Patient Satisfaction Affects Hospital Revenue According to Medicare...Patients Speak at Newly Created Hospital Patient Satisfaction Group of Improve.com

Patient satisfaction scores will be used as a factor in determining hospital reimbursement in the future. The Hospital Patient Satisfaction Group has been formed to provide a channel where patients can be heard about what is important to be satisfied with their hospital visit. Hospitals, physicians, nurses and other healthcare providers can use this information to improve patient satisfaction. The newly created Hospital Patient Satisfaction Group of Improve.com is committed to helping improve today’s healthcare challenges.

Houston, TX (PRWEB) June 11, 2012 -- According to a press release from the U.S. Department of Health and Human Services (April 29, 2011), the Affordable Care Act has authorized the Hospital Value-Based Purchasing program which means that for the first time, 3500 hospitals nationwide will be compensated for inpatient care services based upon the quality of the care they provide, and not just the quantity. The press release indicates “In FY 2013, an estimated $850 million will be allocated to hospitals based on their overall performance on a set of quality measures that have been shown to improve clinical processes of care and patient satisfaction.” Since 2008, Medicare has been publishing patient satisfaction scores related to hospitals, and will withhold payments to hospitals scoring low and reward hospitals scoring high in this area. The newly created Hospital Patient Satisfaction Group of Improve.com allows Patients to Voice Thoughts on ways to improve their hospital satisfaction.

According to “Patient Satisfaction As An Indicator Of Quality Care” (Journal of Medical Care Organization, Provision and Financing), providers or organizations giving more “personal” care have higher levels of satisfaction. In the American Journal of Managed Care, an article “Relationship Between Patient Satisfaction With Inpatient Care and Hospital Readmission Within 30 Days” indicates that a lower 30 day hospital readmission rate is associated with higher patient satisfaction. There are certainly many tangible factors which leave positive or negative impressions upon patients.

Factors which may affect patient satisfaction with their hospital care begin with the day of admission, and continue throughout the hospital stay. The personal attention and expertise of the nurse, as well as the methods and thoroughness of instructions and communication are important. For example, did the nurse explain each medication and what it is being given for? Was pain control adequate? The knowledge, skill and communication from the doctor is very important as well. Was the doctor complete in his explanations? Is he knowledgeable? Did he spend enough time? Was he compassionate? How efficiently and effectively was information transferred between physicians and nurses, and other healthcare providers such as physical therapists, social workers and case managers? Was the patient encouraged to become self sufficient? Were privacy issues respected, during examinations and with regard to HIPAA (Health Insurance Portability and Accountability Act)? How was the discharge process? Were the patient’s family physicians and other specialists notified about medical treatments which occurred during the hospitalization?

Other non-medical factors which come into play with respect to patient satisfaction may include cleanliness of the facility, and ease of navigation around the facility. Quality of the food and respectfulness of the staff delivering the meals affect patient satisfaction as well. How is the security department? Do the patient and their guests feel safe in the hospital and parking lot? Educational patient satisfaction videos from Youtube help
clarify issues. Post comments, suggestions and opinions and help to educate others.

Improve.com Healthcare Division is providing solutions to healthcare challenges. Improve.com was created with the mission of helping the lives of its' users improve through education and participation.
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