



Survey Of Patients' Experience

These measures show how often hospitals provide care that research shows gets the best results for patients with certain conditions. This information can help you compare which hospitals give recommended care most often as part of the overall care they provide to patients.

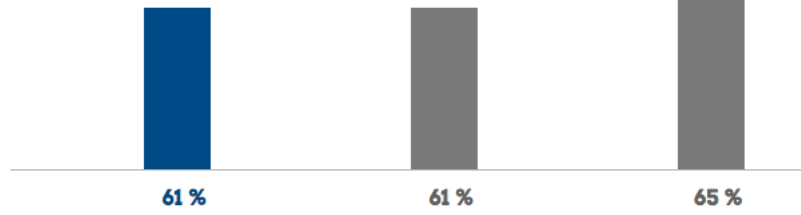
Patient Satisfaction

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. Use the results shown here to compare hospitals based on 11 important hospital quality topics.

Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
Patients who reported that their nurses "Always" communicated well	73 %	77 %	80 %	Higher is Better Date Range: 2016
Patients who reported that their doctors "Always" communicated well	79 %	78 %	82 %	Higher is Better 1 % Higher than Florida average. Date Range: 2016
Patients who reported that they "Always" received help as soon as they wanted	55 %	62 %	69 %	Higher is Better Date Range: 2016
Patients who reported that their pain was "Always" well controlled	67 %	68 %	71 %	Higher is Better Date Range: 2016

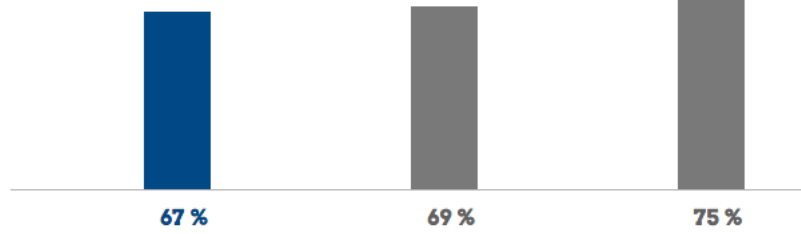
Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Patients who reported that staff "Always" explained medicines before giving it to them



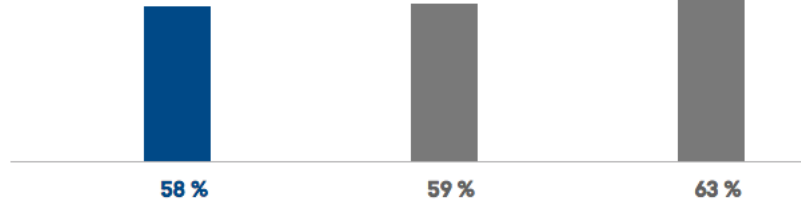
Higher is Better
Date Range:
2016

Patients who reported that their room and bathroom were "Always" clean



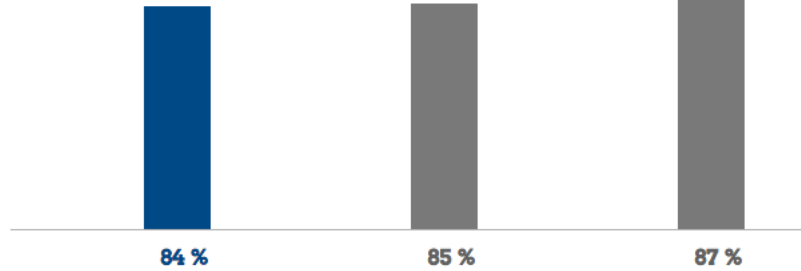
Higher is Better
Date Range:
2016

Patients who reported that the area around their room was "Always" quiet at night



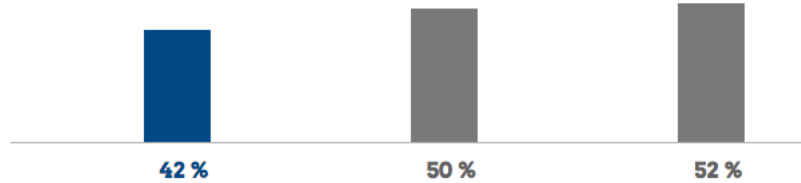
Higher is Better
Date Range:
2016

Patients who reported that they were given information about what to do during their recovery at home



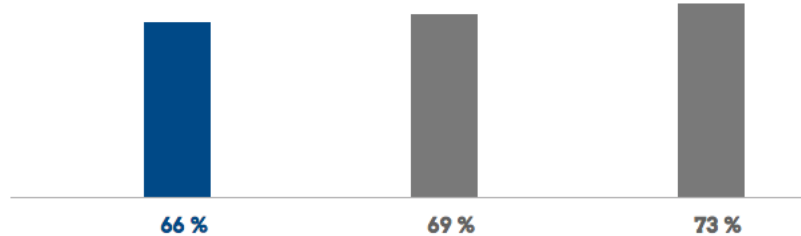
Higher is Better
Date Range:
2016

Patients who "Strongly Agree" they understood their care when they left the hospital



Higher is Better
Date Range:
2016

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)



Higher is Better
Date Range:
2016

Measure

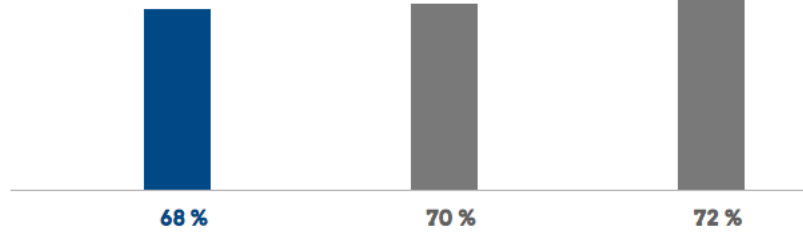
Jackson Health System

Florida Avg.

National Avg.

