

BREAKTHROUGH AWARDS SUMMARY



**JACKSON COUNTY
REGIONAL HEALTH CENTER**
GENESIS HEALTH SYSTEM

PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
<i>HCAHPS</i>	BRONZE	Discharge Information	88.7%	(79.1%)
	SILVER	Communication with Doctors	87.5%	(75.3%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Communication with Nurses	81.1%	(79.3%)
	EMERALD	Discharge Information	88.7%	(86.8%)
	RUBY	Communication with Doctors	87.5%	(79.9%)
	RUBY	Hospital Environment - Clean	80.1%	(72.5%)
	DIAMOND	Response of Hospital Staff	78.0%	(64.9%)
	DIAMOND	Communication about Medicines	74.5%	(61.6%)
	DIAMOND	Hospital Environment - Quiet	70.8%	(60.0%)
<i>OAS CAHPS</i>	EMERALD	Nurses Concern for Comfort	91.2%	(88.5%)
	EMERALD	Nurses Response to Questions	90.8%	(87.1%)

PATIENT SATISFACTION

IMPROVEMENT

			2021	2020
	GOLD	Inpatient	96.3%	(89.1%)

