

BREAKTHROUGH AWARDS SUMMARY



Congratulations to
**Union General
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



PATIENT EXPERIENCE

ACHIEVEMENT

		2023	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Discharge Information	86.94% (86.37%)
	DIAMOND	Communication with Nurses	93.46% (78.93%)
	DIAMOND	Communication with Doctors	91.11% (79.27%)
	DIAMOND	Response of Hospital Staff	82.66% (63.61%)
	DIAMOND	Communication about Medicines	95.04% (60.27%)
	DIAMOND	Hospital Environment - Clean	91.55% (72.13%)
	DIAMOND	Hospital Environment - Quiet	85.71% (59.44%)
	DIAMOND	Transition of Care	62.15% (52.15%)
	DIAMOND	Rate Hospital (9-10)	88.89% (70.24%)
	DIAMOND	Recommend the Hospital	91.55% (69.31%)

PATIENT EXPERIENCE

IMPROVEMENT

		2023	2022
<i>HCAHPS</i>	BRONZE	Rate Hospital (9-10)	88.89% (82.14%)
	SILVER	Recommend the Hospital	91.55% (79.63%)
	GOLD	Communication about Medicines	95.04% (77.09%)

