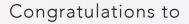
BREAKTHROUGH Awards Summary



BREAKTHROUGH

AWARDS

Ely-Bloomenson 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.





BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

ACHIEVEN	IENT		2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Doctors	82.91 %	(79.27%)
	EMERALD	Transition of Care	52.19 %	(52.15%)
	RUBY	Communication about Medicines	69.94 %	(60.27%)
	RUBY	Rate Hospital (9-10)	75.34%	(70.24%)
	RUBY	Recommend the Hospital	75.34%	(69.31%)
	DIAMOND	Communication with Nurses	90.62 %	(78.93%)
	DIAMOND	Response of Hospital Staff	83.18%	(63.61%)
	DIAMOND	Hospital Environment - Quiet	79.10%	(59.44%)
IMPROVEMENT			2023	2022
HCAHPS	BRONZE	Communication with Nurses	90.62 %	(85.47%)
	BRONZE	Transition of Care	52.19 %	(44.61%)
	SILVER	Hospital Environment - Quiet	79.10%	(67.50%)
	GOLD	Response of Hospital Staff	83.18%	(68.07%)
	GOLD	Communication about Medicines	69.94 %	(54.39%)

PATIENT SATISFACTION

ACHIEVEMENT		2023	
RUBY	Emergency	91st Percentile	

HealthCare Service Excellence Conference

BREAKTHROUGH

AWARDS