Good Healthcare Is In Your Hands

Tennessee Consumer Guide On Hospital Care

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HC|21
HealthCare 21 Business Coalition

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

HOSPITAL SCORECARD — Information for Better Decisions

Nashville

HOSPITAL	Safe Practices	C.P.O.E.	ICU Staffing	Heart Attack	Heart Failure	Pneumonia
Baptist Hospital	●	◔	◔	✔	▬	✔
Centennial Medical Center	●	◔	◔	✔	✔	ND
Hendersonville Medical Center	●	◔	◔	✔	▬	✔
Middle Tennessee Medical Center	●	◔	◔	▬	▬	✔
Skyline Medical Center	●	◔	◔	✚	✚	✚
Southern Hills Medical Center	●	◔	◔	✔	✚	✚
St. Thomas Hospital	●	◔	●	✚	✚	✚
Summit Medical Center	●	◔	◔	✔	✚	✚
Vanderbilt University Hospital	●	●	●	✚	✚	ND
Horizon Medical Center	◑	◔	◔	✱	✚	✚
Maury Regional Hospital	◔	◔	◔	✚	✚	✚
Stonecrest Medical Center	◔	◔	◔	✔	✔	✔
Williamson Medical Center	◔	◔	◔	✔	▬	▬
Harton Regional Medical Center	○	NT	NT	▬	✔	▬
Nashville General Hospital	○	○	○	✔	▬	▬
NorthCrest Medical Center	○	○	○	▬	✱	✔
River Park Hospital	○	○	○	▬	▬	▬
Sumner Regional Medical Center	○	○	○	▬	▬	✱
University Medical Center	○	○	○	▬	▬	▬

Leapfrog Survey Results: Safe Practices, C.P.O.E., ICU Staffing. National Quality Improvement Goals: Heart Attack, Heart Failure, Pneumonia.

Memphis

HOSPITAL	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	●	◔	NA	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	◑	◔	NA	✱	✔	✔

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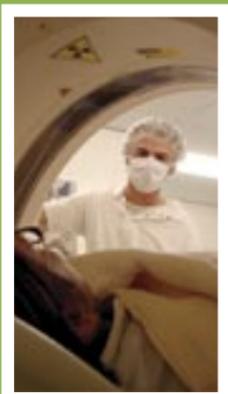
Computer Physician Order Entry (C.P.O.E.): With C.P.O.E. systems, hospital staff enter medication orders via computers linked to prescribing error prevention software. C.P.O.E. has been shown to reduce serious prescribing errors in hospitals by more than 50%.

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 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.