   (89.5%)	Ruby	Coordination of Care	89.5%		(84.1%)	
Diamond Overall Rating of Provider         73.7%         (63.0%)           Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald Communication with Nurses         82.7%         (78.3%)           Ruby Access to Care         69.9%         (63.6%)           Ruby Continuity and Transition         72.2%         (64.5%)           Ruby Coordination of Care         76.9%         (68.3%)           Ruby Respect for Patient Preferences         79.5%         (74.3%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze Access to Care         100%         (92.9%)           Silver Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald Facilities and Staff         99.3%         (96.2%)           Emerald Emotional Support         95.8%         (95.2%)           Emerald Respect for Patient Preferences         100%         (96.6%)	Ruby	Willingness to Recommend	94.8%		(88.9%)	
Patient Experience (ED CAHPS)           Achievement         2019         National Top Box           Emerald Communication with Nurses         82.7%         (78.3%)           Ruby Access to Care         69.9%         (63.6%)           Ruby Continuity and Transition         72.2%         (64.5%)           Ruby Ruby Respect for Patient Preferences         79.5%         (74.3%)           Diamond Cleanliness/Quietness         96.2%         (75.2%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze Access to Care         100%         (92.9%)           Silver Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald Facilities and Staff         99.3%         (96.2%)           Emerald Emotional Support         95.8%         (95.2%)           Emerald Physical Comfort         100%         (94.5%)           Emerald Respect for Patient Preferences         100%         (94.5%)           Ruby Communication about Procedure         99.2%         (90.4%)	Diamond	Access to Care	74.6%		(63.4%)	
Achievement         2019         National Top Box           Emerald         Communication with Nurses         82.7%         (78.3%)           Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Roordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (96.2%)           Emerald         Facilities and Staff         99.3%         (96.2%)	Diamond	Overall Rating of Provider	73.7%		( 63.0% )	
Achievement         2019         National Top Box           Emerald         Communication with Nurses         82.7%         (78.3%)           Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Roordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (96.2%)           Emerald         Facilities and Staff         99.3%         (96.2%)	Patient Experience (ED CAHPS)					
Ruby         Access to Care         69.9%         (63.6%)           Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Preparations for Discharge and Recovery<			2019	Nati	ional Top Box	
Ruby         Continuity and Transition         72.2%         (64.5%)           Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Access to Care         100%         (92.9%)           Emerald Facilities and Staff         99.3%         (96.2%)           Emerald Emotional Support         95.8%         (95.2%)           Emerald Physical Comfort         100%         (97.3%)           Ruby Communication about Procedure         99.2%         (90.4%) <td< td=""><td>Emerald</td><td>Communication with Nurses</td><td>82.7%</td><td></td><td>(78.3%)</td></td<>	Emerald	Communication with Nurses	82.7%		(78.3%)	
Ruby         Coordination of Care         76.9%         (68.3%)           Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Info	Ruby	Access to Care	69.9%		( 63.6% )	
Ruby         Respect for Patient Preferences         79.5%         (74.3%)           Diamond         Cleanliness/Quietness         96.2%         (75.2%)           Diamond         Discharge Information         75.4%         (57.3%)           Diamond         Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education	Ruby	Continuity and Transition	72.2%		( 64.5% )	
Diamond Cleanliness/Quietness         96.2%         (75.2%)           Diamond Discharge Information         75.4%         (57.3%)           Diamond Patient Safety         90.0%         (79.3%)           Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze Access to Care         100%         (92.9%)           Silver Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald Facilities and Staff         99.3%         (96.2%)           Emerald Emotional Support         95.8%         (95.2%)           Emerald Physical Comfort         100%         (96.6%)           Emerald Respect for Patient Preferences         100%         (97.3%)           Ruby Communication about Procedure         99.2%         (90.4%)           Ruby Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby Continuity and Transition         89.2%         (81.8%)           Ruby Information/Education         99.3%         (89.5%)	Ruby	Coordination of Care	76.9%		( 68.3% )	
