

PATIENT EXPERIENCE

ACHIEVEMENT

			2025	NATIONAL SCORE
HCAHPS	EMERALD	Communication with Doctors	87.13%	(79.29%)
	RUBY	Care Coordination	86.15%	(73.27%)
	RUBY	Communication about Medicines	73.33%	(61.55%)
	RUBY	Response of Hospital Staff	73.68%	(63.41%)



IMPROVEMENT

			2025	2024
HCAHPS	BRONZE	Discharge Information	84.69%	(78.80%)
	BRONZE	Communication with Nurses	83.41%	(73.66%)
	SILVER	Communication about Medicines	73.33%	(62.77%)
	SILVER	Response of Hospital Staff	73.68%	(60.74%)
	SILVER	Communication with Doctors	87.13%	(73.64%)



FALL RIVER
Health Services