

BREAKTHROUGH AWARDS SUMMARY



Congratulations to

West Jefferson 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	Discharge Information	88.1%	(86.8%)
	EMERALD	Transition of Care	55.7%	(51.4%)
	EMERALD	Rate Hospital (9-10)	73.7%	(70.8%)
	EMERALD	Recommend the Hospital	72.2%	(71.3%)
	RUBY	Communication with Nurses	84.5%	(78.5%)
	RUBY	Communication with Doctors	86.9%	(79.4%)
	RUBY	Communication about Medicines	68.9%	(60.4%)
	DIAMOND	Response of Hospital Staff	72.8%	(62.2%)
CG CAHPS	DIAMOND	Hospital Environment - Quiet	77.5%	(57.9%)
	EMERALD	Provider Treated with Respect	87.0%	(86.4%)
	EMERALD	Got Enough Information re: Treatment	84.3%	(80.0%)
	EMERALD	Knew What to Do if Had Questions	78.9%	(78.3%)
	EMERALD	Trust Provider with Care	86.5%	(83.8%)
	EMERALD	Rating of Provider	90.6%	(88.3%)
	EMERALD	Would Recommend Facility	91.4%	(87.6%)
	RUBY	Provider Knew Medical History	79.7%	(70.6%)
OAS CAHPS	EMERALD	Communications About Procedure	92.2%	(90.5%)
	EMERALD	Preparations for Discharge & Recovery	88.5%	(86.4%)
	EMERALD	Access to Care	94.9%	(94.8%)
	EMERALD	Continuity and Transition	89.2%	(86.6%)
	EMERALD	Information and Education	90.8%	(89.6%)



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			2023	NATIONAL TOP BOX
<i>ED CAHPS</i>	RUBY	Nurses Listened Carefully	73.0%	(67.2%)
	RUBY	Nurses Explained Things	73.4%	(67.4%)
	RUBY	Confidence and Trust in Nurses	74.1%	(67.2%)
	RUBY	Comfort Talking with Nurses	74.1%	(68.0%)
	RUBY	Had Enough Input/Say in Care	68.5%	(61.2%)
	RUBY	Facility Would Recommend	74.1%	(65.8%)
	DIAMOND	Good Communication Between Staff	69.7%	(58.3%)
	DIAMOND	Seen in Timely Manner	63.0%	(44.3%)
	DIAMOND	Rate Facility	71.5%	(61.4%)
	DIAMOND	Care Provider Explained - If Not Better	72.1%	(58.3%)
	DIAMOND	Care Providers Explained Things	72.6%	(57.1%)
	DIAMOND	Trust Providers with Care	68.5%	(58.0%)
<i>Outpatient Services</i>	EMERALD	Facility Would Recommend	86.3%	(84.0 %)
	EMERALD	Facility Was Clean	81.7%	(81.4%)
<i>Radiology Outpatient</i>	EMERALD	Told When to Expect Results	68.0%	(67.1%)
	EMERALD	Trust Staff Member with Care	84.1%	(82.0%)
	EMERALD	Staff Listened	82.5%	(80.4%)
	RUBY	Facility Would Recommend	91.4%	(84.0%)
	RUBY	Facility Was Clean	89.2%	(81.4%)



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<i>Endoscopy Outpatient</i>	EMERALD	Trust Staff Member with Care	82.6%	(82.0%)
	RUBY	Told When to Expect Results	74.2%	(61.7%)
	RUBY	Facility Would Recommend	91.0%	(84.0%)
	RUBY	Facility Was Clean	86.8%	(81.4%)
<i>Hyperbarics</i>	EMERALD	Trust Staff Members with Care	84.6%	(82.0%)
	EMERALD	Facility Was Clean	84.6%	(81.4%)
	EMERALD	Staff Listened	80.8%	(80.4%)
	EMERALD	Staff Explained Things	80.8%	(78.5%)
	EMERALD	Facility Would Recommend	88.5%	(84.0%)
<i>Outpatient Cardiology</i>	EMERALD	Facility Would Recommend	86.5%	(84.0%)
	EMERALD	Facility Was Clean	82.7%	(81.4%)

IMPROVEMENT

			2023	2022
<i>HCAHPS</i>	BRONZE	Hospital Environment - Quiet	77.5%	(70.8%)
<i>ED CAHPS</i>	BRONZE	Nurses Listened Carefully	73.0%	(67.8%)
	BRONZE	Care Provider Explain - If Not Better	72.1%	(62.3%)
<i>Outpatient Cardiology</i>	BRONZE	Trust Staff Member with Care	81.9%	(75.0%)
	SILVER	Staff Listened	79.5%	(68.8%)
	GOLD	Facility Was Clean	82.7%	(62.5%)

PATIENT SATISFACTION

ACHIEVEMENT

		2023
EMERALD	Emergency	86th Percentile

