

## SURVEY OF PATIENTS ABOUT THEIR HOSPITAL EXPERIENCE (HCAHPS)

	Mississippi Average	National Average	FGH July-September 2018	
Percent of patients who reported YES, they would definitely recommend the hospital.	<b>70%</b>	<b>72%</b>	<b>75%</b>	
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	<b>72%</b>	<b>73%</b>	<b>74%</b>	
Percent of patients who reported that their nurses "Always" communicated well.	<b>82%</b>	<b>80%</b>	<b>81%</b>	
Percent of patients who reported that their doctors "Always" communicated well.	<b>85%</b>	<b>81%</b>	<b>79%</b>	
Percent of patients who reported that they "Always" received help as soon as they wanted.	<b>72%</b>	<b>70%</b>	<b>67%</b>	
Percent of patients who reported that their pain was "Always" well controlled.	<b>NA</b>	<b>NA</b>	<b>NA</b>	
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	<b>69%</b>	<b>66%</b>	<b>61%</b>	
Percent of patients who reported that their room and bathroom were "Always" clean.	<b>75%</b>	<b>75%</b>	<b>70%</b>	
Percent of patients who reported that the area around their room was "Always" quiet at night.	<b>72%</b>	<b>62%</b>	<b>70%</b>	
Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	<b>85%</b>	<b>87%</b>	<b>82%</b>	

## PERINATAL

	Mississippi Average	National Average	FGH July - September 2018	
Percentage of Newborns whose deliveries were scheduled too early (1-3 weeks early) when a scheduled delivery was not medically necessary. (Lower percentages are better)	<b>2%</b>	<b>2%</b>	<b>5%</b>	FGH is working to improve this measure.

## VTE (VENOUS THROMBOEMBOLISM)

	Mississippi Average	National Average	National Top 10%	FGH July - September 2018	
Patients who develop a blood clot while in the hospital who did not get treatment that could have prevented it. (Lower percentages are better)	<b>6%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	FGH is Performing in the Top 10% in this measure