

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Daviess Community 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



PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication about Medicines	61.96%	(60.27%)
	EMERALD	Hospital Environment - Clean	74.64%	(72.13%)
	EMERALD	Discharge Information	87.36%	(86.37%)
	EMERALD	Rate Hospital (9-10)	72.46%	(70.24%)
	RUBY	Communication with Nurses	85.39%	(78.93%)
	RUBY	Communication with Doctors	84.34%	(79.27%)
	DIAMOND	Response of Hospital Staff	74.84%	(63.61%)
	DIAMOND	Hospital Environment - Quiet	70.59%	(59.44%)
CG CAHPS	EMERALD	Access	77.64%	(72.94%)
OAS CAHPS	EMERALD	Physician/Care Provider	84.25%	(84.22%)

PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Rate Hospital (9-10)	72.46%	(67.06%)
ED CAHPS	BRONZE	Doctors	72.90%	(57.56%)
	BRONZE	Overall Assessment	64.09%	(48.19%)
OAS CAHPS	BRONZE	Physician/Care Provider	84.25%	(78.25%)

