

# BREAKTHROUGH AWARDS SUMMARY



Congratulations to

## **Pike County 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



**PIKE COUNTY**  
MEMORIAL HOSPITAL  
Louisiana, Missouri

## PATIENT EXPERIENCE

### ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Recommend the Hospital	73.68%	( 69.31% )
	EMERALD	Hospital Environment - Quiet	62.16%	( 59.44% )
	EMERALD	Response of Hospital Staff	68.02%	( 63.61% )
	RUBY	Transition of Care	60.26%	( 52.15% )
	RUBY	Communication with Nurses	85.31%	( 78.93% )
	RUBY	Communication with Doctors	86.64%	( 79.27% )
	RUBY	Communication about Medicines	66.40%	( 60.27% )
	DIAMOND	Hospital Environment - Clean	82.89%	( 72.13% )
	DIAMOND	Rate Hospital (9-10)	84.21%	( 70.24% )

## PATIENT EXPERIENCE

### IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Communication about Medicines	66.40%	( 59.91% )
	SILVER	Rate Hospital (9-10)	84.21%	( 72.41% )

