

SURVEY OF PATIENTS ABOUT THEIR HOSPITAL EXPERIENCE (HCAHPS)

	Mississippi Average	National Average	FGH April-June 2019	
Percent of patients who reported YES, they would definitely recommend the hospital.	70%	72%	73%	
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	73%	73%	74%	
Percent of patients who reported that their nurses "Always" communicated well.	83%	81%	81%	
Percent of patients who reported that their doctors "Always" communicated well.	86%	82%	80%	
Percent of patients who reported that they "Always" received help as soon as they wanted.	72%	70%	61%	
Percent of patients who reported that their pain was "Always" well controlled.	NA	NA	NA	
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	68%	66%	63%	
Percent of patients who reported that their room and bathroom were "Always" clean.	77%	76%	68%	
Percent of patients who reported that the area around their room was "Always" quiet at night.	73%	62%	68%	
Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	85%	87%	82%	

PERINATAL				
	Mississippi Average	National Average	FGH April - June 2019	
Percentage of Newborns whose deliveries were scheduled too early (1-2 weeks early) when a scheduled delivery was not medically necessary. (Lower percentages are better)	2%	2%	3%	FGH is working to improve this measure.