

PATIENT EXPERIENCE

ACHIEVEMENT		2024	NATIONAL TOP BOX
HCAHPS	EMERALD	Communication about Medicines	67.80% (60.90%)
	EMERALD	Transition of Care	58.20% (51.90%)
	EMERALD	Communication with Doctors	85.40% (80.00%)
	RUBY	Hospital Environment - Clean	76.00% (63.70%)
	RUBY	Hospital Environment - Quiet	76.00% (63.70%)
	DIAMOND	Response of Hospital Staff	78.00% (62.70%)
EDCAHPS	EMERALD	Cleanliness	88.60% (79.20%)
	EMERALD	Quietness	88.60% (79.20%)
	EMERALD	Communication with Nurses	85.70% (80.40%)
	DIAMOND	Would Recommend Facility	87.00% (69.10%)
OASCAHPS	EMERALD	Communication with Nurses	93.90% (88.50%)



IMPROVEMENT		2024	2023
HCAHPS	BRONZE	Communication about Medicines	67.80% (59.30%)
	BRONZE	Response of Hospital Staff	78.00% (71.90%)

