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. How this page works: Jackson Health System Florida Avg. National Avg. More Info Higher is Better Patients who reported that their nurses "Always" communicated well 4 % Lower than Florida average. than National average. 81 % Date Range: 1/2019 - 12/2019 Higher is Better Patients who reported that their doctors "Always" communicated well 5 % Lower than National average. Date Range: 1/2019 - 12/2019 77 % 77 % 82 % Higher is Better Patients who reported that they "Always" received help as soon as they wanted 6 % Lower than Florida average. 12 % Lower than National average. Date Range: 1/2019 - 12/2019 64 % 70 % Higher is Better Patients who reported that staff "Always" explained medicines before giving it to them 2 % Lower than Florida average. 6 % Lower than National average. 62 % 66 % Date Range: 1/2019 - 12/2019 Patients who reported that their room and bathroom were "Always" clean 1 % Higher than Florida average. 4 % Lower than National average. Date Range: 1/2019 - 12/2019 Higher is Better Patients who reported that the area around their room was "Always" quiet at night 3 % Lower than Florida average. 7 % Lower than National average. Date Range: 1/2019 - 12/2019 62 % Higher is Better Patients who reported that they were given information about what to do during their recovery at home 4 % Lower than Florida average. 6 % Lower than National average. Date Range: 1/2019 - 12/2019 Higher is Better Patients who "Strongly Agree" they understood their care when they left the hospital 8 % Lower than Florida average. 11 % Lower Date Range: 1/2019 - 12/2019 Higher is Better Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) 3 % Lower than Florida average. 7 % Lower than National average. Date Range: 1/2019 - 12/2019 69 % 73 % Higher is Better Patients who reported they would definitely recommend the hospital 2 % Lower than Florida average. 4 % Lower than National average. Date Range: 1/2019 - 12/2019

Patient Satisfaction