

Whereas, Jackson West Medical Center has been honored as a 2023 Human Experience (HX) Guardian of Excellence Award® winner by Press Ganey, a prominent figure in healthcare experience solutions and services globally, recognizing hospitals and health systems nationwide based on their performance in patient experience and satisfaction;

Whereas, as a recipient of the Press Ganey HX Guardian of Excellence Award®, Jackson West is distinguished among the top 5 percent of healthcare providers in patient satisfaction over the past year, achieving an impressive 95 percent rating in Likelihood to Recommend and Overall rating categories;

Whereas, Press Ganey, in its commitment to reducing patient suffering and enhancing caregiver resilience to elevate the safety, quality, and experience of care, collaborates with over 41,000 healthcare facilities;

Whereas, Patrick T. Ryan, CEO and chairman of Press Ganey, acknowledges Jackson West as a distinguished leader in healthcare for its unwavering dedication to delivering exceptional patient and consumer experiences, emphasizing the institution's emphasis on prioritizing patients, healthcare professionals, and industry partners;

Whereas, Eddie Borrego, senior vice president and chief executive officer at Jackson West, highlights the institution's patient-centric approach as pivotal in establishing it as a premier healthcare provider in the South Florida market, setting a high standard for excellence not only in quality but also in patient experience and satisfaction nationwide;

Whereas, since its establishment in 2021, Jackson West has provided unparalleled quality care to over 80,000 pediatric and adult patients in South Florida through its emergency department,

conducted over 11,000 surgical cases, and generated more than 600 clinical and administrative employment opportunities;

Whereas, the comprehensive services offered by Jackson West encompass adult and pediatric emergency services, gastroenterology, radiology, weight-loss surgery, breast health, gynecology, oncology, rehabilitation, wound care, cardiac care, neuropsychology, orthopedics, and urology, establishing it as a pivotal healthcare resource in the South Florida community.