

## PATIENT EXPERIENCE



ACHIEVEMENT			2024	NATIONAL TOP BOX
<b>Good Samaritan Hospital</b>				
<i>HCAHPS</i>	EMERALD	<b>Hospital Environment - Clean</b>	<b>79.90%</b>	(73.00%)
<b>Good Samaritan Hospice: Indiana</b>				
<i>HSCAHPs</i>	RUBY	<b>Help for Pain and Symptoms</b>	<b>88.90%</b>	(77.00%)

IMPROVEMENT			2024	2023
<b>Good Samaritan Hospice: Illinois</b>				
<i>HSCAHPs</i>	BRONZE	<b>Help for Pain and Symptoms</b>	<b>92.20%</b>	(83.30%)
<b>Good Samaritan Hospice: Indiana</b>				
<i>HSCAHPs</i>	BRONZE	<b>Training Family to Care for Patient</b>	<b>79.90%</b>	(73.20%)