

PATIENT EXPERIENCE

ACHIEVEMENT

| | | | 2025 | NATIONAL SCORE |
|--------|---------|-------------------------------|--------|----------------|
| HCAHPS | RUBY | Rate Hospital (9-10) | 84.85% | (70.50%) |
| | RUBY | Response of Hospital Staff | 76.61% | (63.41%) |
| | RUBY | Communication with Doctors | 90.55% | (79.26%) |
| | RUBY | Communication with Nurses | 93.94% | (79.56%) |
| | DIAMOND | Recommend the Hospital | 86.36% | (70.88%) |
| | DIAMOND | Hospital Environment - Quiet | 74.60% | (57.97%) |
| | DIAMOND | Hospital Environment - Clean | 96.88% | (73.10%) |
| | DIAMOND | Communication about Medicines | 77.62% | (61.55%) |

HONORS AWARD

| | | | 2025 |
|--------|----------|------------------------------|--------|
| HCAHPS | PLATINUM | Hospital Environment - Clean | 96.88% |

