

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	86.63%	(79.74%)
	EMERALD	Communication with Doctors	85.61%	(79.85%)
	RUBY	Communication about Medicines	72.97%	(60.98%)
	RUBY	Hospital Environment - Quiet	72.22%	(59.65%)
HHCAHPS	EMERALD	Rate the Agency	95.38%	(87.49%)
	EMERALD	Care Issues	89.60%	(83.44%)
	EMERALD	Care of Patient	95.14%	(89.68%)
	DIAMOND	Recommend	98.36%	(81.15%)



IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Discharge Information	88.79%	(83.25%)
HHCAHPS	BRONZE	Recommend	98.36%	(88.52%)



Allen Parish
Community Healthcare
A better you begins with us.