



		For Discharges Between		Franklin Woods Community Hospital 440184	Johnson City Medical Center 40063	Holston Valley Medical Center 440017	Indian Path Community Hospital 440176	Norton Community Hospital 490001	Dickenson County Hospital 491303	Hawkins County Memorial Hospital 440032	Lonesome Pine Hospital 490114	Hancock County Hospital 441313	Bristol Regional Medical Center 440012	Johnston Memorial Hospital 490053	Smyth County Community Hospital 490038	Russell County Hospital 490002	Sycamore Shoals Hospital 440018	Uncoi County Hospital 440001	Johnson County Hospital 441304	Greenville Community Hospital 440050	
		National Hospital Compare																			
Target Quality Measures Rate																					
Pressure Ulcer Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Worse Than National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	
			0.27	0.14	1.65	0.18	0.25			0.43	0.32		2.08	0.10	0.35	0.41	0.30	0.46		0.33	
Iatrogenic Pneumothorax Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	
			0.25	0.32	0.40	0.29	0.30			0.27	0.30		0.27	0.25	0.26	0.26	0.26	0.27		0.31	
In-Hospital Fall With Hip Fracture Rate (previously Postoperative Hip Fracture Rate)	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	
			0.13	0.11	0.13	0.10	0.11			0.11	0.11		0.17	0.10	0.11	0.11	0.11	0.11		0.11	
PSI 09 Perioperative Hemorrhage or Hematoma Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			2.29	2.08	1.57	2.34	2.45			2.46			2.91	2.37	2.74		2.46			2.66	
PSI 10 Postoperative Physiologic and Metabolic Derangement Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			1.23	1.52	1.29	1.30	1.32			1.34			0.93	1.56	1.34		1.33			1.32	
PSI 11 Postoperative Respiratory Failure Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Worse Than National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Worse Than National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			11.23	12.22	12.14	11.80	5.28			6.58			12.52	11.45	6.69		9.81			7.42	
PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			3.50	4.55	4.44	4.69	3.47			4.16			2.53	3.19	4.15		3.42			3.99	
PSI 13 Postoperative Sepsis Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			4.24	5.43	4.78	6.48	4.67			4.86			4.33	4.63	4.95		5.51			5.98	
PSI 14 Postoperative Wound Dehiscence Rate	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			0.88	0.81	0.80	0.91	0.93			0.94			0.82	0.86			0.93			0.93	
PSI 15 Accidental Puncture or Laceration Rate* (Measure modified)	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	
			1.34	1.56	1.09	1.50	1.22			1.62	1.22		1.32	1.28	1.28	1.29	1.23			1.51	
CLABSI	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Not Applicable	Same As National	Better Than National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Better Than National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
				1.058	0.347								0.369	0.534							
CAUTI	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Same As National	Worse Than National	Better Than National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	
			0.000	1.815	0.206	1.473	0.727			1.382			0.943	0.809			0.000			0.000	
SSI COLON Surgical Site Infection	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Better Than National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	
			0.889	1.962	1.796	0.607							0.000	0.000						0.000	
SSI HYST Surgical Site Infection	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
			0.000		0.000																
MRSA	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
				1.504	0.967	0.000							1.339	0.646							
CDIFF	Jul 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Same As National	Better Than National	Better Than National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Better Than National	Better than National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Better than National	



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National Hospital Compare			0.517	0.438	0.644	1.155	0.347		1.266	1.113		0.546	0.206	0.615	0.558	0.667			0.000	
General Information-Structural Measures																				
OP12 HIT Ability electronically receive lab results	Jan 1, 2018 - Dec 31, 2018	Survey Question	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OP17 Tracking Clinical Results Between Visits	Jan 1, 2018 - Dec 31, 2018	Survey Question	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Survey of Patient's Experiences - Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) %																				
