

# BREAKTHROUGH AWARDS SUMMARY



**SIoux FALLS  
SPECIALTY HOSPITAL**  
*Innovative and Personalized Care*

## PATIENT EXPERIENCE

ACHIEVEMENT			2021	NATIONAL TOP BOX
<i>HCAHPS</i>	RUBY	<b>Communication with Nurses</b>	<b>88.9%</b>	( 81.0%)
	RUBY	<b>Communication with Doctors</b>	<b>91.1%</b>	( 82.0%)
	RUBY	<b>Communication about Medicines</b>	<b>75.6%</b>	( 66.0%)
	RUBY	<b>Discharge Information</b>	<b>97.0%</b>	( 87.0%)
	DIAMOND	<b>Response of Hospital Staff</b>	<b>89.2%</b>	( 70.0%)
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>90.4%</b>	( 76.0%)
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>86.3%</b>	( 62.0%)
	DIAMOND	<b>Transition of Care</b>	<b>70.6%</b>	( 54.0%)
	DIAMOND	<b>Overall Rating</b>	<b>92.8%</b>	( 73.0%)
	DIAMOND	<b>Recommend the Hospital</b>	<b>92.5%</b>	( 72.0%)

