

PATIENT EXPERIENCE

ACHIEVEMENT

			2025	NATIONAL SCORE
HCAHPS	EMERALD	Recommend the Hospital	80.36%	(70.88%)
	EMERALD	Communication about Medicines	71.43%	(61.55%)
	EMERALD	Communication with Doctors	86.83%	(79.26%)
	EMERALD	Communication with Nurses	88.02%	(79.56%)
	RUBY	Rate Hospital (9-10)	82.14%	(70.50%)
	RUBY	Care Coordination	85.33%	(73.27%)
	DIAMOND	Response of Hospital Staff	80.49%	(63.41%)
	DIAMOND	Hospital Environment - Quiet	74.55%	(57.97%)
EDCAHPS	EMERALD	Doctors Overall	94.21%	(87.40%)
	EMERALD	Nurses Overall	95.04%	(90.01%)
	EMERALD	Overall Assessment	94.84%	(87.06%)
	RUBY	Arrival Overall	94.79%	(84.11%)

IMPROVEMENT

			2025	2024
HCAHPS	BRONZE	Communication about Medicines	71.43%	(64.29%)

HONORS AWARD

			2025
EDCAHPS	PLATINUM	Nurses Overall	95.04%