More Info

Patients who reported they would definitely recommend the hospital



Higher is Better

Date Range:
2016

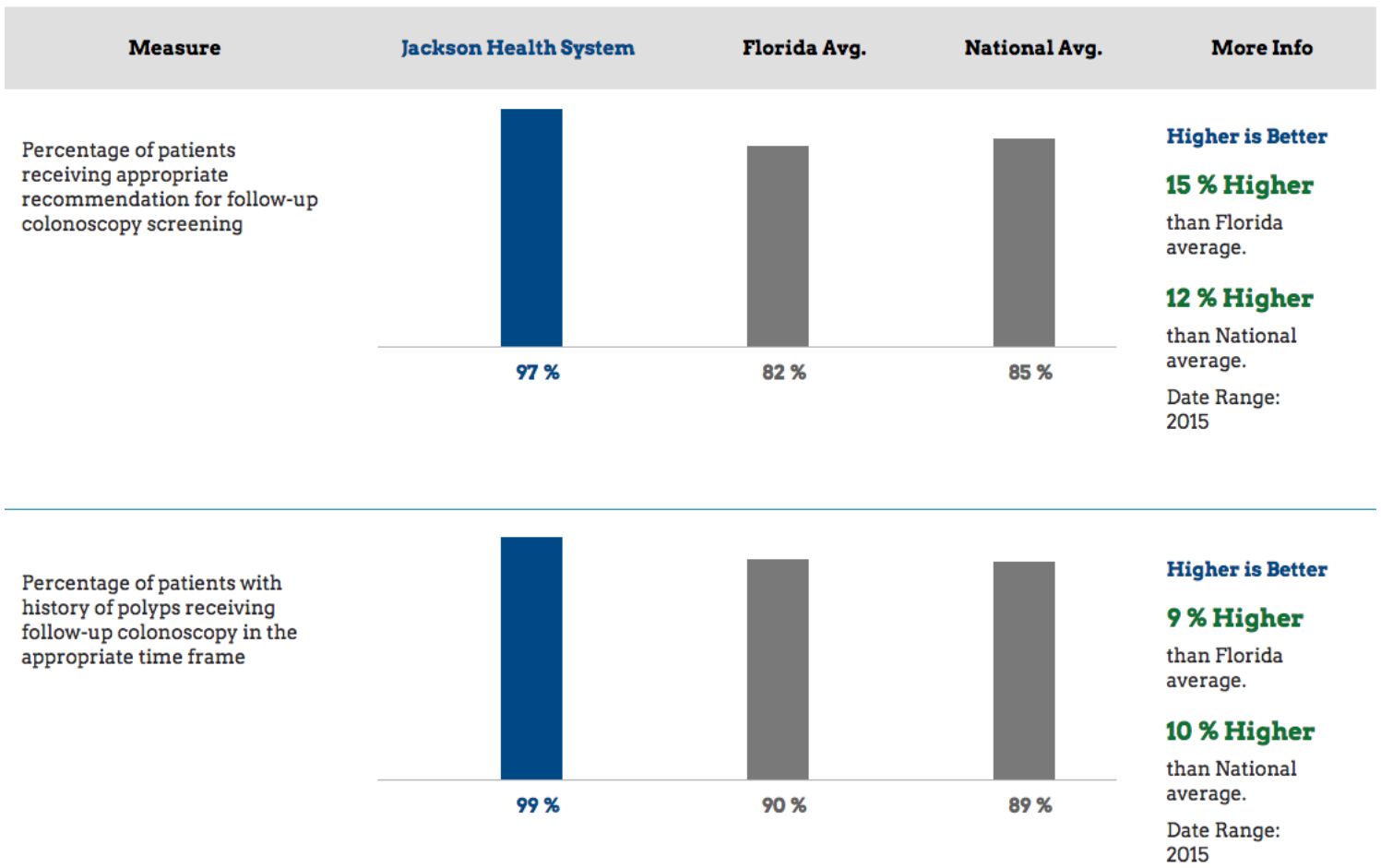


Timely & Effective Care

Hospitals and healthcare providers play a crucial role in promoting, providing and educating patients about preventive services and screenings and maintaining the health of their communities. Many diseases are preventable through immunizations, screenings, treatment, and lifestyle changes. The information below shows how well the hospitals you selected are providing preventive services.

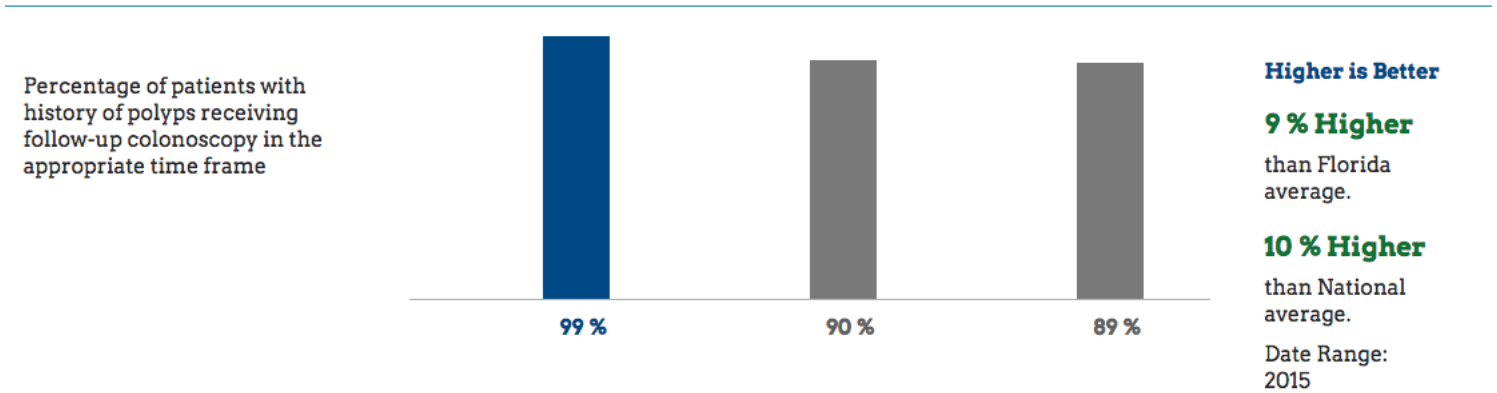
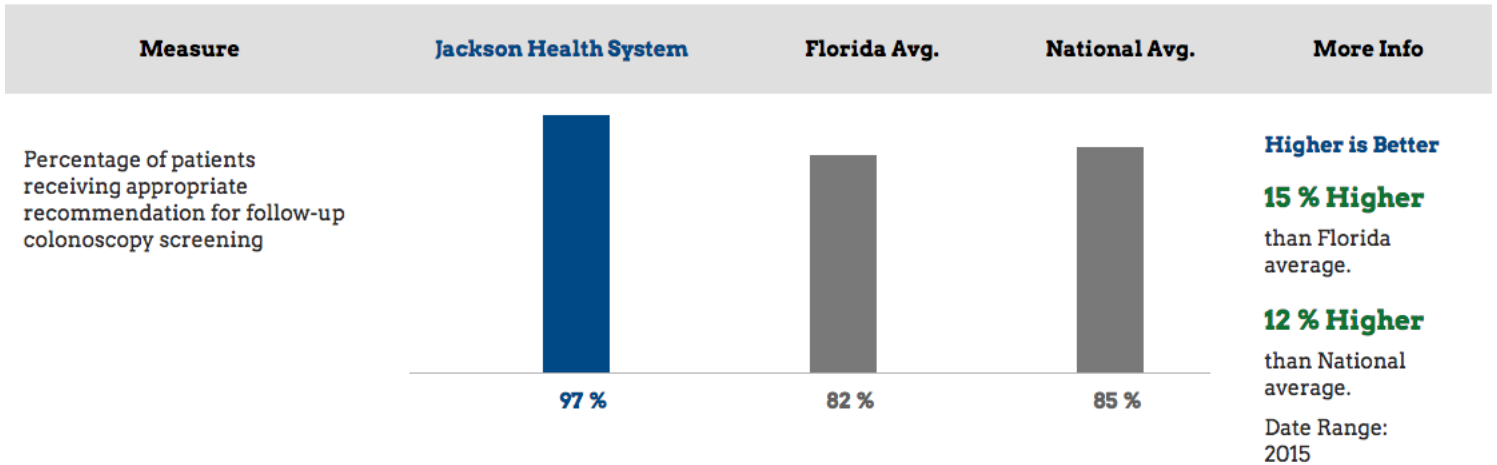
Colonoscopy Follow-Up

A colonoscopy is one test doctors can use to find precancerous polyps (abnormal growths) or colorectal cancer. Scientific evidence shows that the following measures represent best practices for follow-up colonoscopies.



