

PATIENT EXPERIENCE

ACHIEVEMENT

HCAHPS			2025	NATIONAL SCORE
	EMERALD	Communication with Nurses	89.39%	(79.56%)
	RUBY	Care Coordination	83.33%	(73.27%)
	DIAMOND	Communication about Medicines	82.14%	(61.55%)
	DIAMOND	Response of Hospital Staff	84.48%	(63.41%)



IMPROVEMENT

HCAHPS			2025	2024
	BRONZE	Discharge Information	89.47%	(83.33%)
	BRONZE	Response of Hospital Staff	84.48%	(78.04%)
	GOLD	Communication about Medicines	82.14%	(57.14%)



MOUNTAINS
COMMUNITY HOSPITAL