

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
HCAHPS	RUBY	Communication with Nurses	93.20%	(79.30%)
	RUBY	Rate Hospital (9-10)	84.90%	(71.60%)
	DIAMOND	Communication with Doctors	96.30%	(80.00%)
	DIAMOND	Response of Hospital Staff	87.30%	(62.70%)
	DIAMOND	Communication about Medicines	80.30%	(60.90%)
	DIAMOND	Hospital Environment - Quiet	90.40%	(58.20%)
	DIAMOND	Transition of Care	68.30%	(51.90%)
	DIAMOND	Recommend the Hospital	92.60%	(72.10%)



IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Hospital Environment - Quiet	90.40%	(81.90%)
	BRONZE	Communication about Medicines	80.30%	(73.50%)
	BRONZE	Transition of Care	68.30%	(58.90%)
	SILVER	Communication with Nurses	93.20%	(82.20%)

