

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Madison County Health Care System

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



An Affiliate of
MERCYONE

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
<i>HCAHPS</i>	RUBY	Transition of Care	57.33%	(51.49%)
	DIAMOND	Communication with Nurses	87.18%	(78.27%)
	DIAMOND	Response of Hospital Staff	70.59%	(62.60%)
	DIAMOND	Communication about Medicines	68.32%	(60.37%)
	DIAMOND	Discharge Information	90.82%	(85.77%)
	DIAMOND	Communication with Doctors	92.05%	(78.86%)
	DIAMOND	Hospital Environment - Clean	85.45%	(70.85%)
	DIAMOND	Hospital Environment - Quiet	78.18%	(59.18%)
	DIAMOND	Rate Hospital (9-10)	89.09%	(69.64%)
	DIAMOND	Recommend the Hospital	81.82%	(68.84%)
<i>ED CAHPS</i>	EMERALD	Arrival Overall	57.62%	(55.37%)
	EMERALD	Overall Assessment Overall	68.83%	(68.83%)
	RUBY	Overall	78.30%	(68.59%)
	RUBY	Doctors Overall	77.61%	(69.43%)
	DIAMOND	Nurses Overall	83.13%	(72.56%)
<i>CG CAHPS</i>	EMERALD	Access Overall	77.49%	(72.94%)
	EMERALD	Moving Through Visit Overall	71.09%	(67.47%)
	EMERALD	Nurse/Assistant Overall	85.21%	(80.33%)
	EMERALD	Care Provider Overall	90.67%	(84.22%)
	EMERALD	Personal Issues Overall	83.71%	(81.34%)
	EMERALD	Overall Assessment Overall	87.25%	(82.81%)
	<i>Outpatient Rehab</i>	EMERALD	Physical Therapy Overall	91.95%
EMERALD		Overall Assessment Overall	91.25%	(88.15%)



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PATIENT EXPERIENCE

ACHIEVEMENT

		2023	NATIONAL TOP BOX
<i>OAS CAHPS</i>	RUBY	Overall	93.18% (86.94%)
	RUBY	Nurses Overall	95.37% (89.36%)
	RUBY	Care Provider Overall	90.67% (84.22%)
	RUBY	Overall Assessment Overall	96.50% (90.37%)

IMPROVEMENT

		2023	2022
<i>HCAHPS</i>	BRONZE	Recommend the Hospital	81.82% (68.84%)
	BRONZE	Rate Hospital (9-10)	89.09% (69.64%)
	SILVER	Communication with Doctors	92.05% (78.86%)
	SILVER	Hospital Environment - Clean	85.45% (70.85%)
	SILVER	Hospital Environment - Quiet	78.18% (59.18%)
<i>Outpatient Rehab</i>	BRONZE	Physical Therapy Overall	91.95% (82.31%)
	BRONZE	Personal Issues Overall	80.79% (73.91%)
	SILVER	Facility Overall	78.06% (66.42%)
	SILVER	Overall Assessment Overall	91.25% (80.00%)

PATIENT SATISFACTION

IMPROVEMENT

		2023	2022
SILVER	Outpatient	95.86	(92.63)
SILVER	Emergency	92.46	(89.05)

ACHIEVEMENT

		2023
EMERALD	Inpatient	86th Percentile
DIAMOND	Ambulatory	98th Percentile

