



JEFFERSON COUNTY PUBLIC HEALTH SERVICE

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Jefferson County Public Health Service Receives 2023 Patient Satisfaction Award of Distinction in Certified Home Health Agency

Watertown, NY – WellSky has presented the Jefferson County Public Health Service (JCPHS) with the Home Health Care Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) 2023 Patient Satisfaction Award of Distinction for demonstrating superior performance in patient satisfaction from January through December 2023. The HHCAHPS Survey is designed to measure the experiences of people receiving home health care from Medicare-certified home health agencies. The HHCAHPS Survey is done for home health care agencies across the United States by approved vendors. The JCPHS vendor is WellSky.

The HHCAHPS Patient Satisfaction Award of Distinction is presented annually to home health organizations subscribed to WellSky’s Patient Satisfaction Service that have demonstrated superior performance in overall patient satisfaction results. Based on a comparative analysis of agencies involved in WellSky’s Home Health CAHPS system, the results for the Overall Satisfaction or Likelihood of Recommending survey questions placed JCPHS Certified Home Health Agency (CHHA) in the top 25% of WellSky’s National Home Health CAHPS database. This is the 3rd year in a row of receiving this award!

“Our home care clinicians continue to provide the highest quality care to residents throughout Jefferson County, and our patients’ high satisfaction with the services we provide demonstrates the care and competency of our clinical professional team,” stated Stephen A. Jennings, Jefferson County Director of Public Health. “We could not be prouder of the hard work our clinicians are doing every day to improve the health of residents, and the department is extremely proud of this distinction from HHCAHPS,” Mr. Jennings said.

HHCAHPS survey data results are posted on Home Health Compare at www.medicare.gov. For more information on the survey, please visit the HHCAHPS website: <https://homehealthcahps.org>

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