



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.

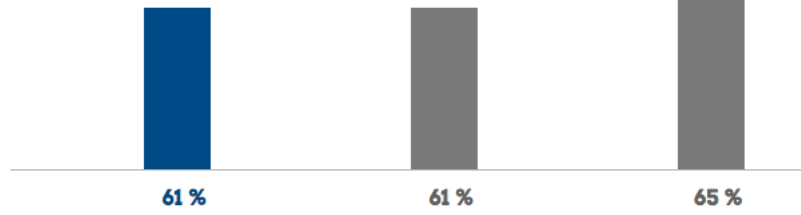
Patient Satisfaction

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

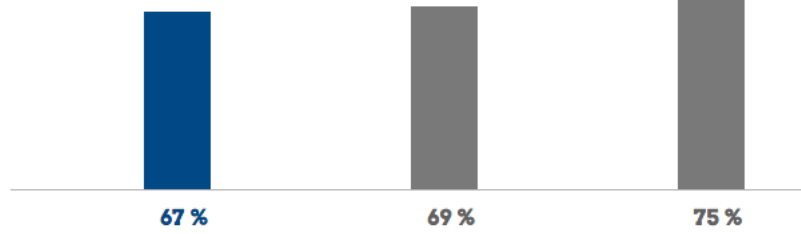
Measure	Jackson Health System	Florida Avg.	National Avg.	More Info
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Patients who reported that staff "Always" explained medicines before giving it to them



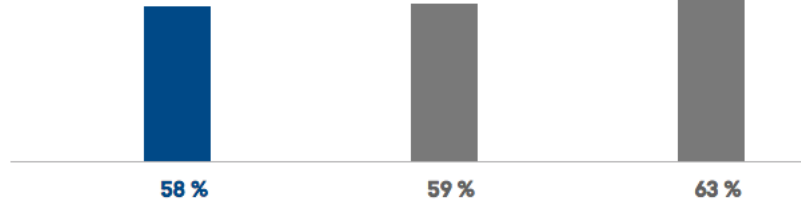
Higher is Better
Date Range:
2016

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



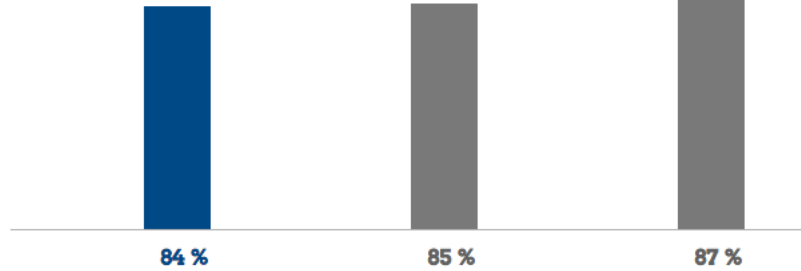
Higher is Better
Date Range:
2016

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



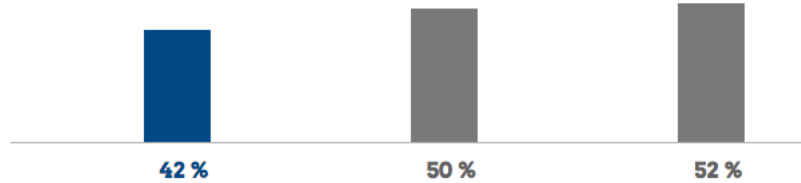
Higher is Better
Date Range:
2016

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



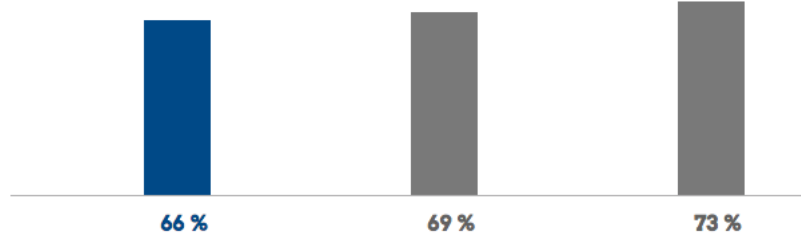
Higher is Better
Date Range:
2016

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

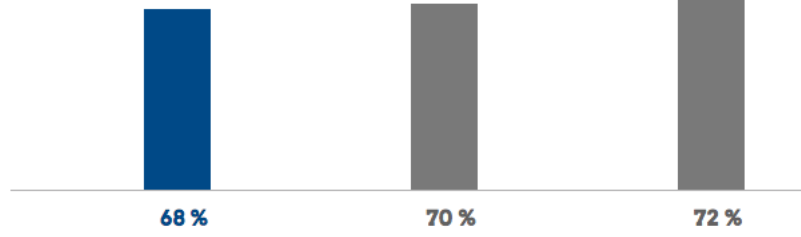
Jackson Health System

Florida Avg.

National Avg.

More Info

Patients who reported they would definitely recommend the hospital



Higher is Better

Date Range:
2016