Patient Satisfaction:
HCAHPS score of 76.3% in the domain of physician-patient communication

(baseline 71.3%)

We're at 71.4%.
Example of what our patients are asked:
"During this hospital stay, how often did doctors explain things in a way you could understand?"
Continue to use the teach-back method to help make sure we're all on the same page.

Discharge before Noon:
Goal of 17.7% in 6 out of 12 months.

(baseline 12.7%)

We're at 8.4%.
While this is a low number, it may reflect us all getting used to the new ePDP system.
Shout-out to stars in Otolaryngology, and see attached by-service chart to see that many services have improved last month.

Reduce Length of Stay in ED:
Goal of less than 242 minutes Length of Stay for non-admitted ED patients in 2 out of 4 Quarters.

(Baseline 275 minutes)

We're at 253 minutes!
Our baseline for the last 2 years was 275 minutes. If we achieve less than 256 minutes for at least one more quarter, we’ll be at our $200 goal!
If less than 242 minutes over two of the next three quarters, we’ll reach our $400 goal.