



# BREAKTHROUGH AWARDS

2023 Planning Guide

Recognizing & Celebrating Exceptional Contributions to  
World Class Healthcare Customer Satisfaction



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## Breakthrough Awards 2023

### Greetings!

This Breakthrough Awards Planning Guide will give you all the information you need to participate in the Breakthrough Awards process. Please be sure to read through this document *in its entirety* as new awards have been added and criteria has changed from previous years.

### Guidance, Rules & Regulations, and Form Completion

(Guidance is provided for anything of concern – not limited to just rules and regulations)

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## Rules and Regulations

- 1 The HCSEC Breakthrough Awards are available only to organizations participating in the Service Excellence Initiative™.
- 2 Only surveys with at least 8 responses will be accepted to ensure a reasonable assessment.
- 3 Survey vendor reports must accompany each submission.  
**Vendor reports must have the scores either highlighted or circled when submitted.**
- 4 All comparative scores **must be from your survey vendor database.**
- 5 The individual nomination forms are available to download at [www.hsecawards.com](http://www.hsecawards.com).
- 6 Nomination forms must be completed electronically. All submissions and documentation are to be submitted online at [www.hsecawards.com](http://www.hsecawards.com). (Please no handwritten or PDF nomination forms.)
- 7 All eligible submissions will be acknowledged during the HealthCare Service Excellence Conference in Orlando, FL, November 13-15, 2023.
- 8 The deadline for nominations to be received by the judges is **Friday, October 6, 2023.**
- 9 You will receive a summary of the awards you have qualified for prior to the Conference. This will give you a chance to review and correct any discrepancies.

These awards are administered by the HealthCare Service Excellence Conference and all qualified submissions will be recognized and receive a certificate of achievement presented at the 23<sup>rd</sup> Annual HealthCare Service Excellence Conference at the Breakthrough Awards Luncheon, in Orlando, FL on Wednesday, November 15, 2023. Please join us there.

Your participation is invited. Your organization's recognition awaits your submissions.

## Breakthrough Award Summary

The Breakthrough Awards are open to all Service Excellence Initiative™ participants and alumni. The awards serve to draw attention to and reward excellence in Patient Satisfaction and Patient Experience. The deadline for submissions is **Friday, October 6, 2023**.

Here is a summary of all the awards available (*Forms on following pages*):

### 1. Patient Experience [HCAHPS] *Form on Page 4*

#### *Improvement*

- Bronze: At least 5 percentage points based on Top Box Score
- Silver: At least 10 percentage points based on Top Box Score
- Gold: At least 15 percentage points based on Top Box Score

#### *Achievement*

- Emerald: Greater than the comparative database average
- Ruby: At least 5 percentage points higher than the comparative Top Box Score
- Diamond: At least 10 percentage points higher than the comparative Top Box Score

### 2. Patient Experience [ED CAHPS, CG-CAHPS, OAS CAHPS, HH CAHPS] *Form on Page 5*

#### *Improvement*

- Bronze: At least 5 percentage points based on Top Box Score
- Silver: At least 10 percentage points based on Top Box Score
- Gold: At least 15 percentage points based on Top Box Score

#### *Achievement*

- Emerald: Greater than the comparative database average
- Ruby: At least 5 percentage points higher than the comparative Top Box Score
- Diamond: At least 10 percentage points higher than the comparative Top Box Score

### 3. Patient Satisfaction *Form on Page 6*

#### *Improvement*

- Bronze: At least 2 mean score improvement points
- Silver: At least 3 mean score improvement points
- Gold: At least 4 mean score improvement points

#### *Achievement*

- Emerald: At least 75<sup>th</sup> Percentile (Based on Vendor Database)
- Ruby: At least 90<sup>th</sup> Percentile (Based on Vendor Database)
- Diamond: At least 95<sup>th</sup> Percentile (Based on Vendor Database)

## Breakthrough Award Submission Form Patient Experience [ HCAHPS ]

- Please enter your Top Box Percentages as outlined online at: <https://www.customlearning.com/breakthrough-awards-hcahps>
- Each score will need to be validated by your Survey Vendor Report, you can upload your report online.
- [Instructions for pulling Press Ganey Reports](#) or [Instructions for pulling NRC Reports](#)
- Vendor reports must have the scores either **highlighted** or **circled** when uploaded.

HCAHPS DOMAIN	Your Top Box Percentage <i>July 2021 – June 2022</i> <small>(Rolling Year to Date/Average)</small>	Your Top Box Percentage <i>July 2022 – June 2023</i> <small>(Rolling Year to Date/Average)</small>	Top Box Percentage National Average <i>July 2022 – June 2023</i>
Communication with Nurses			
Communication with Doctors			
Response of Hospital Staff			
Communication about Medicines			
Hospital Environment - Clean			
Hospital Environment - Quiet			
Discharge Information			
Transition of Care			
Rate Hospital (9-10)			
Recommend the Hospital			

SAMPLE

**Submitted by:**

Organization:

Contact Person:            Title:

Phone:

Email:

**Validated by:** (Attach a copy of your survey vendor’s report for each submission)

Survey Vendor:

Contact Person:            Title:

Phone:

Email:

## Breakthrough Award Submission Form

### Patient Experience [ ED CAHPS, CG-CAHPS, OAS, & HH CAHPS ]

- Please enter your Top Box Percentages as outlined online at: <https://www.customlearning.com/breakthrough-awards-patient-experience>
- Each score will need to be validated by your Survey Vendor Report, you can upload your report online.
- Vendor reports must have the scores either **highlighted** or **circled** when uploaded.

DOMAIN	Your Top Box Percentage <i>July 2021 – June 2022</i> <small>(Rolling Year to Date/Average)</small>	Your Top Box Percentage <i>July 2022 – June 2023</i> <small>(Rolling Year to Date/Average)</small>	Top Box Percentage National Average <i>July 2022 – June 2023</i>
<b>ED CAHPS</b>			
<b>CG-CAHPS</b>			
<b>OAS CAHPS</b>			
<b>HH CAHPS</b>			

SAMPLE

SAMPLE

**Submitted by:**  
 Organization:  
 Contact Person:      Title:

Phone:  
 Email:  
**Validated by:** (Attach a copy of your survey vendor's report for each submission)

Survey Vendor:  
 Contact Person:      Title:

Phone:  
 Email:

Breakthrough Award Submission Form  
**Patient Satisfaction**

- Please enter your Mean Scores and/or Percentile as outlined online at: <https://www.customlearning.com/breakthrough-awards-patient-satisfaction>
- Each score will need to be validated by your Survey Vendor Report, you can upload your report online.
- Vendor reports must have the scores either highlighted or circled when uploaded.

Service	Your Mean Score <i>July 2021 – June 2022</i> <small>(Rolling Year to Date/Average)</small>	Your Mean Score <i>July 2022 – June 2023</i> <small>(Rolling Year to Date/Average)</small>	Percentile <i>July 2022 – June 2023</i> <small>(Rolling Year to Date/Average)</small>
Inpatient			
Outpatient			
Emergency			
Ambulatory			
Physician Clinic			
Home Care			
Other			
Other			
Other			
Other			
Other			

SAMPLE

**Submitted by:**  
 Organization:  
 Contact Person:      Title:  
 Phone:  
 Email:

**Validated by:** (Attach a copy of your survey vendor's report for each submission)  
 Survey Vendor:  
 Contact Person:      Title:  
 Phone:  
 Email:

