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West Jefferson – Once Again Rated 4-Stars for Patient Experience



(Marrero, LA – May 2016) – [West Jefferson Medical Center](#) is proud to announce it, once again, received a 4-star overall summary rating through the new star rating system of the Centers for Medicare & Medicaid Services (CMS). In 2015, CMS released its first ever hospital star ratings system on Hospital Compare, the agency's public information website. The ratings are intended by the agency to make it easier for consumers to choose a hospital and understand the quality care being provided. CMS said these ratings are designed to help hospitals deliver better care, spend health care dollars more wisely and result in healthier people.

The Hospital Compare star ratings relate to patients' experience of care at some 3,500 Medicare-certified acute care hospitals. The ratings are based on data from the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) measures that are included in Hospital Compare. According to HCAHPS, only 31% of hospitals received a 4-star rating.

"Our physicians, nurses, and staff are focused on creating a patient-centered health care experience for the community we serve," said Nancy R. Cassagne, CEO of West Jefferson Medical Center. "We consistently strive to provide safe, compassionate care and this ranking is a reflection of our hospital family's hard work and dedication. We are proud to be a community hospital that provides excellent care well above the national average."

The HCAHPS data has been in use since 2006 to measure patients' perspectives of hospital care, across many areas of the organization including:

- How well nurses and doctors communicated with patients
- How responsive hospital staff were to patient needs
- How clean and quiet hospital environments were, and
- How well patients were prepared for post-hospital settings.

Consumers can find 12 HCAHPS Star Ratings on Hospital Compare, one for each of the 11 publicly reported HCAHPS measures, plus a summary star rating that combines or rolls up all the HCAHPS Star Ratings. These star ratings will be updated each quarter. To see the star ratings go to:

<http://www.medicare.gov/hospitalcompare/search.html>