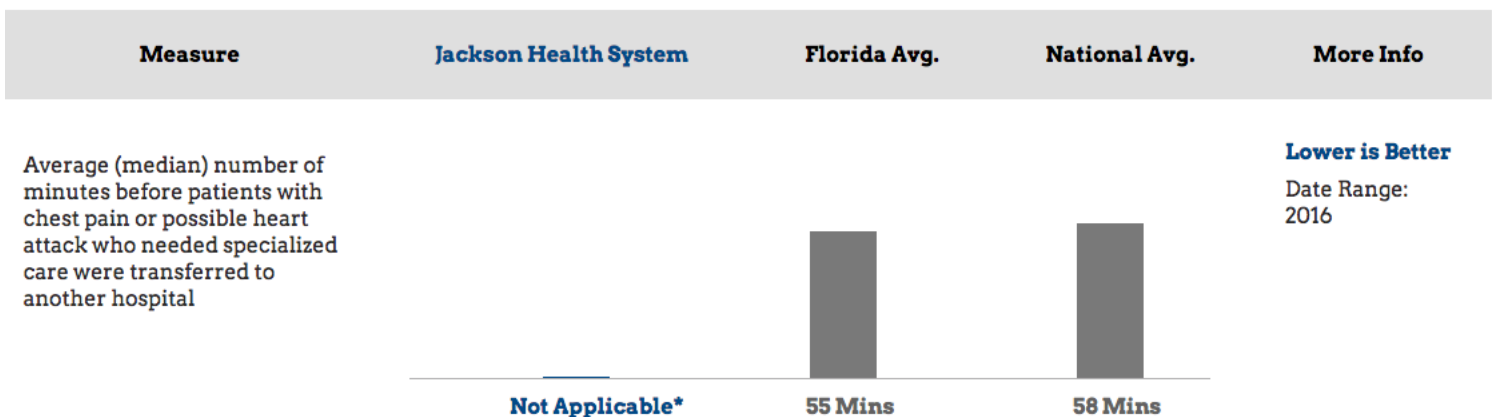
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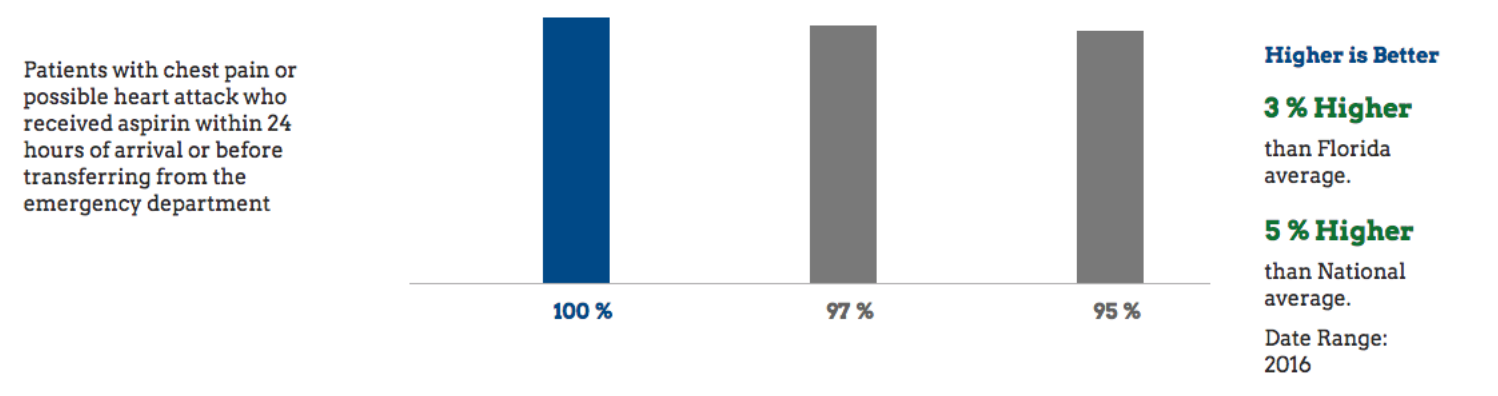
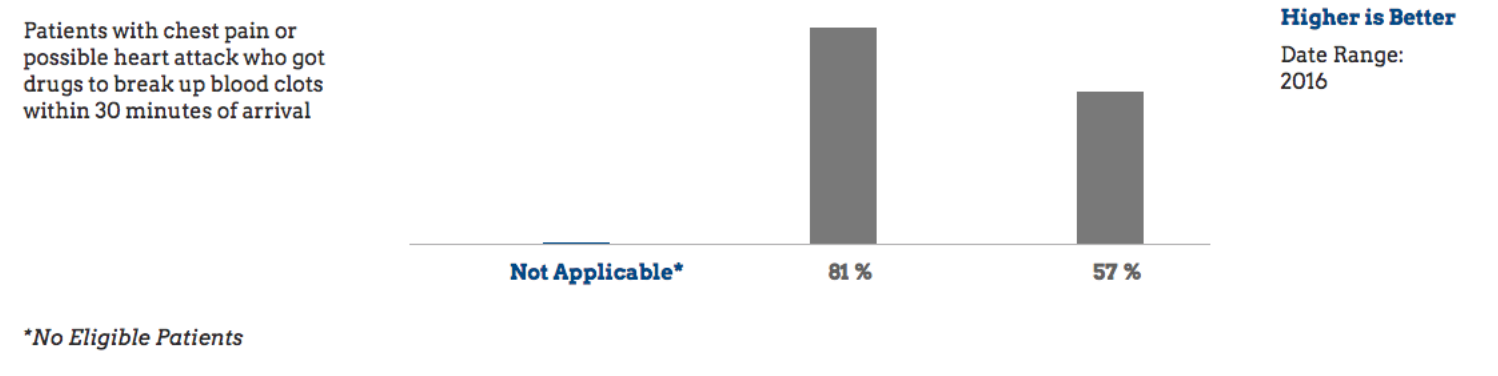
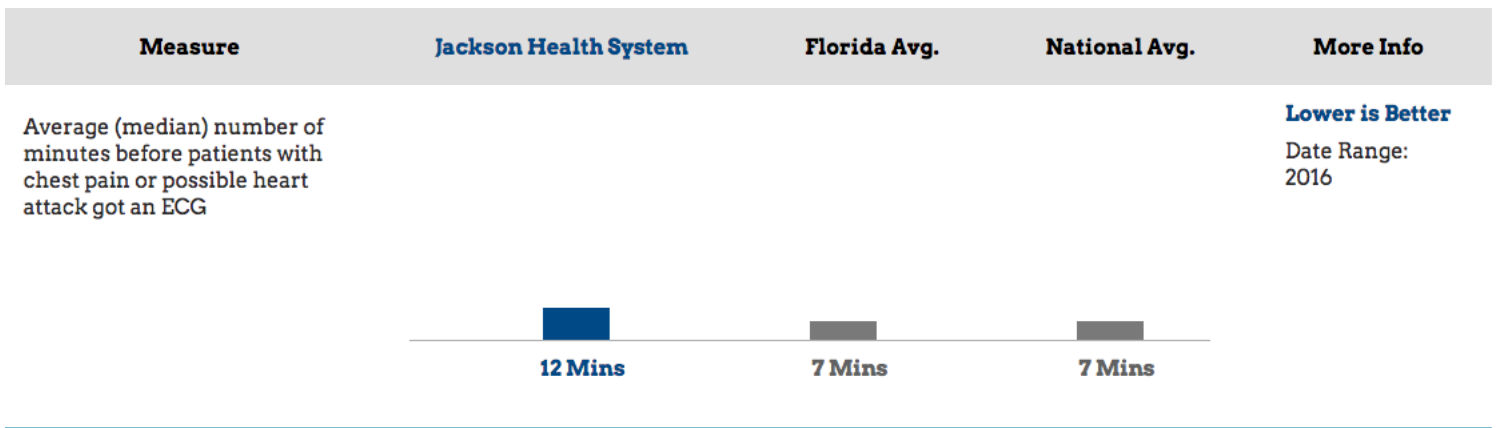


