

## PATIENT EXPERIENCE

ACHIEVEMENT		2024	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	<b>Hospital Environment - Quiet</b>	<b>69.44%</b> (59.65%)
	EMERALD	<b>Communication with Doctors</b>	<b>85.37%</b> (79.85%)
	RUBY	<b>Rate Hospital (9-10)</b>	<b>83.33%</b> (71.19%)
	DIAMOND	<b>Hospital Environment - Clean</b>	<b>89.09%</b> (73.32%)
<i>EDCAHPS</i>	EMERALD	<b>Recommend the ED</b>	<b>73.43%</b> (66.07%)
	EMERALD	<b>Doctor/Nurse Communication</b>	<b>86.39%</b> (80.62%)
	EMERALD	<b>Additional Rating Question</b>	<b>78.67%</b> (71.64%)
	RUBY	<b>Rate ED 1-10</b>	<b>78.05%</b> (67.76%)
	DIAMOND	<b>Getting Timely Care</b>	<b>90.48%</b> (73.71%)



IMPROVEMENT		2024	2023
<i>HCAHPS</i>	BRONZE	<b>Hospital Environment - Clean</b>	<b>89.09%</b> (84.09%)
	BRONZE	<b>Rate Hospital (9-10)</b>	<b>83.33%</b> (78.03%)
<i>EDCAHPS</i>	BRONZE	<b>Recommend the ED</b>	<b>73.43%</b> (67.48%)
	BRONZE	<b>Doctor/Nurse Communication</b>	<b>86.39%</b> (80.32%)



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