

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

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.

Brian Lee CSP, HOF, Founder



BREAKTHROUGH AWARDS SUMMARY



PATIENT EXPERIENCE

ACHIEVEMENT

| | | | 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 |

