

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

## PATIENT EXPERIENCE IMPROVEMENT

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

## PATIENT SATISFACTION ACHIEVEMENT

|         |                  | 2023                   |
|---------|------------------|------------------------|
| EMERALD | <b>Inpatient</b> | <b>83rd Percentile</b> |
| EMERALD | <b>Home Care</b> | <b>79th Percentile</b> |

