

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Pinckneyville Community 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



Pinckneyville Community Hospital
Leading the way to a healthier tomorrow.

PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Recommend the Hospital	70.51%	(69.31%)
	RUBY	Communication with Doctors	85.09%	(79.27%)
	RUBY	Hospital Environment - Quiet	65.79%	(59.44%)
	RUBY	Discharge Information	91.45%	(86.37%)
	DIAMOND	Communication with Nurses	89.03%	(78.93%)
	DIAMOND	Response of Hospital Staff	83.86%	(63.61%)
	DIAMOND	Communication about Medicines	72.35%	(60.27%)
	DIAMOND	Hospital Environment - Clean	89.74%	(72.13%)
	DIAMOND	Rate Hospital (9-10)	81.01%	(70.24%)
	ED CAHPS	EMERALD	During Emergency Room Visit	86.23%
EMERALD		Overall Experience	71.28%	(68.74%)
CG CAHPS	EMERALD	How Well Providers Communicate with Patients	86.64%	(84.88%)
	EMERALD	Helpful, Courteous, and Respectful Office Staff	89.49%	(85.51%)
	EMERALD	Patient Rating of the Provider	91.99%	(88.57%)
OAS CAHPS	RUBY	Getting Timely Appts, Care & Info	87.41%	(81.67%)
	EMERALD	Before Your Procedure	96.98%	(94.14%)
	EMERALD	About the Facility and Staff	98.66%	(97.39%)
	EMERALD	Communications about Your Procedure	94.33%	(93.22%)
	RUBY	Your Recovery	88.52%	(83.29%)
	RUBY	Your Overall Experience	89.95%	(83.07%)



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PATIENT EXPERIENCE

IMPROVEMENT

			2023	2022
HCAHPS	BRONZE	Communication about Medicines	72.35%	(64.90%)
	BRONZE	Hospital Environment - Clean	89.74%	(84.29%)
	SILVER	Rate Hospital (9-10)	81.01%	(69.57%)
ED CAHPS	BRONZE	Overall Experience	71.28%	(65.71%)
CG CAHPS	BRONZE	Getting Timely Appts, Care & Info	87.41%	(82.28%)
OAS CAHPS	BRONZE	Your Overall Experience	89.95%	(84.77%)

PATIENT SATISFACTION

IMPROVEMENT

		2023	2022
	BRONZE	Inpatient	88.35 (85.63)

ACHIEVEMENT

		2023
	EMERALD	Inpatient

81st Percentile

