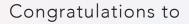
### BREAKTHROUGH Awards Summary



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

#### PATIENT SATISFACTION

| ACHIEVEMENT |           | 2023            |  |
|-------------|-----------|-----------------|--|
| RUBY        | Emergency | 91st Percentile |  |

HealthCare Service Excellence Conference

BREAKTHROUGH

AWARDS