Heart Attack Care

An acute myocardial infarction (AMI) or heart attack happens when one of the heart's arteries becomes blocked and the supply of blood and oxygen to part of the heart muscle is slowed or stopped. When the heart muscle doesn't get the oxygen and nutrients it needs, the affected heart tissue may die. These measures assess the extent to which some of the recommended treatments are provided, if appropriate, for most adults who have had a heart attack.
Acronyms: ECG - Electrocardiogram

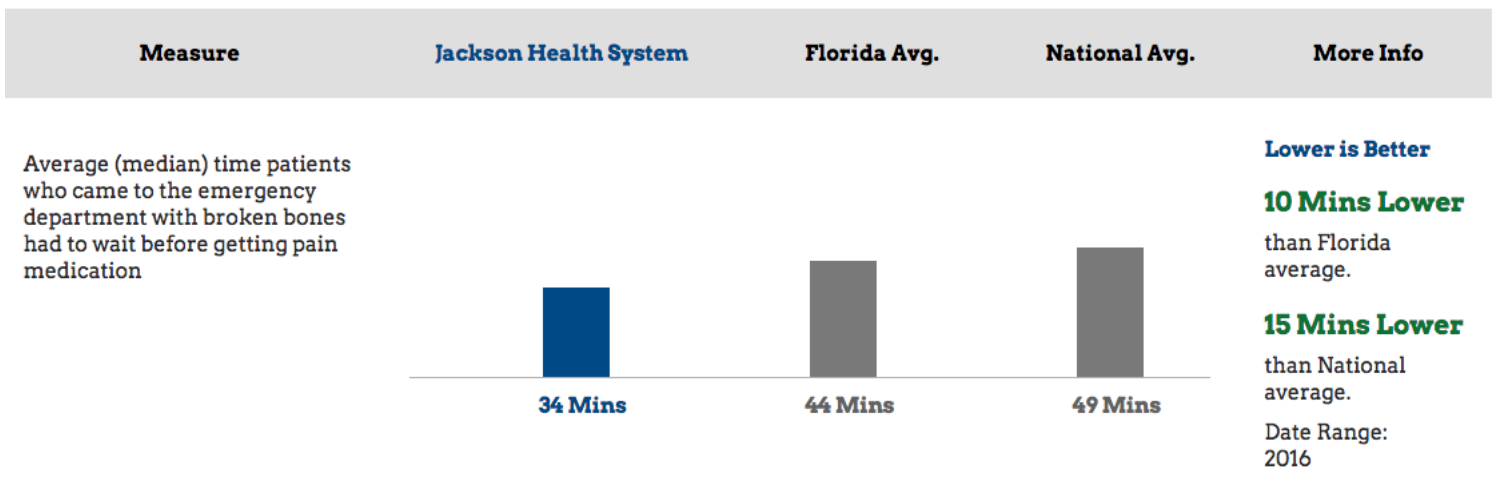


*No Eligible Patients



Emergency Department Care

Jackson Health System provides 24/7 emergency care for a diverse patient population throughout Miami-Dade County. We see a high volume of both urgent and critically ill adult and pediatric patients and are able to provide support from specialists in all fields of medicine.



Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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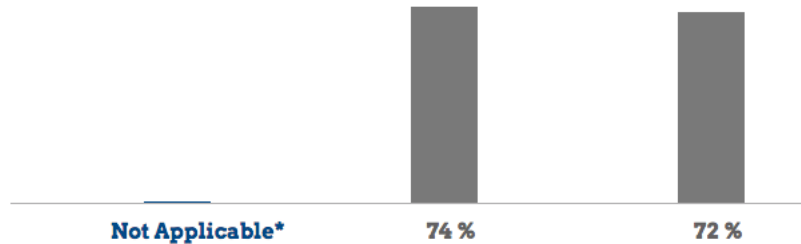
Percentage of patients who left the emergency department before being seen

Lower is Better
Date Range: 2016



Percentage of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival

Higher is Better
Date Range: 2016



*No Eligible Patients

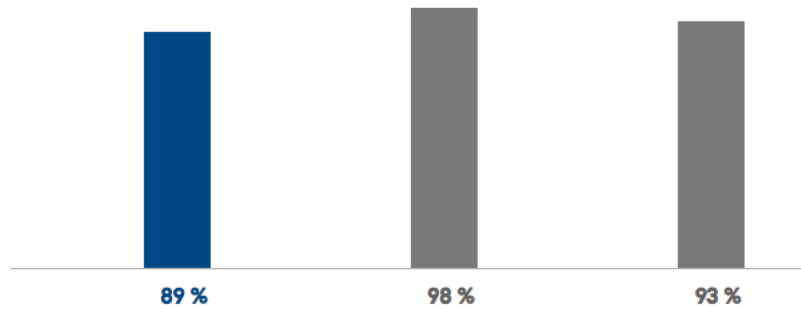
Preventive Care

Hospitals and healthcare providers play a crucial role in promoting, providing and educating patients about preventive services and screenings and maintaining the health of their communities. Many diseases are preventable through immunizations, screenings, treatment, and lifestyle changes. The information below shows how well the hospitals you selected are providing preventive services.

Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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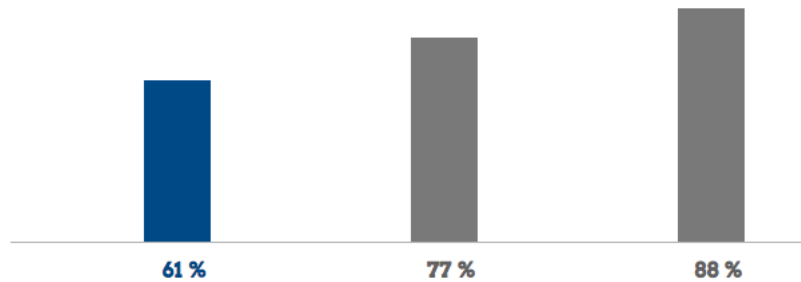
Patients assessed and given influenza vaccination

