



**JEFFERSON COUNTY PUBLIC HEALTH SERVICE**  
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**Jefferson County Public Health Service  
Honored as National Best Practice Agency for Excellence in Patient Care**

Watertown, NY – **The Jefferson County Public Health Service (JCPHS) is proud to announce that it has been named a National Best Practice Agency for 2025 by WellSky.** This prestigious recognition is awarded to home health organizations that have proven themselves leaders in the most vital metric of healthcare: the patient experience. **JCPHS ranks in the top 25% nationwide, outperforming state and national averages in patient satisfaction and clinical communication.**

Based on an intensive comparative analysis of agencies within WellSky’s Home Health CAHPS (Consumer Assessment of Healthcare Providers and Systems) database, JCPHS’s performance throughout 2024 significantly surpassed both New York State (NYS) and national averages.

“This is a significant accomplishment that reflects the dedication of our entire team. Superior patient satisfaction places us in the top 25% of agencies across the country. It is a testament to the hard work of our staff and the trust our community places in us,” said Jessica Reape, JCPHS Director of Patient Services.

As a token of this success, WellSky has presented JCPHS with the **Home Health CAHPS Award of Distinction.** This award recognizes organizations that demonstrate superior performance in several key categories, including overall satisfaction, care management, and patient-provider communication.

**Delivering Results: By the Numbers**

The 2024 data highlights JCPHS’s commitment to exceeding standard care expectations across the board:

Metric	JCPHS Score	National Average	NYS Average
Overall Patient Satisfaction	<b>94%</b>	84%	89%
Likelihood of Recommending	<b>89%</b>	77%	83%
Care of Patients	<b>93%</b>	88%	90%
Provider-Patient Communication	<b>91%</b>	84%	87%

**Expert Care, Right Where You Live**

This national recognition reinforces the value of the comprehensive in-home healthcare that the JCPHS consistently provides. By bringing hospital-grade medical services directly to the patient’s home, JCPHS helps residents skip the commute and the waiting rooms, allowing them to recover in a comfortable, familiar setting.

**JCPHS’s award-winning services include:**

- **Clinical Support:** Medication monitoring, IV therapy, wound care, and cardiopulmonary assessments.
- **Recovery & Rehab:** Physical, occupational, and speech therapies.
- **Chronic Care:** Diabetes education, nutrition counseling, and disease management.
- **24/7 Peace of Mind:** Direct access to a Registered Nurse around the clock.

By providing these essential services, JCPHS continues to reduce the need for costly nursing home placement and prevents expensive and unnecessary hospitalizations for Jefferson County residents.

**Stay independent. Stay healthy. Stay home.**

#### **About Jefferson County Public Health Service**

The Jefferson County Public Health Service is dedicated to providing high-quality, compassionate in-home healthcare. Our mission is to protect the health of our community and enhance the quality of life for our patients through expert clinical care, education, and support services. For more information, visit [www.jcphs.org](http://www.jcphs.org) or call us at 315-786-3700.

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WellSky

# HHCAHPS

## Patient Satisfaction 2025 Award of Distinction

IS PROUDLY PRESENTED TO

*Jefferson County Public Health Service*

*The Award of Distinction is presented to  
home health organizations that have demonstrated superior  
performance in patient satisfaction January - December 2024*

  
Tim Ashe RN, MSN, MBA  
Chief Clinical Officer



  
Valarie Johnson  
Sr. Director of Clinical  
Integration and Education