

# 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.

A handwritten signature in black ink that reads "Brian Lee".

Brian Lee CSP, HOF, Founder



# BREAKTHROUGH AWARDS SUMMARY



## PATIENT EXPERIENCE

### ACHIEVEMENT

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

## PATIENT EXPERIENCE

### IMPROVEMENT

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

