

PATIENT EXPERIENCE

ACHIEVEMENT		2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	89.70% (79.74%)
	EMERALD	Response of Hospital Staff	71.71% (64.55%)
	RUBY	Communication about Medicines	74.14% (60.98%)
	RUBY	Hospital Environment - Quiet	72.73% (59.65%)
	DIAMOND	Hospital Environment - Clean	90.91% (73.32%)
	DIAMOND	Rate Hospital (9-10)	88.89% (71.19%)
	DIAMOND	Recommend the Hospital	89.09% (70.19%)
EDCAHPS	EMERALD	Arrival	67.04% (57.23%)
	EMERALD	Nurses	79.62% (73.71%)



IMPROVEMENT		2024	2023
HCAHPS	BRONZE	Rate Hospital (9-10)	88.89% (80.00%)
	SILVER	Recommend the Hospital	89.09% (75.93%)
	SILVER	Transition of Care	57.24% (45.66%)
	SILVER	Communication about Medicines	74.14% (60.93%)
EDCAHPS	BRONZE	Arrival	67.04% (57.21%)
	BRONZE	Assessment Overall	72.99% (65.64%)



An Affiliate of **MERCYONE**