

BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

IMPROVEMENT

			2021	2020
HCAHPS	BRONZE	Response of Hospital Staff	80.1%	(72.4%)
	BRONZE	Transition of Care	56.5%	(48.8%)
	BRONZE	Overall Rating	88.1%	(79.6%)
	SILVER	Communication with Doctors	93.7%	(82.4%)
	SILVER	Discharge Information	83.3%	(68.4%)
	SILVER	Recommend the Hospital	85.7%	(74.0%)

ACHIEVEMENT

			2021	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	83.3%	(79.3%)
	EMERALD	Transition of Care	56.5%	(52.3%)
	DIAMOND	Communication with Doctors	93.7%	(79.9%)
	DIAMOND	Response of Hospital Staff	80.1%	(64.9%)
	DIAMOND	Hospital Environment - Clean	97.6%	(72.5%)
	DIAMOND	Hospital Environment - Quiet	71.4%	(60.0%)
	DIAMOND	Overall Rating	88.1%	(71.2%)
	DIAMOND	Recommend the Hospital	85.7%	(70.5%)

