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Data Dive and Hospital Quality and Outcomes

For this assignment, I have selected Survey of Patient Experience. This is a star rating that is used to summarize the overall patient experience to help provide quality information when selecting a hospital. This patient response is usually based on a one-year response period. My region has 3 local hospitals: Mountain Home VA Medical Center, Johnson City Medical Center, and Franklin Woods Community Hospital.

The first hospital I would like to discuss is Mountain Home VA Medical Center. This hospital has an overall 5-star rating for patient experience but also states that only 426 patients completed the survey equaling an overall completion rate of 41%. The surveys were then broken down into different categories. A few of the categories I felt were important were; Patients who reported that their nurses “Always” communicated well scoring 85% with a Tennessee average of 79%, Patients who reported that their doctor “Always” communicated well scoring 84% with a Tennessee average of 81%, Patients who reported they “Always” received help as soon as they wanted scoring 75% with a Tennessee average of 65%, and Patients who reported yes they would defiantly recommend this hospital scored 85% with a Tennessee average of 67%.

The second hospital I'll be discussing is Johnson City Medical Center. This hospital had a 3 out of 5-star rating stating that 971 people completed the survey equaling an overall completion rate of 17%. The Tennessee averages for this hospital are all the same as listed above. For this hospital, the area for nurse communication scored 74%, doctor communication scored 73%, receiving help when wanted scored 60%, and patients who would recommend this hospital scored 57%. The ratings for this hospital seemed to score much lower than above but have a smaller percentage of completion rates between the two.

The last hospital to be discussed is Franklin Woods Community Hospital. This hospital has a 4 out of 5-star rating stating that 915 people completed the survey equaling an overall completion rate of 18%. The Tennessee averages for this hospital are all the same as listed above as well. This hospital scored 79% in nurse communication, 79% in doctor communication, 65% in receiving help when wanted, and 75% in patients who would recommend this hospital. This hospital also seemed to score lower than Mountain Home VA Medical Center but also had a smaller completion rate percentage.

In conclusion, Mountian Home VA Medical Center scored an overall higher star rating than all three hospitals as well as scoring higher in each category. When comparing Franklin Woods to Johnson City Medical Center they ranked much higher with around the same percentage of completion rates. Franklin Woods was also rated higher at 75% of patients who would recommend this hospital compared to 57% at Johnson City Medical Center. I believe these surveys are great to help individuals understand the quality of care they will be receiving, but I feel it can be a tad misleading when the completion rates to the survey are not the same or close in number.