

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	87.94%	(79.74%)
	EMERALD	Communication with Doctors	89.33%	(79.85%)
	RUBY	Transition of Care	65.00%	(53.07%)
	RUBY	Recommend the Hospital	84.00%	(70.19%)
	DIAMOND	Response of Hospital Staff	80.95%	(64.55%)
	DIAMOND	Rate Hospital (9-10)	96.00%	(71.19%)
OASCAHPS	EMERALD	Facility Rating 0-10	95.97%	(87.92%)



IMPROVEMENT			2024	2023
HCAHPS	BRONZE	Communication with Nurses	87.94%	(82.35%)
	SILVER	Response of Hospital Staff	80.95%	(70.71%)
	GOLD	Transition of Care	65.00%	(41.48%)
	GOLD	Rate Hospital (9-10)	96.00%	(70.59%)
	GOLD	Recommend the Hospital	84.00%	(58.52%)
OASCAHPS	BRONZE	Facility Rating 0-10	95.97%	(86.27%)



Osceola
REGIONAL HEALTH CENTER

AN AVERA PARTNER