

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Crawford County Memorial Hospital

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



CRAWFORD COUNTY
MEMORIAL HOSPITAL

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	81.37%	(78.93%)
	EMERALD	Communication about Medicines	61.07%	(60.27%)
	EMERALD	Rate Hospital (9-10)	73.72%	(70.24%)
	RUBY	Communication with Doctors	85.87%	(79.27%)
	RUBY	Response of Hospital Staff	72.58%	(63.61%)
	RUBY	Hospital Environment - Clean	81.62%	(72.13%)
	RUBY	Hospital Environment - Quiet	69.34%	(59.44%)
OAS CAHPS	EMERALD	Communication Domain Performance	92.78%	(92.18%)
	EMERALD	Anesthesia Info Easy to Understand	98.09%	(94.37%)
	EMERALD	Anes. Side Effect Easy to Understand	89.17%	(85.87%)
	EMERALD	Facility/Personal Treatment Domain Performance	98.6%	(97.04%)
	EMERALD	Check-in Run Smoothly	97.38%	(95.44%)
	EMERALD	Facility Clean	100%	(97.99%)
	EMERALD	Clerks and Receptionists Helpful	98.25%	(96.19%)
	EMERALD	Clerks and Reception Courteous	98.68%	(97.52%)
	EMERALD	Staff Treat with Courtesy, Respect	98.68%	(98.10%)
	EMERALD	Staff Ensure You Were Comfortable	98.63%	(96.99%)
	EMERALD	Discharge Domain Performance	97.62%	(96.79%)
	EMERALD	Instructions Regarding Recovery	91.19%	(87.65%)
	EMERALD	Information re Subsequent Pain	98.99%	(98.43%)
	EMERALD	Information re Subsequent Nausea	98.79%	(98.45%)
	EMERALD	Information re Subsequent Bleeding	100%	(98.98%)



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ACHIEVEMENT

			2023	NATIONAL TOP BOX
CG CAHPS	EMERALD	Access Overall	75.84%	(72.94%)
	EMERALD	Ease of Scheduling Appointments	77.41%	(75.43%)
	EMERALD	Ease of Contacting	74.24%	(70.42%)
ED CAHPS	EMERALD	Overall	72.90%	(68.56%)
	EMERALD	Nurses Overall	76.48%	(72.56%)
	EMERALD	Courtesy of Nurses	78.82%	(74.91%)
	EMERALD	Nurses Took Time to Listen	75.44%	(72.82%)
	EMERALD	Nurses' Response to Questions & Concerns	73.37%	(71.46%)
	EMERALD	Doctors Overall	72.01%	(69.43%)
	EMERALD	Courtesy of Doctors	74.25%	(72.68%)
	EMERALD	Doctors Took Time to Listen	74.25%	(70.65%)
	EMERALD	Doctors Were Informative re Treatment	69.09%	(67.67%)
	EMERALD	Doctors' Concern for Comfort	70.30%	(67.85%)
	EMERALD	Doctors Include You in Treatment Decision	69.09%	(68.11%)
	EMERALD	Overall Assessment Overall	73.76%	(68.83%)
	EMERALD	Likelihood of Recommending	72.12%	(68.20%)
	EMERALD	Staff Cared About You as a Person	74.10%	(69.13%)
	RUBY	Arrival Overall	64.09%	(55.37%)
	RUBY	Comfort of Waiting Area	56.05%	(50.07%)
	RUBY	Nurses' Attention to Needs	77.38%	(71.61%)
	RUBY	Nurses' Concern for Privacy	77.38%	(71.92%)
	RUBY	Overall Rating of Care	74.25%	(68.78%)
	RUBY	Staff Worked Together to Care for You	74.55%	(69.20%)
DIAMOND	Waiting Time to Treatment Area	71.69%	(60.48%)	



BREAKTHROUGH AWARDS SUMMARY



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PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Communication with Nurses	81.37%	(76.36%)
	BRONZE	Response of Hospital Staff	72.58%	(67.26%)
	BRONZE	Hospital Environment - Clean	81.62%	(74.02%)
OAS CAHPS	BRONZE	Anesthesia Info Easy to Understand	98.09%	(91.11%)
	BRONZE	Anes Side Effect Easy to Understand	89.17%	(83.82%)
	BRONZE	Overall	82.82%	(74.64%)
	BRONZE	Nurses Overall	86.68%	(78.93%)
	BRONZE	Nurses Concern for Comfort	88.15%	(80.32%)
	BRONZE	Info Nurses Gave to Prep for Procedure	86.05%	(77.32%)
	BRONZE	Nurses' Response Concerns/Questions	85.85%	(79.19%)
	BRONZE	Care Provider Overall	78.79%	(70.20%)
	BRONZE	CP Explanation about Procedure	79.81%	(69.90%)
	BRONZE	Info CP Shared re How Procedure Went	78.57%	(70.74%)
	BRONZE	CP Response to Concerns/Questions	81.60%	(71.88%)
	BRONZE	CP Explain Why Procedure Important	75.12%	(68.25%)
	BRONZE	Assessment Overall	87.00%	(79.21%)
	BRONZE	Staff Worked Together Care for You	87.00%	(79.21%)
	CG CAHPS	BRONZE	Access Overall	75.84%
BRONZE		Ease of Scheduling Appointments	77.41%	(72.24%)
BRONZE		Ease of Contacting	74.24%	(69.03%)

(CP = Care Provider)



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PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
ED CAHPS	SILVER	Comfort of Waiting Area	56.05%	(41.83%)
	SILVER	Nurses Overall	76.48%	(62.67%)
	SILVER	Courtesy of Nurses	78.82%	(68.03%)
	SILVER	Nurses Took Time to Listen	75.44%	(61.54%)
	SILVER	Nurses' Attention to Needs	77.38%	(62.74%)
	SILVER	Nurses' Response to Questions & Concerns	73.37%	(60.20%)
	SILVER	Doctors Were Informative re Treatment	69.09%	(55.36%)
	SILVER	Doctors' Concern for Comfort	70.30%	(55.31%)
	SILVER	Doctors Include You in Treatment Decision	69.09%	(54.31%)
	SILVER	Staff Cared About You as a Person	74.10%	(60.83%)
	SILVER	Staff Worked Together to Care for You	74.55%	(60.83%)
	GOLD	Overall	72.90%	(57.56%)
	GOLD	Arrival Overall	64.09%	(48.19%)
	GOLD	Waiting Time to Treatment Area	71.69%	(54.23%)
	GOLD	Nurses' Concern for Privacy	77.38%	(60.77%)
	GOLD	Doctors Overall	72.01%	(56.09%)
	GOLD	Courtesy of Doctors	74.25%	(58.05%)
	GOLD	Doctors Took Time to Listen	74.25%	(57.32%)
	GOLD	Overall Assessment Overall	73.76%	(57.67%)
	GOLD	Overall Rating of Care	74.25%	(56.83%)
	GOLD	Likelihood of Recommending	72.12%	(52.10%)



BREAKTHROUGH AWARDS SUMMARY



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PATIENT SATISFACTION

IMPROVEMENT

		2023	2022
BRONZE	Ambulatory	94.97	(92.85)
BRONZE	Rehab Services	93.66	(91.28)
GOLD	Emergency	90.86	(83.62)

PATIENT SATISFACTION

ACHIEVEMENT

		2023
EMERALD	Inpatient	77th Percentile
EMERALD	Emergency	81st Percentile

