

## PATIENT EXPERIENCE

### ACHIEVEMENT

			2024	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	<b>Communication with Doctors</b>	<b>85.04%</b>	(79.85%)
	EMERALD	<b>Response of Hospital Staff</b>	<b>71.94%</b>	(64.55%)
	EMERALD	<b>Hospital Environment - Quiet</b>	<b>68.81%</b>	(59.65%)
	RUBY	<b>Communication about Medicines</b>	<b>71.31%</b>	(60.98%)



### IMPROVEMENT

			2024	2023
<i>HCAHPS</i>	BRONZE	<b>Discharge Information</b>	<b>88.51%</b>	(80.36%)
	BRONZE	<b>Transition of Care</b>	<b>52.92%</b>	(47.10%)
	BRONZE	<b>Recommend the Hospital</b>	<b>66.36%</b>	(61.19%)
	SILVER	<b>Communication about Medicines</b>	<b>71.31%</b>	(61.07%)



**CRAWFORD COUNTY**  
MEMORIAL HOSPITAL