

## PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	86.72%	(79.74%)
	RUBY	Response of Hospital Staff	79.43%	(64.55%)
	RUBY	Hospital Environment - Quiet	73.60%	(59.65%)



IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Recommend the Hospital	71.20%	(61.72%)