

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Allen Parish Community Healthcare

for your outstanding achievement in
Breakthrough Awards at the 23rd Annual
HealthCare Service Excellence Conference,
presented on November 15th, 2023
in Orlando, Florida.

Brian Lee CSP, HOF, Founder



BREAKTHROUGH AWARDS SUMMARY



Allen Parish
Community Healthcare
A better you begins with us.

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Rate Hospital (9-10)	72.92%	(69.79%)
	EMERALD	Recommend the Hospital	71.43%	(68.89%)
	DIAMOND	Communication with Doctors	91.01%	(79.07%)
	RUBY	Communication with Nurses	83.67%	(78.57%)
	RUBY	Hospital Environment - Clean	79.59%	(71.64%)
	RUBY	Hospital Environment - Quiet	68.09%	(58.89%)
	DIAMOND	Response of Hospital Staff	75.25%	(63.09%)
	DIAMOND	Communication about Medicines	76.23%	(60.00%)
CG CAHPS	DIAMOND	Transition of Care	69.04%	(51.99%)
	EMERALD	Recommend this Provider	96.46%	(91.97%)
	EMERALD	Rate Provider	92.07%	(88.69%)
HH CAHPS	EMERALD	Physician Communication Quality	95.32%	(93.49%)
	RUBY	Rate Agency	93.55%	(87.92%)
	RUBY	Recommend this Agency	88.52%	(80.93%)
	RUBY	Communication Between Providers & Patients	95.32%	(87.53%)
	RUBY	Specific Care Issues	92.79%	(83.18%)
	RUBY	Care of Patients	95.15%	(89.81%)



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PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
<i>HCAHPS</i>	BRONZE	Response of Hospital Staff	75.25%	(66.15%)
	BRONZE	Hospital Environment - Clean	79.59%	(74.29%)
	SILVER	Communication with Doctors	91.01%	(78.10%)
	SILVER	Rate Hospital (9-10)	72.92%	(62.86%)
	GOLD	Communication about Medicines	76.23%	(55.26%)
<i>CG-CAHPS</i>	BRONZE	Office Staff Quality	92.41%	(87.36%)
<i>HH CAHPS</i>	BRONZE	Communication Between Providers & Patients	95.32%	(89.26%)

PATIENT SATISFACTION

ACHIEVEMENT

	2023
EMERALD Emergency	85th Percentile

PATIENT SATISFACTION

IMPROVEMENT

		2023	2022
GOLD	Emergency	91.39	(86.18)
SILVER	Inpatient Behavioral Health	86.00	(82.48)
SILVER	Outpatient Testing	95.29	(91.10)

