

BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
<i>HCAHPS</i>	BRONZE	Response of Hospital Staff	78.7%	(73.3%)
	BRONZE	Communication about Medicines	72.1%	(65.4%)
	BRONZE	Overall Rating	84.5%	(74.6%)
	BRONZE	Recommend the Hospital	82.3%	(74.3%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Communication with Doctors	84.9%	(82.0%)
	EMERALD	Hospital Environment - Clean	79.6%	(76.0%)
	EMERALD	Discharge Information	88.6%	(87.0%)
	RUBY	Communication with Nurses	88.4%	(81.0%)
	RUBY	Response of Hospital Staff	78.7%	(70.0%)
	RUBY	Communication about Medicines	72.1%	(66.0%)
	RUBY	Transition of Care	60.3%	(54.0%)
	DIAMOND	Hospital Environment - Quiet	78.7%	(62.0%)
	DIAMOND	Overall Rating	84.5%	(73.0%)
	DIAMOND	Recommend the Hospital	82.3%	(72.0%)

