



FOR IMMEDIATE RELEASE

August 18, 2023

Contact: Ashley Gramann

Phone: 618-651-2588

Email: Ashley.Gramann@hshs.org

PRESS RELEASE

HSHS St. Joseph's Hospital Highland named a top hospital
for physician and nurse communications

HIGHLAND— HSHS St. Joseph's Hospital Highland is proud to announce that the hospital was recently highlighted by *Becker's Hospital Review* publication for being among the best in the country in two areas of communications with its patients.

Based on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey data from the Centers for Medicare & Medicaid Services (CMS), St. Joseph's Hospital made the list of top hospitals nationwide for [physician communication](#) as well as top hospitals for [nurse communication](#).

Teresa Cornelius, DNP, RN, CENP, chief operating officer and chief nursing officer at HSHS St. Joseph's Hospital, shared, "These survey results demonstrate the increasing efforts of our physicians and nursing staff to always be communicating with our patients with care and concern. For example, we have a rounding process for all patients that includes team members from all disciplines – physicians, nurses and case management – to ensure that all patients fully understand their treatment course and discharge plan. This all-inclusive rounding process allows patients to receive communication from all members of their care team at the same time to ask questions and ultimately make the most informed decisions about their care," she said.

HSHS St. Joseph's Hospital's President and CEO Chris Klay added, "I am extremely proud of our medical staff and colleagues for this recognition. This acknowledgement is a direct reflection of the care and compassion our colleagues put into ensuring our patients feel heard, respected, and fully informed in all aspects of their care. We are committed to make every one of our patients feel this way."

For more information about HSHS St. Joseph's Hospital Highland, visit stjosephshighland.org.

###

About Hospital Sisters Health System

Hospital Sisters Health System's (HSHS) mission is to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry. HSHS provides state-of-the-art health care to our patients and is dedicated to serving all people, especially the most vulnerable, at each of our physician practices and 15 local hospitals in two states – Illinois (Breese, Decatur, Effingham, Greenville, Highland, Litchfield, O'Fallon, Shelbyville and Springfield) and Wisconsin (Chippewa Falls, Eau Claire, Oconto Falls, Sheboygan and two in Green Bay). HSHS is sponsored by Hospital Sisters Ministries, and [Hospital Sisters of St. Francis](#) is the founding institute. For more information about HSHS, visit hshs.org. For more information about Hospital Sisters of St. Francis, visit hospitalsisters.org.