



Salinas Valley Memorial  
Healthcare System

Cleanliness



More than  
**DOUBLED**  
the national average  
for improvement



**P**HELPS  
MEMORIAL HOSPITAL CENTER

Nurse  
Communication



**22%**  
Improvement

Santa Ynez Valley Cottage Hospital



Cottage  
Health

Nurse  
Communication



**91%**  
Positive Rating



Discharge  
Communication



**4.6%**  
Improvement in less  
than 1 year  
post-deployment



Henry Mayo  
Newhall Hospital

Overall  
Recommendation



**30%**  
Improvement  
since implementing



**PHELPS**  
MEMORIAL HOSPITAL CENTER

Medication  
Communication



**33%**  
Improvement



Salinas Valley Memorial  
Healthcare System

Cleanliness



**13%**  
Improvement



**Overall  
Rating**



**30%**  
**Improvement**



Santa Ynez Valley Cottage Hospital



Cottage  
Health

Recommendation



**34%**

**better than  
national average**



**PHELPS**  
MEMORIAL HOSPITAL CENTER

Staff  
Responsiveness



**43%**  
Improvement



Lahey Hospital  
& Medical Center

Room  
Services  
Dining



**6%**   
in satisfaction  
since implementing



**PHELPS**  
MEMORIAL HOSPITAL CENTER

Patient  
Feedback



**470%**

Increase



Henry Mayo  
Newhall Hospital

Room-Turn



**30**  
minute  
reduction time



**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY

Operating  
Expenses



**\$150K**

energy savings  
in 1 year