

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.

A handwritten signature in black ink that reads "Brian Lee".

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

(Locations in IN and IL)

