

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Osceola Regional Health Center

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



Osceola
REGIONAL HEALTH CENTER

AN AVERA PARTNER

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Communication with Nurses	82.35%	(78.93%)
	EMERALD	Discharge Information	87.50%	(86.37%)
	EMERALD	Rate Hospital (9-10)	70.59%	(70.24%)
	RUBY	Communication with Doctors	86.27%	(79.27%)
	RUBY	Response of Hospital Staff	70.71%	(63.61%)
	DIAMOND	Communication about Medicines	77.78%	(60.27%)
<i>ED CAHPS</i>	DIAMOND	Hospital Environment - Clean	88.24%	(72.13%)
	DIAMOND	Hospital Environment - Quiet	82.35%	(59.44%)
	DIAMOND	Overall	86.18%	(68.56%)
	DIAMOND	Arrival Overall	78.66%	(55.37%)
	DIAMOND	Nurses Overall	89.86%	(72.56%)
	DIAMOND	Doctors Overall	87.33%	(69.43%)
<i>OAS CAHPS</i>	DIAMOND	Overall Assessment	83.71%	(68.83%)
	EMERALD	Recommend the Facility	87.18%	(85.44%)
	EMERALD	Communication	94.99%	(92.18%)
	EMERALD	Facility/Personal Treatment	97.66%	(97.04%)
	EMERALD	Discharge	98.55%	(96.79%)
	EMERALD	Care Provider Overall	86.66%	(84.22%)
<i>Outpatient</i>	EMERALD	Your Care Overall	85.01%	(84.61%)
	EMERALD	Registration Overall	79.41%	(78.97%)

IMPROVEMENT

			2023	2022
<i>HCAHPS</i>	BRONZE	Communication with Doctors	86.27%	(76.61%)
<i>ED CAHPS</i>	BRONZE	Arrival Overall	78.66%	(70.09%)
	BRONZE	Doctors Overall	87.33%	(79.29%)
<i>OAS CAHPS</i>	BRONZE	Care Provider Overall	86.66%	(81.17%)