Higher is Better
Date Range: 2016



Healthcare workers given influenza vaccination

Higher is Better
Date Range: 2016

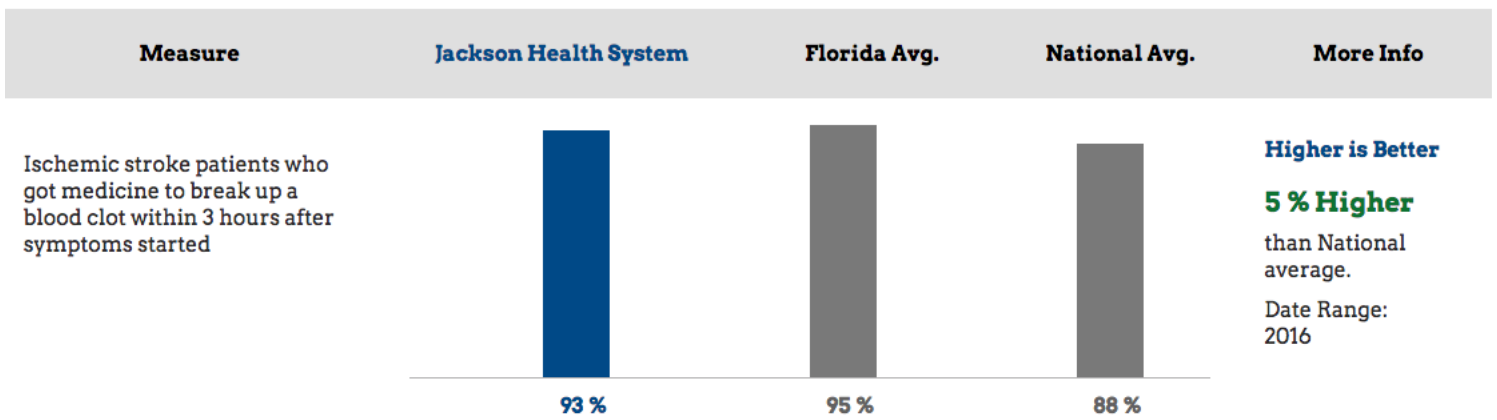


Stroke Care

A stroke, sometimes called a "brain attack," occurs when blood flow to the brain is interrupted. When a stroke occurs, brain cells in the immediate area begin to die because they stop getting the oxygen and nutrients they need to function. There are 2 major kinds of stroke:

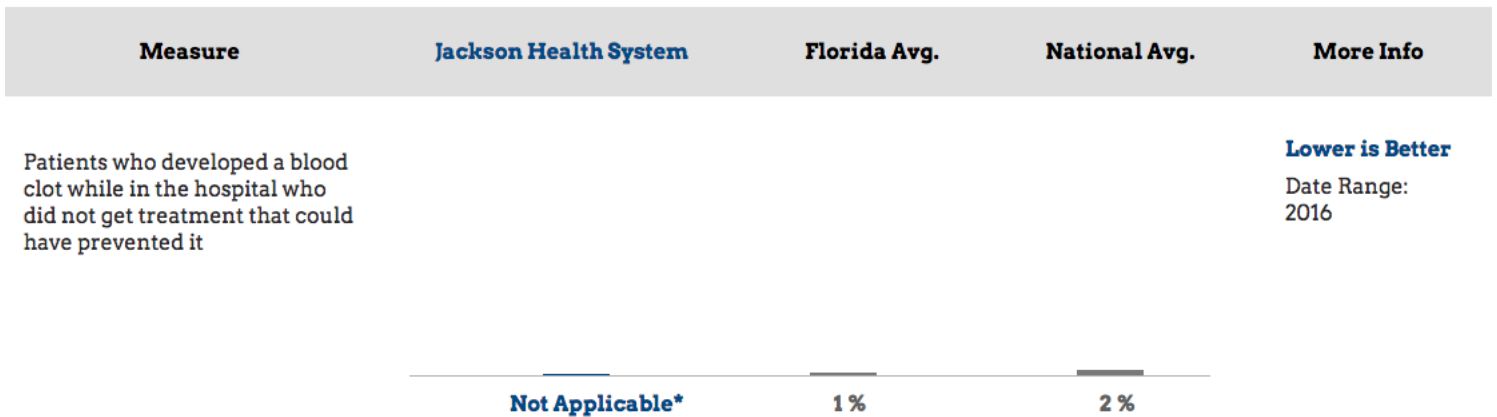
- An ischemic stroke is caused by fatty build-up or a blood clot that blocks or plugs a blood vessel or artery in the brain.
- A hemorrhagic stroke is caused by a blood vessel in the brain that breaks and bleeds into the brain.

Strokes can cause a loss of the ability to speak, memory problems, or paralysis on one side of the body. Getting the right care at the right time can help reduce the risk of complications. These measures show some of the standards of stroke care that hospitals should follow.



Blood Clot Prevention & Treatment

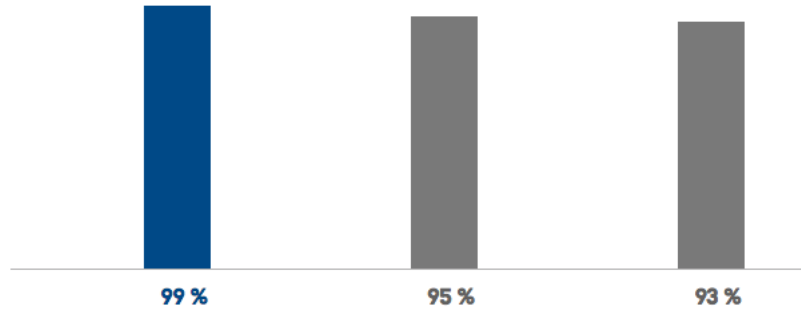
Because hospital patients often have to stay in bed for long periods of time, any patient who is admitted to the hospital is at risk of developing a blood clot in the veins. Blood clots can break off and travel to other parts of the body and cause serious problems. Fortunately, there are safe, effective, and proven procedures to prevent blood clots or to treat them when they occur. The measures listed below show how well hospitals are providing recommended care known to prevent or treat blood clots, as well as how often blood clots.



*No Eligible Patients

Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Patients with blood clots who were discharged on a blood thinner medicine and received written instructions about that medicine



Higher is Better

4 % Higher than Florida average.

6 % Higher than National average.

Date Range: 2016

Pregnancy & Delivery Care

By adhering to best practices for maternity care, hospitals can improve the chances for a safe delivery and a healthy baby. This measure shows the percentage of pregnant women who had elective deliveries 1-3 weeks early (either vaginally or by C-section) whose early deliveries weren't medically necessary. Higher numbers may indicate that hospitals aren't doing enough to discourage this unsafe practice.

Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Percent of mothers whose deliveries were scheduled too early (1-2 weeks early), when a scheduled delivery was not medically necessary



Lower is Better




Date Range: 2016

Complications

Patients who are admitted to the hospital for treatment of medical problems sometimes get other serious injuries, complications, or conditions, and may even die. Some patients may experience problems soon after they are discharged and need to be admitted to the hospital again. These events can often be prevented if hospitals follow best practices for treating patients.





