

PATIENT EXPERIENCE

ACHIEVEMENT		2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication with Nurses	86.50% (79.30%)
	RUBY	Response of Hospital Staff	76.70% (62.70%)
	RUBY	Communication about Medicines	71.10% (60.90%)
	RUBY	Hospital Environment - Clean	82.20% (69.30%)
	RUBY	Rate Hospital (9-10)	86.10% (71.60%)
HSCAHPS	DIAMOND	Hospital Environment - Quiet	79.20% (58.20%)
	EMERALD	Rating of Hospice (9-10)	95.50% (85.80%)
	EMERALD	Would Recommend Hospice	95.50% (86.40%)
	EMERALD	Communication with Family	90.40% (82.70%)
	EMERALD	Treating Patient with Respect	97.60% (91.50%)
	EMERALD	Emotional and Spiritual Support	98.20% (92.40%)
	EMERALD	Help for Pain and Symptoms	83.70% (75.70%)
	DIAMOND	Getting Timely Help	95.00% (76.70%)
	DIAMOND	Training Family to Care for Patient	97.50% (77.70%)
	HHCAHPS	EMERALD	Would Recommend this Agency
EMERALD		Specific Care Issues	88.20% (82.00%)



IMPROVEMENT		2024	2023
HCAHPS	BRONZE	Response of Hospital Staff	76.70% (71.20%)
	BRONZE	Communication with Nurses	86.50% (81.20%)
	GOLD	Communication about Medicines	71.10% (49.10%)
OASCAHPS	BRONZE	Overall Rating of Facility	89.20% (82.60%)
	BRONZE	Would Recommend Facility	82.40% (75.10%)
HSCAHPS	SILVER	Getting Timely Help	95.00% (84.40%)
	SILVER	Help for Pain and Symptoms	83.70% (72.80%)
	GOLD	Training Family to Care for Patient	97.50% (66.00%)
HHCAHPS	GOLD	Would Recommend this Agency	87.50% (70.40%)

