

PATIENT EXPERIENCE

ACHIEVEMENT

HCAHPS			2025	NATIONAL SCORE
EMERALD	Communication with Doctors		85.20%	(80.20%)
EMERALD	Communication with Nurses		88.90%	(79.50%)
RUBY	Rate Hospital (9-10)		88.90%	(74.30%)
RUBY	Hospital Environment - Clean		82.40%	(68.70%)
DIAMOND	Communication about Medicines		80.00%	(60.10%)
DIAMOND	Response of Hospital Staff		81.80%	(61.50%)



IMPROVEMENT

HCAHPS			2025	2024
BRONZE	Recommend the Hospital		77.80%	(70.00%)
BRONZE	Discharge Information		87.50%	(80.56%)
SILVER	Communication with Doctors		85.20%	(73.33%)
GOLD	Communication about Medicines		80.00%	(60.00%)

 DALLAS COUNTY HOSPITAL
FAMILY MEDICINE CLINICS

An Affiliate of **MERCYONE**