Diamond Discharge Information Diamond Patient Safety         75.4% (57.3%)           Experience (OAS CAHPS)           Improvement Bronze Access to Care Silver Overall Silver Overall Silver Overall Sas.3% (66.7%)           Achievement Emerald Facilities and Staff Physical Comfort Silver Sement Staff Sement Staf	Ruby	Respect for Patient Preferences			(74.3%)	
Diamond   Patient Safety   90.0%   (79.3%)					•	
Experience (OAS CAHPS)           Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Access to Care         100%         (94.5%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education         99.3%         (89.5%)		_				
Improvement         Q3 2019         Q3 2018           Bronze         Access to Care         100%         (92.9%)           Silver         Overall         83.3%         (66.7%)           Achievement         2019         National Top Box           Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Access to Care         100%         (94.5%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education         99.3%         (89.5%)	Diamond	Patient Safety	90.0%		( /9.3% )	
Bronze Access to Care 100% (92.9%) Silver Overall 83.3% (66.7%)  Achievement 2019 National Top Box  Emerald Facilities and Staff 99.3% (96.2%) Emerald Emotional Support 95.8% (95.2%) Emerald Physical Comfort 100% (96.6%) Emerald Respect for Patient Preferences 100% (97.3%) Ruby Communication about Procedure 99.2% (90.4%) Ruby Preparations for Discharge and Recovery P1.0% (81.9%) Ruby Access to Care 100% (94.5%) Ruby Continuity and Transition 89.2% (81.8%) Ruby Information/Education 99.3% (89.5%)						
Silver Overall 83.3% (66.7%)  Achievement 2019 National Top Box  Emerald Facilities and Staff 99.3% (96.2%)  Emerald Emotional Support 95.8% (95.2%)  Emerald Physical Comfort 100% (96.6%)  Emerald Respect for Patient Preferences 100% (97.3%)  Ruby Communication about Procedure 99.2% (90.4%)  Ruby Preparations for Discharge and Recovery 91.0% (81.9%)  Ruby Access to Care 100% (94.5%)  Ruby Continuity and Transition 89.2% (81.8%)  Ruby Information/Education 99.3% (89.5%)	•					
Achievement2019National Top BoxEmeraldFacilities and Staff99.3%(96.2%)EmeraldEmotional Support95.8%(95.2%)EmeraldPhysical Comfort100%(96.6%)EmeraldRespect for Patient Preferences100%(97.3%)RubyCommunication about Procedure99.2%(90.4%)RubyPreparations for Discharge and Recovery91.0%(81.9%)RubyAccess to Care100%(94.5%)RubyContinuity and Transition89.2%(81.8%)RubyInformation/Education99.3%(89.5%)					•	
Emerald         Facilities and Staff         99.3%         (96.2%)           Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Access to Care         100%         (94.5%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education         99.3%         (89.5%)					•	
Emerald         Emotional Support         95.8%         (95.2%)           Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Access to Care         100%         (94.5%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education         99.3%         (89.5%)				Nati	•	
Emerald         Physical Comfort         100%         (96.6%)           Emerald         Respect for Patient Preferences         100%         (97.3%)           Ruby         Communication about Procedure         99.2%         (90.4%)           Ruby         Preparations for Discharge and Recovery         91.0%         (81.9%)           Ruby         Access to Care         100%         (94.5%)           Ruby         Continuity and Transition         89.2%         (81.8%)           Ruby         Information/Education         99.3%         (89.5%)					•	
EmeraldRespect for Patient Preferences100%(97.3%)RubyCommunication about Procedure99.2%(90.4%)RubyPreparations for Discharge and Recovery91.0%(81.9%)RubyAccess to Care100%(94.5%)RubyContinuity and Transition89.2%(81.8%)RubyInformation/Education99.3%(89.5%)		• •				
Ruby Communication about Procedure 99.2% (90.4%) Ruby Preparations for Discharge and Recovery 91.0% (81.9%) Ruby Access to Care 100% (94.5%) Ruby Continuity and Transition 89.2% (81.8%) Ruby Information/Education 99.3% (89.5%)					· ·	
Ruby Preparations for Discharge and Recovery 91.0% (81.9%) Ruby Access to Care 100% (94.5%) Ruby Continuity and Transition 89.2% (81.8%) Ruby Information/Education 99.3% (89.5%)		•			•	
Ruby Access to Care 100% (94.5%) Ruby Continuity and Transition 89.2% (81.8%) Ruby Information/Education 99.3% (89.5%)	•					
Ruby Continuity and Transition 89.2% (81.8%) Ruby Information/Education 99.3% (89.5%)	-		•			
Ruby Information/Education 99.3% (89.5%)	•				•	
•	•	-				
	•		83.3%		(63.6%)	



