

PATIENT EXPERIENCE

ACHIEVEMENT

			2025	NATIONAL SCORE
HCAHPS	EMERALD	Rate Hospital (9-10)	77.6%	(71.0%)
	RUBY	Response of Hospital Staff	75.9%	(62.2%)
	RUBY	Hospital Environment - Quiet	70.2%	(56.7%)
	DIAMOND	Care Coordination	88.2%	(72.5%)
	DIAMOND	Hospital Environment - Clean	87.9%	(69.6%)
HHCAHPS	EMERALD	Specific Care Issues	87.4%	(82.3%)
	EMERALD	Training Family to Care for Patient	84.2%	(78.3%)
	DIAMOND	Getting Timely Help (Hospice)	95.2%	(77.1%)
OASCAHPS	EMERALD	Overall Rating of Facility	93.6%	(87.3%)



IMPROVEMENT

			2025	2024
HCAHPS	BRONZE	Hospital Environment - Clean	87.9%	(82.2%)

HONORS AWARD

			2025
HHCAHPS	PLATINUM	Getting Timely Help (Hospice)	95.2%
OASCAHPS	PLATINUM	About Facilities & Staff	99.0%