Surgical Complications

This section shows serious complications that patients with Original Medicare experienced during a hospital stay or after having certain inpatient surgical procedures. These complications can often be prevented if hospitals follow procedures based on best practices and scientific evidence. Acronyms: AHRQ - Agency for Healthcare Research and Quality

Measure	Jackson Health System	More Info
Rate of complications for hip/knee replacement patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016
Serious complications (From AHRQ)	 Lower than the National Rate	Lower is Better Date Range: 2014-2015
Deaths among patients with serious treatable complications after surgery (From AHRQ)	 No different than the National Rate	Lower is Better Date Range: 2014-2015



Healthcare-Associated Infections

Healthcare-associated infections, or HAIs, are infections that people get while they're getting treatment for another condition in a healthcare setting. HAIs can occur in all settings of care, including acute care hospitals, long term acute care hospitals, rehabilitation facilities, surgical centers, cancer hospitals, and skilled nursing facilities. Many of these infections can be prevented through the use of proper procedures and precautions.

Measure	Jackson Health System	More Info
Surgical site infections from colon surgery	 No different than the National Rate	Lower is Better Date Range: 2016
Surgical site infections from abdominal hysterectomy	 No different than the National Rate	Lower is Better Date Range: 2016
Methicillin-resistant Staphylococcus Aureus (MRSA) Blood Laboratory-identified Events (Bloodstream infections)	 Lower than the National Rate	Lower is Better Date Range: 2016
Clostridium difficile (C.diff) Laboratory-identified Events (Intestinal Infections)	 No different than the National Rate	Lower is Better Date Range: 2016

30-Day Death Rates

Death rates show how often patients die, for any reason, within 30 days of admission to a hospital.

Measure	Jackson Health System	More Info
Death rate for chronic obstructive pulmonary disease (COPD) patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016
Death rate for heart attack patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016
Death rate for heart failure patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016
Death rate for pneumonia patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016
Death rate for stroke patients	 No different than the National Rate	Lower is Better Date Range: 2013-2016








Readmissions


Returning to the hospital for unplanned care disrupts patients' lives, increases their risk of harmful events like healthcare-associated infections, and costs more money. High quality care during the initial hospital stay can keep patients from returning to the hospital and reduce their stay if they had to come back.

Unplanned Readmissions & Hospital Return Days By Medical Condition

Rates of readmission show the percentage of patients who return to the hospital for an unplanned inpatient admission within 30 days of leaving the hospital.

Measure	Jackson Health System	More Info
Rate of readmission for chronic obstructive pulmonary disease (COPD) patients	 <p>No different than the National Rate</p>	<p>Lower is Better Date Range: 2013-2016</p>
Rate of readmission for heart attack patients	 <p>No different than the National Rate</p>	<p>Lower is Better Date Range: 2013-2016</p>
Hospital return days for heart attack patients	 <p>Greater than the National Rate</p>	<p>Lower is Better Date Range: 2013-2016</p>
Rate of readmission for heart failure patients	 <p>Lower than the National Rate</p>	<p>Lower is Better Date Range: 2013-2016</p>


Measure	Jackson Health System	More Info
Hospital return days for heart failure patients	 <p data-bbox="779 290 974 344">Greater than the National Rate</p>	<p data-bbox="1347 201 1518 228">Lower is Better</p> <p data-bbox="1347 241 1477 295">Date Range: 2013-2016</p>

Rate of readmission for stroke patients	 <p data-bbox="779 653 974 706">No different than the National Rate</p>	<p data-bbox="1347 564 1518 591">Higher is Better</p> <p data-bbox="1347 604 1477 658">Date Range: 2013-2016</p>
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30-Day Unplanned Readmission & Hospital Return Days By Surgical Procedure

Rates of readmission show the percentage of patients who return to the hospital for an unplanned inpatient admission within 30 days of leaving the hospital. Hospital return days add up the days the patient was in an inpatient hospital unit, under **observation**, or in an emergency department for unplanned care within 30 days of leaving the hospital.

Measure	Jackson Health System	More Info
Rate of readmission after hip/knee replacement	 <p data-bbox="779 1580 974 1634">No different than the National Rate</p>	<p data-bbox="1347 1491 1518 1518">Lower is Better</p> <p data-bbox="1347 1532 1477 1585">Date Range: 2013-2016</p>

Rate of readmission after discharge from hospital (hospital-wide)	 <p data-bbox="779 1943 974 1997">Lower than the National Rate</p>	<p data-bbox="1347 1841 1518 1868">Lower is Better</p> <p data-bbox="1347 1881 1477 1935">Date Range: 2013-2016</p>
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Mother & Baby

Hospitals and healthcare providers play a crucial role in promoting, providing and educating patients about preventive services and screenings and maintaining the health of their communities. Many diseases are preventable through immunizations, screenings, treatment, and lifestyle changes. The information below shows how well the hospitals you selected are providing preventive services.

Designations & Awards

☆ Designations

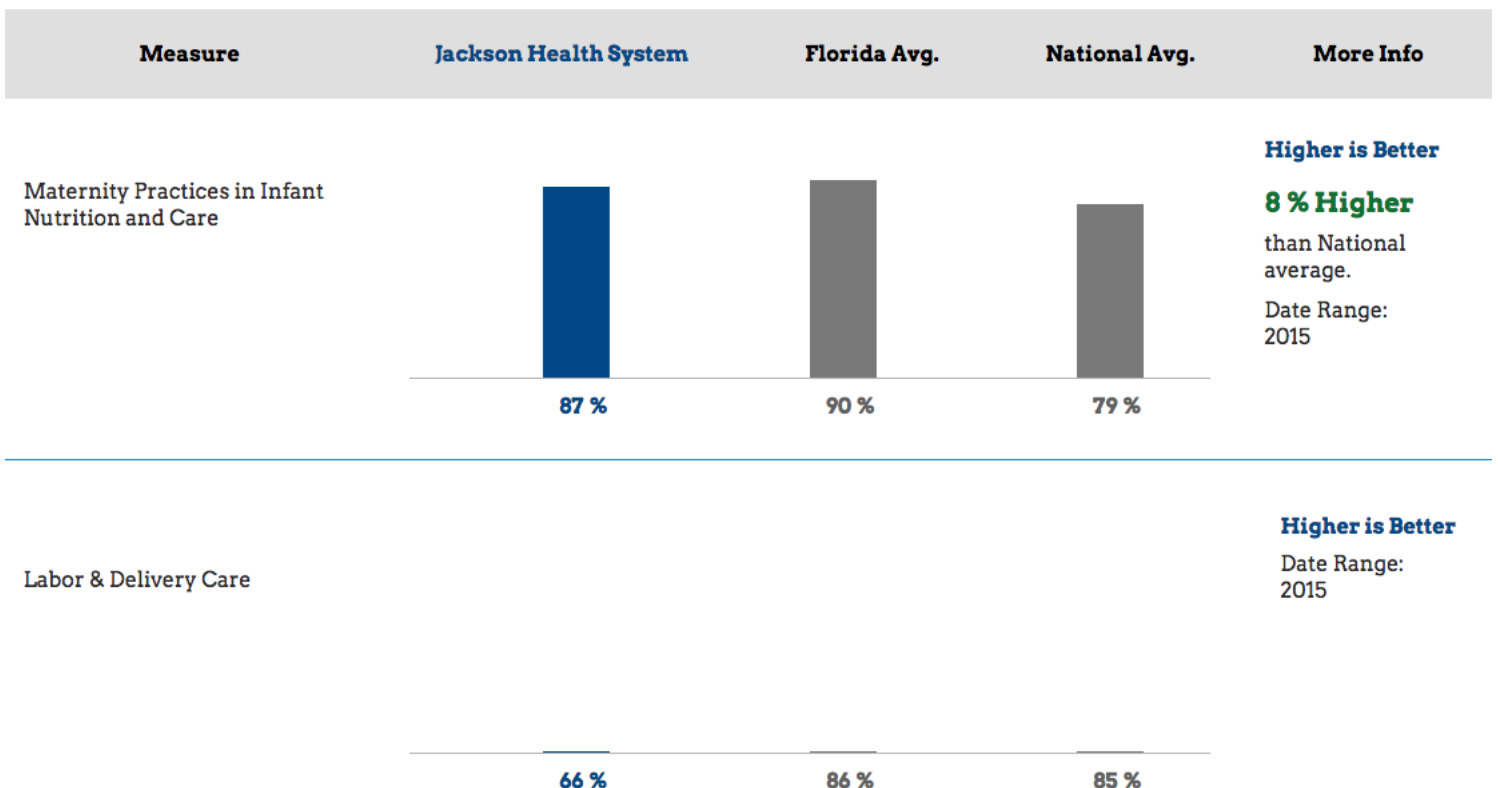
Jackson Health System Receives Prestigious International Baby-Friendly Designation

