

## PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
<i>HCAHPS</i>	RUBY	<b>Communication with Doctors</b>	<b>90.56%</b>	(79.85%)
	RUBY	<b>Response of Hospital Staff</b>	<b>79.01%</b>	(64.55%)
	RUBY	<b>Communication with Nurses</b>	<b>93.33%</b>	(79.74%)
	DIAMOND	<b>Transition of Care</b>	<b>70.54%</b>	(53.07%)
	DIAMOND	<b>Recommend the Hospital</b>	<b>90.16%</b>	(70.19%)
	DIAMOND	<b>Rate Hospital (9-10)</b>	<b>90.16%</b>	(71.19%)
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>93.22%</b>	(73.32%)
	DIAMOND	<b>Hospital Environment - Quiet</b>	<b>82.46%</b>	(59.65%)
	DIAMOND	<b>Communication about Medicines</b>	<b>81.95%</b>	(60.98%)



IMPROVEMENT			2024	2023
<i>HCAHPS</i>	BRONZE	<b>Transition of Care</b>	<b>70.54%</b>	(62.42%)

