

Good Healthcare Is In Your Hands

Tennessee Consumer Guide On Hospital Care



2006-07

Medical Mistakes Can Happen, Ask Questions



I had back surgery by one of the best surgeons in town. He and many others had asked me the usual questions. I told the doctor and hospital I was severely allergic to Vicodin, a common pain control medicine. My allergy was on my chart. When my surgeon came to discharge me, he went through all the questions and instructions then handed me my prescriptions. I carefully looked at them but gave him back one and said “not this one.” I told him about my

allergy. He said, “I should have known that and I’m glad you caught it.”

He is a great doctor. But the hospital is a busy place and it’s easy to see how some things can slip through the cracks. Any of us can make a mistake. We have a lot to gain by double checking things. If something goes wrong or is not right, I have the most to lose. I’d rather have everything go right and have us all succeed.

Pop QUIZ

1 What is the definition of good healthcare?

- A. Getting the right care at the right time and place and from the right source
- B. Receiving the right information, tests and treatments based on the most recent clinical research
- C. Care that avoids errors, problems and waste and is affordable
- D. All of the above

Answer: D, all of the above

You have the right to receive quality care. Good healthcare means getting the right care for you and working with your doctor so that you understand all test results and treatment options. This prevents errors from occurring that could be costly. Remember, good healthcare is in your hands!

2 True or False: Americans receive recommended care only 55% of the time.

Answer: True

According to a national study performed by the RAND Corporation, Americans frequently do not receive the care they need. The study found that people in all parts of the country are at risk for receiving poor healthcare; only 55% get recommended care. Not very good news, considering the United States spends more on healthcare than any other industrialized country.



Medical errors can be harmful and expensive.

3 What are Americans spending billions of dollars on?

- A. Medical errors
- B. Infections and other complications
- C. Side effects from medications
- D. All of the above

Answer: D, all of the above

Out of pocket healthcare costs are growing, both for you and your employer. With rising medical costs come higher insurance premiums and co-pays. Rising costs are making healthcare unaffordable for everyone. In fact, approximately 30 percent of all healthcare spending is the result of poor-quality care. Getting the right care at the right time is critical to saving lives and money.

4 Which of the following causes more deaths in the U.S. each year?

- A. Breast cancer
- B. Motor vehicle accidents
- C. AIDS
- D. Medical errors

Answer: D - medical errors

You may be surprised to learn medical errors claim more lives than breast cancer. Medical errors include everything from getting the wrong dose of medication to getting the wrong diagnosis. 98,000 patients die as a result of medical errors in hospitals each year. Consumers have the power to help doctors and hospitals prevent medical errors by asking questions and sharing health concerns.

5 True or False: Hospitals that publicly report the results of the care they provide have better performance results.

Answer: True

Public reports, such as this Consumer Guide, create a powerful incentive for hospitals to improve their standards of quality care. In fact, researchers at the Joint Commission for Accreditation of Hospitals found that hospitals that are required to report on their performance show a significant improvement in performance results.

Quality counts. Be Informed.

SAFE Surfing

Finding Health and Quality Information on the Web

When Susan Olsen needed knee surgery for a volleyball injury, she used a website provided by her insurance company to learn more about the hospitals in her area. She learned how often the procedure she needed was performed and the complication rates after surgery. This information helped her make an informed decision about where to seek high quality care.

As healthcare costs continue to rise, many people are expanding their use of consumer websites to assist them in their search for good healthcare. But, how can you tell if the health website you’re using is giving you the right information?

- **Learn more about the site.** Information provided on the site should compliment your doctor’s recommendation– not replace it. Beware of sites that claim “miracle cures.”
- **Check the Source.** Look for links such as “About This Site” or “Contact Us” to help you determine if the website uses a credible source and contains updated information.



- **Keep it Confidential.** Check the site’s privacy policy to see how your personal information may be used.
- **Is the Site Accredited?** Health on the Net and URAC provide accreditation to health websites. Look for their seal of approval to determine the accuracy of a website.

Quality Websites

When looking for a new car, we compare cost and safety before buying. But, where can you turn to for a comparison of hospital care? There is more information available on the performance of a car than the performance of a hospital. Links to get you started on the road to better health with information on hospital quality comparisons and how to stay healthy include:

Joint Commission on Accreditation of Healthcare Organizations’ Quality Check

www.qualitycheck.org

The Centers for Medicare and Medicaid’s Hospital Compare

www.hospitalcompare.hhs.gov

Agency for Healthcare Research and Quality

www.ahrq.gov

Health Websites

Healthfinder – www.healthfinder.gov provides health tools, articles and other resources from health professionals.

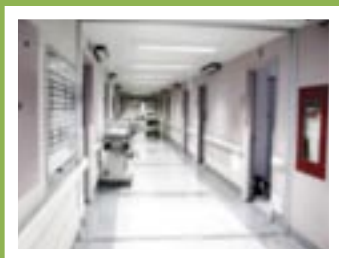
Medline Plus – www.medlineplus.com contains published medical journal articles for the latest information on diseases and conditions.

