



Denise McMahan, RN
Chief Quality Officer at Cuero Community Hospital
2550 N. Esplanade
Cuero, Texas 77954
361-275-0175
denisem@cuerohospital.org

FOR IMMEDIATE RELEASE
May 13, 2016

PRESS RELEASE

[Cuero Community Hospital & Cuero Home Health Receive 4 Star Rating]

[Medicare Hospital Compare & Home Health Compare Rating]

[Cuero], [TX], [May 13, 2016] – [Cuero Community Hospital]

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. The results from this survey are compiled to compare hospitals on measurements of quality and care. Cuero Community Hospital was upgraded to a four star rating on a patient survey summary developed by The Centers for Medicare and Medicaid Services (CMS) and Agency for Healthcare Research and Quality (AHRQ). Cuero Community Hospital is one of two hospitals in the area to receive the four star rating on HCAHPS.

The survey, HCAHPS, is a standardized data collection of patient's hospital care experiences that is measured throughout the year. Questions asked on the survey range from effective communication to the patient from the doctor and nursing staff, to cleanliness of the hospital environment. This survey rating is based from a collection of random sample adult patients between 48 hours and 6 weeks after hospital discharge, and isn't restricted to Medicare beneficiaries.

"We are extremely pleased that we continue to improve in our Hospital Compare rating, as Cuero Community Hospital strives each and every day to provide an exceptional patient experience. The feedback that this survey yields, not only reflects the quality care that we provide our patients, but allows us to build an even more progressive health care system," says Denise McMahan, Chief Quality Officer for Cuero Community Hospital.

Cuero Home Health, a part of the Cuero Community Hospital healthcare system, also received a four star rating on their HHCAHPS (Home Health Consumer Assessment of Healthcare Providers

and Systems) summary. This survey is equivalent to the HCAHPS that measures a hospital's performance, only the HHCAHPS rates patient satisfaction with their home health services.

"Cuero Home Health is dedicated to providing skilled patient care and support to our communities' families. Our HHCAHPS rating is a direct reflection of the proficient level of care we provide our patients. Our staff offers comprehensive and flexible care, which leads them to become a trusted part of the client's family," states Elaine Post, Cuero Home Health Administrator.

Cuero Community Hospital is a 49-bed, acute care hospital that has continued to accommodate Cuero and surrounding communities with trusted medical care for over four decades. CCH offers many health care services larger city hospitals retain, including: 24/7 ER services, inpatient care, hospitalist program, inpatient surgery, day surgery, outpatient specialty center, open MRI system, nuclear medicine, childbirth center, sleep study center, physical therapy (including aquatic therapy) and women's diagnostic center. In addition, CCH owns and operates a 19,000+ sq. ft. wellness facility (Bfit Cuero Wellness Center) and seven family medicine clinics located in Cuero, Goliad, Kenedy, Nixon and Yorktown.

Cuero Home Health has been assisting with home health care in DeWitt County and its surrounding five counties since 1984. The agency has a tenured nursing staff, and is proficient in developing the proper home health plan to suit the needs of the patient after their hospital discharge.

For more information on the HCAHPS Hospital Compare rating, visit

www.medicare.gov/hospitalcompare. To compare ratings on the HHCAHPS Home Health Compare rating, visit www.medicare.gov/homehealthcompare.