

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

Providence Medical 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



PATIENT EXPERIENCE

ACHIEVEMENT

			2023	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	81.2%	(78.5%)
	EMERALD	Communication with Doctors	82.0%	(79.4%)
	EMERALD	Discharge Information	54.7%	(51.4%)
	EMERALD	Transition of Care	88.5%	(86.7%)
	RUBY	Response of Hospital Staff	71.2%	(62.2%)
	DIAMOND	Hospital Environment - Clean	86.2%	(68.8%)
	DIAMOND	Hospital Environment - Quiet	76.5%	(57.9%)
	DIAMOND	Rate Hospital (9-10)	81.2%	(70.8%)
	DIAMOND	Recommend the Hospital	84.7%	(71.3%)
ED CAHPS	RUBY	Registration Staff Helpful	63.9%	(56.6%)
	DIAMOND	Spent Enough Time with Patient	67.2%	(48.8%)
	DIAMOND	Explained Things Understandably	72.0%	(58.3%)
	DIAMOND	Clean	83.7%	(61.0%)
	DIAMOND	Kept Informed of Delays	54.1%	(32.5%)
	DIAMOND	Handwashing	80.2%	(61.5%)
	DIAMOND	NPS: Facility Would Recommend	60.3%	(45.4%)
	DIAMOND	Told of Medication Side Effects	58.9%	(42.8%)
	HH CAHPS	EMERALD	Communication Between Providers and Patients	87.1%
EMERALD		Care of Patients	89.1%	(89.0%)
RUBY		Specific Care Issues	88.0%	(81.7%)
RUBY		Rating	92.9%	(86.8%)



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PATIENT EXPERIENCE ACHIEVEMENT

			2023	NATIONAL TOP BOX
<i>Hospice CAHPS</i>	EMERALD	Treating Patient with Respect Rating	93.3%	(91.1%)
	EMERALD	Emotional & Spiritual Help	87.5%	(85.1%)
	RUBY	Recommend	97.9%	(92.2%)
	RUBY	Recommend	93.3%	(85.8%)
<i>Outpatient Series</i>	RUBY	Provider Explained Things	75.6%	(68.5%)
<i>OP Rad</i>	EMERALD	Portal Support Offered	60.1%	(58.0%)
	EMERALD	Discuss Worries with Staff	74.4%	(71.5%)
	EMERALD	Told When to Expect Results	68.1%	(66.3%)
	EMERALD	Facility Clean	88.2%	(84.7%)
<i>OP Therapy CAHPS</i>	EMERALD	Facility Clean	88.7%	(86.8%)

PATIENT EXPERIENCE IMPROVEMENT

			2023	2022
<i>HCAHPS</i>	BRONZE	Recommend the Hospital	84.7%	(76.6%)
<i>Hospice CAHPS</i>	BRONZE	Emotional & Spiritual Help	97.9%	(91.1%)
	SILVER	Recommend	93.3%	(80.0%)
<i>HH CAHPS</i>	BRONZE	Specific Care Issues	88.0%	(80.6%)
	BRONZE	Rating	92.9%	(87.9%)

PATIENT SATISFACTION ACHIEVEMENT

		2023
EMERALD	Inpatient	83rd Percentile
EMERALD	Home Care	79th Percentile