The Centers for Disease Control and Prevention – www.cdc.gov helps you get the health information you need quickly.

The internet is just one source for health information. An excellent source for additional information is your doctor, who can assist you in making a wise decision based on your particular situation. Local libraries also provide resources such as medical books, DVDs and access to the internet.

Reading a Hospital Scorecard

Leapfrog Scoring



Fully implemented Leapfrog's recommended safety practice

Good early stage effort in implementing Leapfrog's recommended safety practice

Hospital declined to share this information

Hospital not targeted to report this measure

Hospitals are listed in order by their safe practices score.

Good progress in implementing Leapfrog's recommended safety practice

Willing to report publicly; did not yet meet Leapfrog's criteria for a good early stage effort

Hospital does not perform procedure

Results are as of July 2006.

Visit www.leapfroggroup.org for monthly updates.

This organization achieved the best possible results

This organization's performance is similar to the performance of most accredited organizations

The number of patients is not enough for comparison purposes or the months with measure data is below the reporting requirement.

National Quality Improvement Goals are statewide results from Jan. 2005 - Dec. 2005.

This organization's performance is above the performance of most accredited organizations

This organization's performance is below the performance of most accredited organizations

Not all hospitals report these measures. If your hospital did not select one of these measures to report, you can visit www.qualitycheck.org for more information.

National Quality Improvement Goals Scoring

HOSPITAL SCORECARD Information for Better Decisions

Nashville

HOSPITAL	Leapfrog Survey Results			National Quality Improvement Goals		
	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Baptist Hospital						
Centennial Medical Center						
Hendersonville Medical Center						
Middle Tennessee Medical Center						
Skyline Medical Center						
Southern Hills Medical Center						
St. Thomas Hospital						
Summit Medical Center						
Vanderbilt University Hospital						
Horizon Medical Center						
Maury Regional Hospital						
Stonecrest Medical Center						
Williamson Medical Center						
Harton Regional Medical Center						
Nashville General Hospital						
NorthCrest Medical Center						
River Park Hospital						
Sumner Regional Medical Center						
University Medical Center						

Memphis

HOSPITAL	Leapfrog Survey Results			National Quality Improvement Goals		
	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Baptist Memorial Hospital						
Baptist Memorial Hospital Collierville						
Baptist Memorial Hospital for Women				Not applicable for this type of hospital		
Baptist Memorial Hospital Tipton						
Delta Medical Center						
Methodist Germantown Hospital						
Methodist Healthcare North Hospital						
Methodist Healthcare South Hospital						
Methodist Healthcare University						
Regional Medical Center at Memphis						
St. Jude Childrens Research Hospital				Not applicable for this type of hospital		
St. Francis Hospital						
St. Francis Hospital Bartlett						
Le Bonheur Children's Medical Center				Not applicable for this type of hospital		
Methodist Fayette Hospital						

Chattanooga/Cleveland/North Georgia

HOSPITAL	Leapfrog Survey Results			National Quality Improvement Goals		
	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Erlanger East	●	◐	NA	+	+	✓
Erlanger Medical Center	●	◐	◐	+	+	✓
Erlanger North	●	◐	◐	+	+	✓
Gordon Hospital	●	◐	◐	-	-	-
Memorial Hospital	●	◐	●	✓	+	✓
Memorial North Park Hospital	●	◐	◐	✓	+	✓
Parkridge East Hospital	●	◐	◐	-	✓	+
Parkridge Medical Center	●	◐	◐	-	✓	+
Redmond Regional Medical Center	●	◐	◐	+	+	+
Hamilton Medical Center	◐	◐	◐	✓	+	✓
Athens Regional Medical Center	○	○	○	✓	✓	✓
Bradley Memorial Hospital	○	○	○	ND	-	-
Cleveland Community Hospital	○	○	○	✓	✓	✓
Floyd Medical Center	○	○	○	*	-	-
Grandview Medical Center	○	○	○	ND	-	✓
Hutcheson Medical Center	○	○	○	-	-	-

