

# Breakthrough AWARDS

## Jackson County Regional Medical Center



JACKSON COUNTY  
REGIONAL HEALTH CENTER  
GENESIS HEALTH SYSTEM

### Patient Experience (HCAHPS)

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Bronze	Communication with Doctors	72.7%	( 63.8% )
Silver	Communication with Nurses	88.4%	( 75.0% )
Gold	Response of Hospital Staff	83.3%	( 46.0% )
Gold	Discharge Information	87.5%	( 65.6% )
Gold	Overall Rating	88.9%	( 60.9% )
Gold	Recommend the Hospital	66.7%	( 47.8% )

<b>Achievement</b>		<b>2019</b>	<b>National Top Box</b>
Emerald	Hospital Environment - Clean	77.8%	( 74.8% )
Emerald	Discharge Information	87.5%	( 87.4% )
Ruby	Communication with Nurses	88.4%	( 80.6% )
Ruby	Hospital Environment - Quiet	66.7%	( 61.3% )
Diamond	Response of Hospital Staff	83.3%	( 68.2% )
Diamond	Overall Rating	88.9%	( 72.5% )

## Jackson County Regional Medical Center

### Patient Experience (OAS CAHPS)

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Gold	Nurses Concern for Comfort	100%	( 71.4% )
Gold	Nurses Response to Questions	100%	( 77.3% )
Gold	Standard Overall	94.3%	( 78.4% )

<b>Achievement</b>		<b>2019</b>	<b>National Top Box</b>
Diamond	Nurses Concern for Comfort	100%	( 87.0% )
Diamond	Nurses Response to Questions	100%	( 86.3% )
Diamond	Standard Overall	94.3%	( 82.9% )

### Patient Satisfaction

<b>Improvement</b>		<b>Q3 2019</b>	<b>Q3 2018</b>
Silver	Outpatient	93.9	( 90.8 )
Gold	Inpatient	91.9	( 79.2 )
Gold	Emergency	93.4	( 87.6 )
Gold	Ambulatory	98.8	( 91.5 )

<b>Achievement</b>		<b>2019</b>
Ruby	Inpatient	91st Percentile
Ruby	Emergency	91st Percentile
Diamond	Ambulatory	99th Percentile

