

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	88.56%	(79.74%)
	EMERALD	Communication with Doctors	86.01%	(79.85%)
	EMERALD	Transition of Care	59.83%	(53.07%)
	RUBY	Rate Hospital (9-10)	84.91%	(71.19%)
	RUBY	Recommend the Hospital	82.69%	(70.19%)
	RUBY	Hospital Environment - Clean	84.62%	(73.32%)
	DIAMOND	Response of Hospital Staff	88.74%	(64.55%)
	DIAMOND	Hospital Environment - Quiet	76.92%	(59.65%)
EDCAHPS	RUBY	ED Overall	84.34%	(69.78%)
	RUBY	Nurses Overall	86.86%	(73.71%)
	RUBY	Doctors Overall	82.22%	(70.55%)
	DIAMOND	Arrival Overall	80.76%	(57.23%)
	DIAMOND	Overall Assessment Overall	85.36%	(70.06%)



IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Transition of Care	59.83%	(52.19%)
	BRONZE	Discharge Information	84.09%	(78.74%)
	BRONZE	Rate Hospital (9-10)	84.91%	(75.34%)
	BRONZE	Recommend the Hospital	82.69%	(75.34%)
	BRONZE	Response of Hospital Staff	88.74%	(83.18%)
	GOLD	Hospital Environment - Clean	84.62%	(67.61%)
EDCAHPS	BRONZE	Doctors Overall	82.22%	(77.11%)

