

# BREAKTHROUGH AWARDS SUMMARY



Congratulations to

## Memorial 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



## PATIENT EXPERIENCE

### ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Doctors	83.96%	(79.27%)
	EMERALD	Discharge Information	88.02%	(86.37%)
	EMERALD	Transition of Care	56.88%	(52.15%)
	RUBY	Communication with Nurses	88.25%	(78.93%)
	RUBY	Communication about Medicines	70.09%	(60.27%)
	DIAMOND	Response of Hospital Staff	78.38%	(63.61%)
	DIAMOND	Hospital Environment - Clean	83.06%	(72.13%)
	DIAMOND	Hospital Environment - Quiet	73.86%	(59.44%)
	DIAMOND	Rate Hospital (9-10)	88.48%	(70.24%)
	DIAMOND	Recommend the Hospital	79.92%	(69.31%)
ED CAHPS	EMERALD	Doctors and Nurses Communication	83.37%	(79.52%)
	EMERALD	Communication about Medication	83.08%	(79.44%)
	EMERALD	Additional Rating Quest	72.02%	(70.16%)
	RUBY	Rate ER Care 0-10	72.27%	(65.67%)
	RUBY	Recommend the ER	72.94%	(64.09%)
	RUBY	Communication about Follow-up	79.35%	(73.60%)
CG CAHPS	DIAMOND	Getting Timely Care	88.55%	(72.04%)
	EMERALD	Recommend this Office	93.10%	(91.44%)
	EMERALD	Rate Provider 0-10	88.25%	(87.79%)
	EMERALD	Physician Communication Quality	93.87%	(93.31%)
	EMERALD	Office Staff Quality	95.55%	(93.90%)
	EMERALD	Care Coordination	77.57%	(74.32%)
	RUBY	Access to Care	88.05%	(80.54%)

### IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Response of Hospital Staff	78.38%	(72.57%)
	BRONZE	Transition of Care	56.88%	(50.40%)
	BRONZE	Rate Hospital (9-10)	88.48%	(78.75%)
	SILVER	Recommend the Hospital	79.92%	(69.62%)

