

Breakthrough AWARDS



Providence Medical Center

Patient Experience (HCAHPS)

		Q3 2019	Q3 2018
Improvement			
Bronze	Communication about Medicines	83.3%	(75.0%)
Silver	Transition of Care	75.0%	(62.5%)
Gold	Communication about Pain	100%	(74.1%)
Achievement		2019	National Top Box
Emerald	Discharge Information	88.6%	(88.1%)
Ruby	Overall Rating of Facility	83.3%	(73.8%)
Ruby	Recommend the Hospital	83.3%	(75.3%)
Ruby	Hospital Environment - Clean	79.2%	(72.4%)
Diamond	Communication with Nurses	91.7%	(79.8%)
Diamond	Communication with Doctors	98.6%	(81.4%)
Diamond	Response of Hospital Staff	77.1%	(66.2%)
Diamond	Communication about Pain	100%	(66.0%)
Diamond	Communication about Medicines	83.3%	(64.7%)
Diamond	Hospital Environment - Quiet	75.0%	(58.4%)
Diamond	Transition of Care	75.0%	(53.9%)

Patient Experience (ED CAHPS)

		2019	National Top Box
Achievement			
Emerald	Communication with Nurses	81.2%	(78.3%)
Ruby	Overall Rating	75.0%	(66.3%)
Ruby	Pain Management	61.5%	(53.0%)
Ruby	Communication with Providers	85.4%	(78.7%)
Ruby	Would Recommend Facility	75.0%	(68.6%)
Diamond	Clean/Quiet	94.4%	(75.2%)

Patient Experience (OP Clinic CAHPS)

		Q3 2019	Q3 2018
Improvement			
Bronze	Discharge Information	53.9%	(48.7%)
Bronze	Pain Management	57.7%	(48.1%)
Achievement		2019	National Top Box
Ruby	Clean/Quiet	94.3%	(87.2%)
Ruby	Pain Management	57.7%	(51.7%)

Patient Experience (OAS CAHPS)

		2019	National Top Box
Achievement			
Emerald	About Facilities and Staff	96.8%	(96.2%)

Experience (OP Rehab CAHPS)

		Q3 2019	Q3 2018
Improvement			
Bronze	Overall Rating	92.3%	(86.8%)
Silver	Pain Management	91.4%	(77.4%)
Gold	Would Recommend	95.0%	(78.9%)
Achievement		2019	National Top Box
Emerald	Clean/Quiet	97.6%	(93.4%)
Emerald	Pain Management	91.4%	(89.4%)
Emerald	Response of Hospital Staff	94.1%	(90.9%)
Ruby	Would Recommend	95.0%	(88.6%)
Ruby	Overall Rating	92.3%	(86.1%)

Experience (OP Lab CAHPS)

		Q3 2019	Q3 2018
Improvement			
Gold	Clean/Quiet	100%	(83.3%)
Gold	Would Recommend	87.5%	(66.7%)
Achievement		2019	National Top Box
Emerald	Would Recommend	87.5%	(82.7%)
Diamond	Clean/Quiet	100%	(89.6%)

Experience (OP Radiology CAHPS)

		2019	National Top Box
Achievement			
Emerald	Clean/Quiet	92.1%	(89.6%)

Patient Satisfaction

		2019
Achievement		
Emerald	Inpatient	83rd Percentile
Emerald	Emergency	76th Percentile
Emerald	OP Laboratory	80th Percentile
Emerald	OP Rehab	75th Percentile