🏆 Awards

Holtz Children's Hospital and Jackson Memorial Hospital won South Florida Parenting Magazine's Kids Crown Awards for Best Maternity Hospital in Miami-Dade County

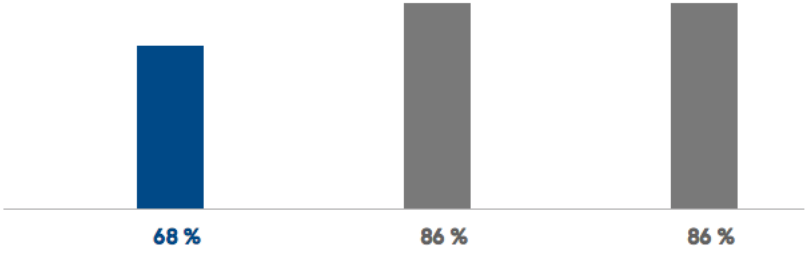
Maternity Practices In Infant Nutrition & Care

The Center for Disease Control (CDC) survey of Maternity Practices in Infant Nutrition and Care (mPINC) is conducted every 3 years. As one of 2,582 facilities that respond to the mPINC survey, representing 82% of US facilities that provide maternity services, Jackson's participation demonstrates commitment to continuous quality improvement.



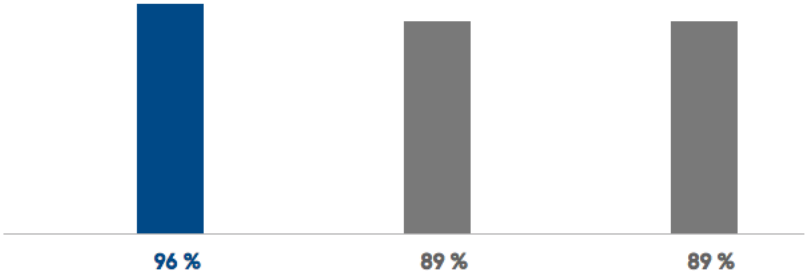
Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Feeding of Breastfed Infants



Higher is Better
Date Range:
2015

Breastfeeding Assistance



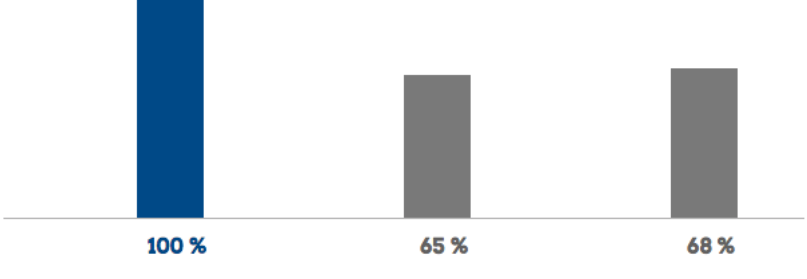
Higher is Better
7 % Higher
than Florida
average.
7 % Higher
than National
average.
Date Range:
2015

Contact Between Mother & Infant



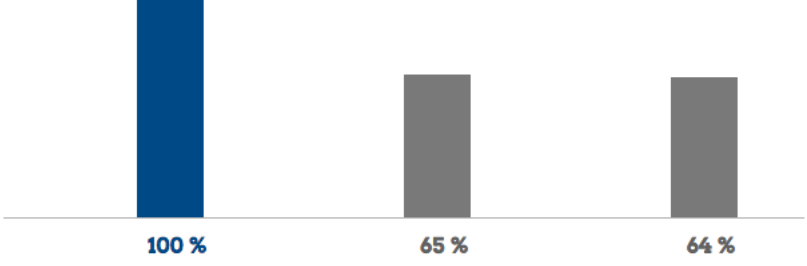
Higher is Better
Date Range:
2015

Hospital Discharge Care



Higher is Better
35 % Higher
than Florida
average.
32 % Higher
than National
average.
Date Range:
2015

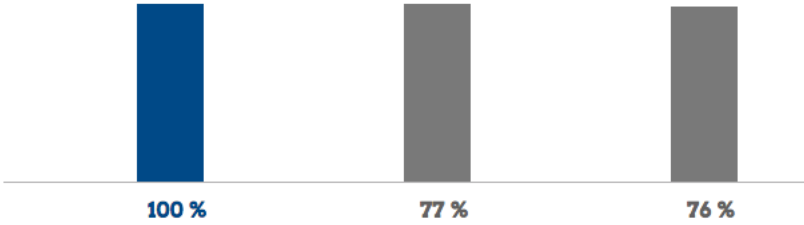
Staff Training



Higher is Better
35 % Higher
than Florida
average.
36 % Higher
than National
average.
Date Range:
2015

Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Structural & Organizational Aspects of Care Delivery



Higher is Better

23 % Higher

than Florida average.

24 % Higher

than National average.

Date Range: 2015

Trauma

Trauma quality program works to elevate the quality of care for trauma patients in our trauma center. The program accomplishes its work by collecting data from our trauma center, providing feedback about our center’s performance, and identifying institutional characteristics that the trauma center staff can implement to improve patient outcomes.

Designations & Awards

☆ Designations

ACS verified Level 1 Adult Trauma Center

State designated Level 1 Trauma Center

Mortality Rates

Trauma patient which disposition was expired or transferred to hospice care.

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Risk adjusted mortality for all observed patients at Ryder Trauma Center.	8.8 %	8 %	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>
Risk adjusted mortality for blunt multisystem injury patients at Ryder Trauma Center.	18.9 %	17.1 %	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>
Risk adjusted mortality for penetrating injury patients at Ryder Trauma Center.			<p>Lower is Better</p> <p>1.1 % Lower</p> <p>than Other Similar Hospitals in TQIP.</p>

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Risk adjusted mortality for penetrating injury patients at Ryder Trauma Center.	11.2 %	12.3 %	<p>Lower is Better</p> <p>1.1 % Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>
Risk adjusted mortality for shock injury patients at Ryder Trauma Center.	34.1 %	34.5 %	<p>Lower is Better</p> <p>0.4 % Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>
Risk adjusted mortality for severe TBI injury patients at Ryder Trauma Center.	31.6 %	33.8 %	<p>Lower is Better</p> <p>2.2 % Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>

Complication Rates

Presence of relevant National Trauma Data Standard Hospital Complication.

