

PATIENT EXPERIENCE

ACHIEVEMENT

			2025	NATIONAL SCORE
HCAHPS	EMERALD	Communication with Doctors	89.00%	(79.22%)
	EMERALD	Communication with Nurses	87.88%	(79.36%)
	RUBY	Recommend the Hospital	83.33%	(70.54%)
	RUBY	Communication about Medicines	75.86%	(61.36%)
	RUBY	Response of Hospital Staff	75.23%	(62.96%)
	DIAMOND	Hospital Environment - Quiet	78.18%	(57.66%)
EDCAHPS	EMERALD	Overall	79.94%	(70.71%)
HHCAHPS	EMERALD	Recommend the Agency	89.55%	(82.13%)
	EMERALD	Care Issues	90.72%	(83.91%)
OASCAHPS	EMERALD	Facility Rating	95.24%	(88.77%)

IMPROVEMENT

			2025	2024
HCAHPS	BRONZE	Rate Hospital (9-10)	74.07%	(66.67%)
	BRONZE	Hospital Environment - Quiet	78.18%	(72.22%)
	GOLD	Recommend the Hospital	83.33%	(64.45%)
	GOLD	Response of Hospital Staff	75.23%	(53.23%)

HONORS AWARD

			2025
OASCAHPS	PLATINUM	Facility Rating	95.24%

