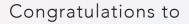
### BREAKTHROUGH Awards Summary



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