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Risk adjusted complications for acute kidney injury patients at Ryder Trauma Center.	0 %	0.9 %	<p>Lower is Better</p> <p>0.9 % Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>
Risk adjusted complications for pulmonary embolism patients at Ryder Trauma Center.	0.7 %	0.7 %	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
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Risk adjusted complications for surgical site infection patients at Ryder Trauma Center.



Lower is Better
0.2 % Lower
 than Other Similar Hospitals in TQIP.
 Date Range: 2015-2016

Risk adjusted complications for unplanned ICU admission patients at Ryder Trauma Center.



Lower is Better
1.3 % Lower
 than Other Similar Hospitals in TQIP.
 Date Range: 2015-2016

Risk adjusted complications for unplanned return to OR patients at Ryder Trauma Center.



Lower is Better
0.6 % Lower
 than Other Similar Hospitals in TQIP.
 Date Range: 2015-2016

Risk adjusted complications for Urinary Tract Infections in patients at Ryder Trauma Center.



Lower is Better
1.1 % Lower
 than Other Similar Hospitals in TQIP.
 Date Range: 2015-2016

Overall Median Length Of Stay

The center's median length of stay:

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
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Median length of stay (days) for all patients at Ryder Trauma Center.

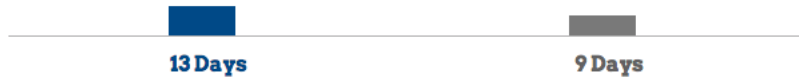


Lower is Better
 Date Range: 2015-2016

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
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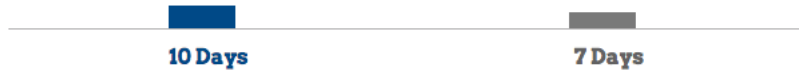
Median length of stay (days) for blunt multisystem patients at Ryder Trauma Center.

Lower is Better
Date Range:
2015-2016



Median length of stay (days) for penetrating injury patients at Ryder Trauma Center.

Lower is Better
Date Range:
2015-2016



Median length of stay (days) for shock injury patients at Ryder Trauma Center.

Lower is Better
Date Range:
2015-2016



Median length of stay (days) for severe TBI patients at Ryder Trauma Center.

Lower is Better
Date Range:
2015-2016



Median length of stay (days) for isolated hip fracture patients at Ryder Trauma Center.

Lower is Better
Date Range:
2015-2016



ICU Median Length Of Stay

The median length of stay for patients requiring intensive care unit care.

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Median length of stay (days) for all ICU patients at Ryder Trauma Center.	5 Days	3 Days	Lower is Better Date Range: 2015-2016
Median length of stay (days) for blunt multisystem ICU patients at Ryder Trauma Center.	8 Days	5 Days	Lower is Better Date Range: 2015-2016
Median length of stay (days) for penetrating injury ICU patients at Ryder Trauma Center.	7 Days	3 Days	Lower is Better Date Range: 2015-2016
Median length of stay (days) for shock injury ICU patients at Ryder Trauma Center.	8.5 Days	5 Days	Lower is Better Date Range: 2015-2016
Median length of stay (days) for severe TBI ICU patients at Ryder Trauma Center.	7 Days	4 Days	Lower is Better Date Range: 2015-2016

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Median length of stay (days) for isolated hip fracture ICU patients at Ryder Trauma Center.	5 Days	3 Days	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>

Mechanical Ventilator

Number of days of mechanical ventilation for patients requiring ventilatory support.

Measure	Ryder Trauma Center	Other Similar Hospitals in TQIP	More Info
Median duration of mechanical ventilation (days) for all patients at Ryder Trauma Center.	3 Days	3 Days	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>

Median duration of mechanical ventilation (days) for blunt multisystem patients at Ryder Trauma Center.	4 Days	5 Days	<p>Lower is Better</p> <p>1 Day Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>
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Median duration of mechanical ventilation (days) for penetrating injury patients at Ryder Trauma Center.	2 Days	2 Days	<p>Lower is Better</p> <p>Date Range: 2015-2016</p>
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Median duration of mechanical ventilation (days) for shock injury patients at Ryder Trauma Center.	2 Days	3 Days	<p>Lower is Better</p> <p>1 Day Lower than Other Similar Hospitals in TQIP.</p> <p>Date Range: 2015-2016</p>
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Measure

Ryder Trauma Center

Other Similar Hospitals in TQIP

More Info

Median duration of mechanical ventilation (days) for severe TBI patients at Ryder Trauma Center.

Lower is Better

Date Range:
2015-2016

3 Days

3 Days

 Stroke

These measures show how often hospitals provide care that research shows gets the best results for patients with certain conditions. This information can help you compare which hospitals give recommended care most often as part of the overall care they provide to patients.

Designations & Awards

☆ Designations

Primary Stroke Center by the Florida Agency for Health Care Administration (AHCA)

Awards

Jackson Memorial Hospital Recognized for Excellence in Stroke Care

Jackson Memorial and Jackson North Receive Gold Plus Award

Stroke History

Quick stroke diagnosis is the key to saving lives. Stroke is the fifth leading cause of death and a leading cause of adult disability in the United States, according to the American Heart Association/American Stroke Association. Jackson Health System has specialized stroke teams ready at a moment's notice 24/7 to offer the latest, most comprehensive treatments to ensure the best chance of a full recovery. Backed by our expertise in neurology and neurosurgery, stroke services are offered at Jackson Memorial Hospital, Ryder Trauma Center, Jackson North Medical Center, and Jackson South Medical Center.

Measure

Jackson Memorial Hospital

Academic Hospitals

All CSTK Hospitals

More Info

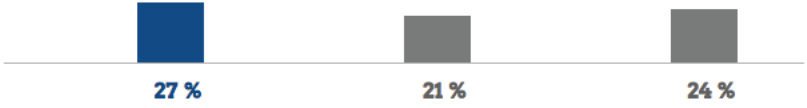
Average (median) number of minutes before patients received IV thrombolysis (clot busting treatment).



Lower is Better
22 Mins Lower than Academic Hospitals.
19 Mins Lower than All CSTK Hospitals.
 Date Range: 2017

Measure	Jackson Memorial Hospital	Academic Hospitals	All CSTK Hospitals	More Info
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Percentage of patients receiving treatment with the signs and symptoms of stroke in the hospital's stroke program.



Higher is Better
6 % Higher than Academic Hospitals.
3 % Higher than All CSTK Hospitals.
 Date Range: 2017

Symptomatic Intracerebral Hemorrhage post Tissue Plasminogen Activator (sICH post IV tPA)



Higher is Better
3 % Higher than Academic Hospitals.
3.3 % Higher than All CSTK Hospitals.
 Date Range: 2017

Average (median) number of minutes before patients received a CT Scan to determine hemorrhagic or ischemic clot.



Lower is Better
5 Mins Lower than Academic Hospitals.
4 Mins Lower than All CSTK Hospitals.
 Date Range: 2017