

# BREAKTHROUGH AWARDS SUMMARY



Congratulations to

## Rio Grande Hospital & Clinics

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

<i>HCAHPS</i>	Emerald	<b>Communication with Nurses</b>
	Emerald	<b>Communication about Medicines</b>
	Emerald	<b>Hospital Environment - Clean</b>
	Ruby	<b>Communication with Doctors</b>
	Ruby	<b>Response of Hospital Staff</b>
	Ruby	<b>Transition of Care</b>
	Diamond	<b>Hospital Environment - Quiet</b>
	Diamond	<b>Recommend the Hospital</b>
<i>ED CAHPS</i>	Emerald	<b>Communication with Nurses</b>
	Ruby	<b>Communication with Providers</b>
	Ruby	<b>Overall Rating of Facility</b>
	Diamond	<b>Cleanliness/Quietness</b>
	Diamond	<b>Would Recommend Facility</b>

### IMPROVEMENT

<i>HCAHPS</i>	Bronze	<b>Communication with Nurses</b>
	Bronze	<b>Communication with Doctors</b>
	Bronze	<b>Discharge Information</b>
	Silver	<b>Transition of Care</b>
<i>ED CAHPS</i>	Bronze	<b>Overall Rating of Facility</b>

### 2023 NATIONAL TOP BOX

<b>80.4%</b>	( 78.5% )
<b>61.0%</b>	( 60.4% )
<b>71.2%</b>	( 68.8% )
<b>85.0%</b>	( 79.4% )
<b>67.9%</b>	( 62.2% )
<b>57.4%</b>	( 51.4% )
<b>71.2%</b>	( 57.9% )
<b>82.0%</b>	( 71.3% )
<b>84.5%</b>	( 79.7% )
<b>86.4%</b>	( 79.2% )
<b>62.7%</b>	( 56.9% )
<b>90.0%</b>	( 79.1% )
<b>84.2%</b>	( 45.9% )

### 2023 2022

<b>80.4%</b>	( 74.0% )
<b>85.0%</b>	( 79.8% )
<b>84.6%</b>	( 78.1% )
<b>57.4%</b>	( 47.0% )
<b>62.7%</b>	( 53.4% )

