

PATIENT EXPERIENCE

IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Communication with Nurses	85.42%	(75.93%)
	BRONZE	Transition of Care	53.19%	(15.59%)
	BRONZE	Hospital Environment - Quiet	68.75%	(61.11%)
	SILVER	Communication with Doctors	93.75%	(81.26%)
	SILVER	Hospital Environment - Clean	93.75%	(83.33%)
	GOLD	Communication about Medicines	90.91%	(64.29%)



FALL RIVER
Health Services