

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Hospital Environment - Clean	80.93%	(73.32%)
	EMERALD	Communication with Nurses	86.12%	(79.74%)
	EMERALD	Communication about Medicines	68.08%	(60.98%)
	EMERALD	Rate Hospital (9-10)	79.45%	(71.19%)
	RUBY	Hospital Environment - Quiet	71.56%	(59.65%)
	RUBY	Recommend the Hospital	82.87%	(70.19%)
<i>EDCAHPS</i>	EMERALD	Doctors and Nurse Communication	86.38%	(80.62%)
	EMERALD	Communication about Medications	86.84%	(80.39%)
	EMERALD	Communication about Follow-up	83.40%	(74.16%)
	RUBY	Timely Care	88.59%	(73.71%)
	RUBY	Additional Rating	81.65%	(71.64%)
	RUBY	Rate ER Care	78.91%	(67.76%)
	RUBY	Recommend ER	76.98%	(66.07%)
<i>CGCAHPS</i>	EMERALD	Access to Care - 3 Month	89.05%	(81.00%)
	EMERALD	Care Coordination	80.41%	(74.57%)



IMPROVEMENT			2024	2023
<i>EDCAHPS</i>	BRONZE	Additional Rating	81.65%	(72.02%)
	BRONZE	Rate ER Care	78.91%	(72.27%)