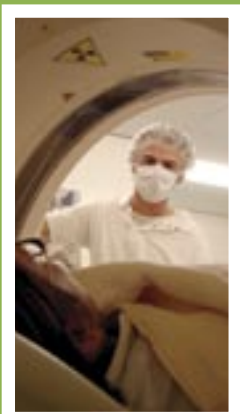
Knoxville

HOSPITAL	Leapfrog Survey Results			National Quality Improvement Goals		
	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Baptist Hospital for Women	●	◐	NA	Not applicable for this type of hospital		
Baptist Hospital of East Tennessee	●	◐	◐	✓	-	✓
Baptist Hospital West	●	◐	◐	✓	-	✓
Blount Memorial Hospital	●	◐	◐	+	+	✓
East Tennessee Children's Hospital	●	◐	●	Not applicable for this type of hospital		
Fort Loudoun Medical Center	●	◐	◐	*	✓	+
Fort Sanders Regional Medical Center	●	◐	◐	+	+	+
Fort Sanders Sevier Medical Center	●	◐	◐	*	+	+
Methodist Medical Center	●	◐	●	+	+	+
Parkwest Medical Center	●	◐	●	+	+	+
St. Mary's Medical Center	●	◐	◐	*	+	+
UT Medical Center	●	◐	●	+	+	✓
Baptist Hospital of Cocke County	◐	◐	◐	*	✓	✓
Morristown Hamblen Hospital	○	○	○	-	✓	-

Tri-Cities

HOSPITAL	Leapfrog Survey Results			National Quality Improvement Goals		
	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Laughlin Memorial Hospital	●	◐	◐	✓	+	+
Takoma Adventist Hospital	●	◐	◐	-	-	✓
Wellmont Bristol Regional Medical Center	◐	◐	●	-	-	-
Wellmont Hawkins County Hospital	◐	◐	NA	✓	✓	+
Wellmont Holston Valley Medical Center	◐	◐	◐	+	-	-
Indian Path Medical Center	◐	◐	◐	✓	✓	✓
Johnson City Medical Center	◐	◐	●	✓	+	✓
Johnson City Specialty Hospital	◐	◐	NA	Not applicable for this type of hospital		
Sycamore Shoals Hospital	◐	◐	◐	✓	✓	✓

Understanding the Terms



Computer Physician Order Entry (C.P.O.E.): With C.P.O.E. systems, hospital staff enter medication orders via computers linked to prescribing error prevention software. C.P.O.E. has been shown to reduce serious prescribing errors in hospitals by more than 50%.

Heart Attack Care: A heart attack happens when an artery is blocked and blood supply cannot move through the artery to the heart. This score assesses the overall quality of care given to heart attack patients.

Heart Failure Care: Heart failure is a weakening of the heart so it cannot pump enough of the oxygen and nutrients the body needs. This score assesses the overall quality of care provided to heart failure patients.

ICU Physician Staffing (IPS): Staffing ICUs with doctors who have special training in critical care medicine, called "intensivists," has been shown to reduce the risk of patients dying in the ICU by more than 10%.

National Quality Improvement Goal: Joint Commission's standardized treatment recommendations that accredited healthcare organizations are expected to follow.

Pneumonia Care: Pneumonia can be a very serious infection for patients in the hospital. This score assesses the overall quality of care provided to pneumonia patients, including if the patient received appropriate medication and tests at the right time to prevent complications.

Safe Practices Score: A rolled-up partial credit score of the 27 NQF safe practices that are known to reduce medical errors.

Learn More From Your Health Plan Website

Do you need more information about a health concern? Look to your health plan website. As a member of a health plan, you have access to a wide range of information and tools. Find the plan you belong to from the list below and log onto the website for more information. (You may need to create a user name and password to access the information on your health plan's website).

	Aetna www.aetna.com 860.273.0123	BlueCross BlueShield of TN www.bcbst.com 800.565.9140	Cariten www.cariten.com 800.284.0042	CIGNA www.mycigna.com 800.CIGNA24	Humana www.myhumana.com 800.4HUMANA	United Healthcare www.myuhc.com 866.633.2446
Hospital Quality Comparison	✓	✓	✓	✓	✓	✓
Physician Quality Comparison		✓		✓	✓	✓
Cost Comparison of Treatments or Procedures	✓	✓		✓		✓
Cost Comparison of Hospital Care	✓	✓		✓	✓	
Cost Comparison of Prescriptions	✓	✓		✓	✓	✓
Online Pharmacy Information	✓	✓	✓	✓	✓	✓
Online Health Assessment	✓	✓	✓	✓	✓	✓
Variety of Health and Disease Management Information	✓	✓	✓	✓	✓	✓

About HealthCare 21

Making a medical decision can be tough. With so many options out there, many of us are left feeling clueless and afraid we're making the wrong choice. Care can vary from hospital to hospital. HealthCare 21's Consumer Guide on Hospital Care helps you locate safe, quality healthcare. Use the Guide to take charge of your healthcare and choose a hospital with a record of safety and experience.

HealthCare 21 is a nonprofit, member driven organization committed to improving the cost and quality of healthcare in Tennessee. We advocate for publicly available information on healthcare quality so consumers like you can compare healthcare options and use the information to make wiser healthcare decisions. We believe healthcare comparisons encourage improvement in our healthcare system and bring us to the ultimate goal - safe, high quality healthcare for you and your family. Good healthcare is in your hands. That means you have the power to improve the quality of care we all receive in our community.

HealthCare 21...Controlling Costs, Improving Quality, Creating Value.



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