

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Franklin General 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



An Affiliate of **MERCYONE**

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Doctors	81.39%	(79.27%)
	EMERALD	Response of Hospital Staff	66.78%	(63.61%)
	EMERALD	Communication about Medicines	60.93%	(60.27%)
	EMERALD	Discharge Information	91.25%	(86.37%)
	RUBY	Communication with Nurses	86.55%	(78.93%)
	RUBY	Rate Hospital (9-10)	80.00%	(70.24%)
	RUBY	Recommend the Hospital	75.93%	(69.31%)
	DIAMOND	Hospital Environment - Clean	92.86%	(72.13%)
	DIAMOND	Hospital Environment - Quiet	78.57%	(59.44%)

PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Communication with Nurses	86.55%	(79.24%)
	BRONZE	Communication with Doctors	81.39%	(75.86%)
	SILVER	Recommend the Hospital	75.93%	(65.52%)
	GOLD	Hospital Environment - Clean	92.86%	(74.14%)

