



MEDIA RELEASE

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TPHAC Reaction to CMS Hospital Compare Results

AUSTIN (June 10, 2009) – The newest patient satisfaction survey (www.hospitalcompare.hhs.gov) from the Centers for Medicare & Medicaid Services (CMS) offers further evidence that Texas physician hospitals are delivering outstanding care to Texans. The patient satisfaction results from physician hospitals in the Houston, Dallas, San Antonio, Austin and Rio Grande Valley regions outweighed the survey averages of hospitals without physician ownership in all 10 survey categories.

“Physician hospitals place an emphasis on the most important relationship in health care: the patient-physician partnership,” Bobby Hillert, executive director of the Texas Physician Hospitals Advocacy Center, said. “The outstanding patient satisfaction ratings provide the latest evidence that physician hospitals are revolutionizing the way that patients receive care in Texas.”

The new Hospital Consumer Assessment of Healthcare Providers and Systems (HAHPS) data were updated at the Hospital Compare consumer Web site (www.hospitalcompare.hhs.gov) on March 31, 2009. The 10 patient-satisfaction categories provide patients with an additional opportunity to learn more about the hospitals in their communities.

The CMS Hospital Compare averages for the Dallas area:

Percent of patients who reported that their nurses "Always" communicated well.

Physician-Owned 83%

No Physician Ownership 71%

Percent of patients who reported that their doctors "Always" communicated well.

Physician-Owned 88%

No Physician Ownership 79%

Percent of patients who reported that they "Always" received help as soon as they wanted.

Physician-Owned 76%

No Physician Ownership 57%

Percent of patients who reported that their pain was "Always" well controlled.

Physician-Owned	78%
No Physician Ownership	68%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Physician-Owned	69%
No Physician Ownership	57%

Percent of patients who reported that their room and bathroom were "Always" clean.

Physician-Owned	80%
No Physician Ownership	67%

Percent of patients who reported that the area around their room was "Always" quiet at night.

Physician-Owned	81%
No Physician Ownership	61%

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Physician-Owned	87%
No Physician Ownership	80%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Physician-Owned	82%
No Physician Ownership	64%

Percent of patients who reported YES, they would definitely recommend the hospital.

Physician-Owned	83%
No Physician Ownership	70%

Results were taken from hospitals within 50 miles of the 75225 zip code. Twelve physician hospitals reported data and 44 hospitals without physician ownership reported data.

The CMS Hospital Compare averages for the Houston area:

Percent of patients who reported that their nurses "Always" communicated well.

Physician-Owned	77%
No Physician Ownership	69%

Percent of patients who reported that their doctors "Always" communicated well.

Physician-Owned	83%
No Physician Ownership	78%

Percent of patients who reported that they "Always" received help as soon as they wanted.

Physician-Owned	69%
No Physician Ownership	58%

Percent of patients who reported that their pain was "Always" well controlled.

Physician-Owned	72%
No Physician Ownership	67%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Physician-Owned	62%
No Physician Ownership	56%

Percent of patients who reported that their room and bathroom were "Always" clean.

Physician-Owned	73%
No Physician Ownership	66%

Percent of patients who reported that the area around their room was "Always" quiet at night.

Physician-Owned	73%
No Physician Ownership	63%

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Physician-Owned	82%
No Physician Ownership	78%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Physician-Owned	76%
No Physician Ownership	62%

Percent of patients who reported YES, they would definitely recommend the hospital.

Physician-Owned	77%
No Physician Ownership	68%

Results were taken from hospitals within 50 miles of the 77017 zip code. Twelve physician hospitals reported data and 30 hospitals without physician ownership reported data.

The CMS Hospital Compare averages for the San Antonio area:

Percent of patients who reported that their nurses "Always" communicated well.

Physician-Owned	76%
No Physician Ownership	70%

Percent of patients who reported that their doctors "Always" communicated well.

Physician-Owned	83%
No Physician Ownership	77%

Percent of patients who reported that they "Always" received help as soon as they wanted.

Physician-Owned	65%
No Physician Ownership	56%

Percent of patients who reported that their pain was "Always" well controlled.

Physician-Owned	68%
No Physician Ownership	66%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Physician-Owned	62%
No Physician Ownership	57%

Percent of patients who reported that their room and bathroom were "Always" clean.

Physician-Owned	74%
No Physician Ownership	65%

Percent of patients who reported that the area around their room was "Always" quiet at night.

Physician-Owned	68%
No Physician Ownership	58%

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Physician-Owned	84%
No Physician Ownership	81%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Physician-Owned	75%
No Physician Ownership	64%

Percent of patients who reported YES, they would definitely recommend the hospital.

Physician-Owned	76%
No Physician Ownership	68%

Results were taken from hospitals within 50 miles of the 78205 zip code. Three physician hospitals reported data and six hospitals without physician ownership reported data.

The CMS Hospital Compare averages for the Austin area:

Percent of patients who reported that their nurses "Always" communicated well.

Physician-Owned	82%
No Physician Ownership	68%

Percent of patients who reported that their doctors "Always" communicated well.

Physician-Owned	86%
No Physician Ownership	77%

Percent of patients who reported that they "Always" received help as soon as they wanted.

Physician-Owned	77%
No Physician Ownership	57%

Percent of patients who reported that their pain was "Always" well controlled.

Physician-Owned	78%
No Physician Ownership	67%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Physician-Owned	69%
No Physician Ownership	55%

Percent of patients who reported that their room and bathroom were "Always" clean.

Physician-Owned	81%
No Physician Ownership	59%

Percent of patients who reported that the area around their room was "Always" quiet at night.

Physician-Owned	79%
No Physician Ownership	54%

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Physician-Owned	89%
No Physician Ownership	80%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Physician-Owned	83%
No Physician Ownership	62%

Percent of patients who reported YES, they would definitely recommend the hospital.

Physician-Owned	87%
No Physician Ownership	69%

Results were taken from hospitals within 50 miles of the 78701 zip code. Four physician hospitals reported data and eight hospitals without physician ownership reported data.

The CMS Hospital Compare averages for the Rio Grande Valley area:

Percent of patients who reported that their nurses "Always" communicated well.

Physician-Owned	78%
No Physician Ownership	65%

Percent of patients who reported that their doctors "Always" communicated well.

Physician-Owned	80%
No Physician Ownership	74%

Percent of patients who reported that they "Always" received help as soon as they wanted.

Physician-Owned	67%
No Physician Ownership	50%

Percent of patients who reported that their pain was "Always" well controlled.

Physician-Owned	68%
No Physician Ownership	62%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Physician-Owned	61%
No Physician Ownership	52%

Percent of patients who reported that their room and bathroom were "Always" clean.

Physician-Owned	78%
No Physician Ownership	63%

Percent of patients who reported that the area around their room was "Always" quiet at night.

Physician-Owned	67%
No Physician Ownership	57%

Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.

Physician-Owned	81%
No Physician Ownership	77%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Physician-Owned	74%
No Physician Ownership	55%

Percent of patients who reported YES, they would definitely recommend the hospital.

Physician-Owned	78%
No Physician Ownership	60%

Results were taken from hospitals within 50 miles of the 78550 zip code. Three physician hospitals reported data and seven hospitals without physician ownership reported data.

About TPHAC

The Texas Physician Hospitals Advocacy Center (TPHAC) is transforming health care delivery by promoting safety, quality and innovation for patients through one united voice. Its membership is made up of physician-owned hospitals throughout the state of Texas. TPHAC provides support and advocacy services to Texas physician hospitals.