

Breakthrough AWARDS

Union General Hospital



Patient Experience (HCAHPS)

Improvement

		Q3 2019	Q3 2018
Bronze	Communication with Doctors	94.9%	(88.9%)
Bronze	Hospital Environment - Quiet	81.0%	(73.3%)
Silver	Response of Hospital Staff	96.7%	(83.3%)
Gold	Pain Management	90.8%	(68.8%)
Gold	Transition of Care	73.8%	(58.2%)
Gold	Overall Rating	90.0%	(73.3%)
Gold	Recommend the Hospital	95.0%	(80.0%)

Achievement

		2019	National Top Box
Ruby	Discharge Information	96.6%	(87.4%)
Diamond	Communication with Nurses	96.8%	(80.6%)
Diamond	Communication with Doctors	94.9%	(81.3%)
Diamond	Response of Hospital Staff	96.7%	(68.2%)
Diamond	Pain Management	90.8%	(66.0%)
Diamond	Communication about Medicines	81.3%	(64.7%)
Diamond	Hospital Environment - Clean	90.5%	(74.8%)
Diamond	Hospital Environment - Quiet	81.0%	(61.3%)
Diamond	Pain Management	73.8%	(54.0%)
Diamond	Transition of Care	90.0%	(72.5%)
Diamond	Overall Rating	95.0%	(72.0%)



HC+SEC
HealthCare Service
Excellence Conference