

PATIENT EXPERIENCE

ACHIEVEMENT			2024	NATIONAL TOP BOX
<i>HCAHPS</i>	EMERALD	Communication with Nurses	85.40%	(79.30%)
	EMERALD	Communication with Doctors	86.70%	(80.00%)
	EMERALD	Hospital Environment - Clean	69.60%	(63.70%)
	RUBY	Response of Hospital Staff	74.00%	(62.70%)
	RUBY	Communication about Medicines	72.50%	(60.90%)
	RUBY	Hospital Environment - Quiet	77.50%	(63.70%)



IMPROVEMENT			2024	2023
<i>OASCAHPS</i>	BRONZE	Overall Rating of Facility	89.30%	(81.40%)
	BRONZE	Prepared/What to Expect During Recovery	89.40%	(83.60%)
	BRONZE	Would Recommend Facility	83.70%	(77.70%)