

# BREAKTHROUGH AWARDS SUMMARY



Congratulations to

## **Good Samaritan**

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	Rate Hospital (9-10)	72.0%	( 70.8% )
	RUBY	Hospital Environment - Clean	76.3%	( 68.6% )
	RUBY	Hospital Environment - Quiet	65.1%	( 57.9% )
ED CAHPS	EMERALD	Nurses' Response to Questions & Concerns	73.4%	( 71.5% )
	RUBY	Care Provider Explains Things	66.2%	( 58.3% )
	RUBY	Good Communication Between Staff	64.7%	( 58.3% )
	RUBY	Staff Eased Discomfort	67.8%	( 60.5% )
	RUBY	Comfort Talking with Nurses	73.2%	( 68.0% )
	RUBY	Nurses Listened Carefully	73.1%	( 67.2% )
	RUBY	Rate Facility	68.0%	( 61.4% )
	DIAMOND	Seen in a Timely Manner	60.0%	( 44.3% )
	DIAMOND	Spent Enough Time with Patient	63.0%	( 48.8% )
	DIAMOND	Trust Providers with Care	68.2%	( 57.1% )
	DIAMOND	What Medicine is For	71.3%	( 59.4% )
DIAMOND	NPS: Facility Would Recommend	59.1%	( 45.4% )	

## PATIENT SATISFACTION

		2023	2022
BRONZE	Emergency	68.0	( 66.0 )
BRONZE	Ambulatory	87.6	( 85.1 )



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## PATIENT EXPERIENCE

### ACHIEVEMENT

			2023	NATIONAL TOP BOX
<i>Hospice</i>	EMERALD	<b>Would Recommend (IN)</b>	<b>90.4%</b>	( 86.7% )
<i>CAHPS</i>	EMERALD	<b>Support for Religious &amp; Spiritual Beliefs (IN)</b>	<b>98.4%</b>	( 94.3% )
	EMERALD	<b>Overall Rating (IN)</b>	<b>88.7%</b>	( 86.2% )
	EMERALD	<b>Understanding the Side Effects of Pain Meds (IN)</b>	<b>78.1%</b>	( 77.1% )
	EMERALD	<b>Treating Family Member with Respect (IN)</b>	<b>92.0%</b>	( 91.8% )
	EMERALD	<b>Providing Emotional Support (IN)</b>	<b>95.0%</b>	( 92.1% )
	EMERALD	<b>Hospice Team Communication (IN)</b>	<b>86.2%</b>	( 83.0% )
	EMERALD	<b>Getting Timely Care (IN)</b>	<b>79.5%</b>	( 78.4% )
	EMERALD	<b>Getting Hospice Care Training (IN)</b>	<b>73.9%</b>	( 71.9% )
	EMERALD	<b>Getting Help for Symptoms (IL)</b>	<b>80.0%</b>	( 76.3% )
	EMERALD	<b>Treating Family Members with Respect (IL)</b>	<b>96.8%</b>	( 92.0% )
	EMERALD	<b>Would Recommend (IL)</b>	<b>90.3%</b>	( 86.7% )
	RUBY	<b>Information Continuity (IN)</b>	<b>97.3%</b>	( 88.4% )
	RUBY	<b>Understanding the Side Effects of Pain (IL)</b>	<b>86.7%</b>	( 78.1% )
	RUBY	<b>Providing Emotional Support (IL)</b>	<b>98.4%</b>	( 92.1% )
	RUBY	<b>Understanding the Side Effects of Pain (IL)</b>	<b>83.7%</b>	( 78.1% )
	DIAMOND	<b>Getting Help with Symptoms (IN)</b>	<b>88.6%</b>	( 76.3% )
	DIAMOND	<b>Hospice Team Communication (IL)</b>	<b>84.0%</b>	( 73.9% )
	DIAMOND	<b>Overall Rating (IL)</b>	<b>96.8%</b>	( 86.2% )
	DIAMOND	<b>Information Continuity (IL)</b>	<b>100 %</b>	( 88.4% )
	DIAMOND	<b>Getting Timely Care (IL)</b>	<b>93.3%</b>	( 78.4% )
	DIAMOND	<b>Getting Hospice Care Training (IL)</b>	<b>84.0%</b>	( 73.9% )

(Locations in IN and IL)

