

PATIENT EXPERIENCE

ACHIEVEMENT

HCAHPS			2025	NATIONAL SCORE
EMERALD	Rate Hospital (9-10)		76.05%	(70.50%)
EMERALD	Communication about Medicines		67.33%	(61.55%)
EMERALD	Communication with Doctors		85.37%	(79.26%)
EMERALD	Communication with Nurses		87.85%	(79.56%)
RUBY	Hospital Environment - Quiet		70.34%	(57.97%)
RUBY	Hospital Environment - Clean		86.85%	(73.10%)
RUBY	Response of Hospital Staff		78.36%	(63.41%)

IMPROVEMENT

HCAHPS			2025	2024
BRONZE	Communication about Medicines		67.33%	(60.59%)
SILVER	Hospital Environment - Clean		86.85%	(75.90%)