HCOMP1A P Patients who reported that their nurses "Always" communicated well	Jul 1, 2018 - Jun 30, 2019	81	81	74	75	80	84	Not Applicable	83	79	91	78	78	85	91	83	85	Not Applicable	77	
Category Star Rating		★★★★	★★	★★	★★★★	★★★★		★★★★	★★★	too few svys	★★★	★★★	★★★★	too few svys	★★★	too few svys			★★★	
HCOMP1U P Patients who reported that their nurses "Usually" communicated well	Jul 1, 2018 - Jun 30, 2019	15	15	17	18	15	13	Not Applicable	13	16	7	16	17	13	7	14	11	Not Applicable	17	
HCOMP1SNP Patients who reported that their nurses "Sometimes" or "Never" communicated well	Jul 1, 2018 - Jun 30, 2019	4	4	9	7	5	3	Not Applicable	4	5	2	6	5	2	0	3	4	Not Applicable	6	
HCOMP2A P Patients who reported that their doctors "Always" communicated well	Jul 1, 2018 - Jun 30, 2019	82	82	76	77	81	84	Not Applicable	84	84	89	79	80	87	87	84	87	Not Applicable	77	
Category Star Rating		★★★★	★★	★★	★★★★	★★★★		★★★★	★★★	too few svys	★★	★★★	★★★★★	too few svys	★★★★	too few svys			★★	
HCOMP2U P Patients who reported that their doctors "Usually" communicated well	Jul 1, 2018 - Jun 30, 2019	14	14	17	17	14	13	Not Applicable	13	11	8	15	16	11	11	11	9	Not Applicable	16	
HCOMP2SNP Patients who reported that their doctors "Sometimes" or "Never" communicated well	Jul 1, 2018 - Jun 30, 2019	4	4	7	6	5	3	Not Applicable	3	5	3	6	4	2	2	5	4	Not Applicable	7	
HCOMP3A P Patients who reported that they "Always" received help as soon as they wanted	Jul 1, 2018 - Jun 30, 2019	70	66	63	63	60	72	Not Applicable	80	80	90	66	61	76	85	73	84	Not Applicable	71	
Category Star Rating		★★★★	★★★	★★★	★★★★	★★★★	★★★★		★★★★★	★★★★★	too few svys	★★★	★★	★★★★★	too few svys	★★★★	too few svys		★★★★	
HCOMP3U P Patients who reported that they "Usually" received help as soon as they wanted	Jul 1, 2018 - Jun 30, 2019	22	24	27	24	31	19	Not Applicable	17	14	8	22	26	19	13	21	11	Not Applicable	20	
HCOMP3SNP Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	Jul 1, 2018 - Jun 30, 2019	8	10	10	13	9	9	Not Applicable	3	6	2	12	13	5	2	6	5	Not Applicable	9	
HCOMP4A P Patients who reported that staff "Always" talked to them about how much pain they had.	Jul 1, 2018 - Jun 30, 2019	67	66	63	54	60	73	Not Applicable	62	60	Not Applicable	58	63	70	70	64	69	Not Applicable	58	
Category Star Rating		★★★★	★★★	★★★	★★★★	★★★★	★★★★		★★★★★	★★★★★		★★★	★★	★★★★★	too few svys	★★★★	too few svys		★★★★	
HCOMP4U P Patients who reported that staff "Usually" talked to them about how much pain they had.	Jul 1, 2018 - Jun 30, 2019	22	24	22	26	26	20	Not Applicable	29	17	Not Applicable	26	23	21	22	20	21	Not Applicable	23	
HCOMP4SNP Patients who reported that staff "Sometimes" or "Never" talked to them about how much pain they had.	Jul 1, 2018 - Jun 30, 2019	11	10	15	20	14	7	Not Applicable	9	23	Not Applicable	16	14	9	8	16	10	Not Applicable	19	
HCOMP5U P Patients who reported that staff "Always" explained about medicines before giving it to	Jul 1, 2018 - Jun 30, 2019	66	66	58	61	64	70	Not Applicable	71	67	78	64	58	73	69	68	55	Not Applicable	64	
Category Star Rating		★★★★	★★	★★★	★★★★	★★★★	★★★★		★★★★	★★★	too few svys	★★★	★★	★★★★	too few svys	★★★	too few svys		★★★★	
HCOMP5U P Patients who reported that staff "Usually" explained about medicines before giving it to them	Jul 1, 2018 - Jun 30, 2019	17	18	17	18	16	13	Not Applicable	13	16	14	17	20	12	20	16	23	Not Applicable	18	
HCOMP5SNP Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to	Jul 1, 2018 - Jun 30, 2019	17	16	25	21	20	17	Not Applicable	16	17	8	19	22	15	11	16	22	Not Applicable	18	
HCLEAN HSPAP Patients who reported that their room and bathroom were "Always" clean	Jul 1, 2018 - Jun 30, 2019	76	78	63	61	81	78	Not Applicable	77	80	83	66	76	89	76	81	86	Not Applicable	68	
Category Star Rating		★★★★	★	★	★★★★	★★★★	★★★★		★★★★	★★★★	too few svys	★★	★★★	★★★★★	too few svys	★★★★	too few svys		★★	
HCLEAN HSPUP Patients who reported that their room and bathroom were "Usually" clean	Jul 1, 2018 - Jun 30, 2019	17	16	22	23	14	17	Not Applicable	20	13	5	22	16	8	16	14	11	Not Applicable	20	
HCLEAN HSPSNP Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	Jul 1, 2018 - Jun 30, 2019	7	6	15	16	5	5	Not Applicable	3	7	12	12	8	3	8	5	3	Not Applicable	12	
HQUIETHSP AP Patients who reported that the area around their room was "Always" quiet at night	Jul 1, 2018 - Jun 30, 2019	62	70	47	55	60	61	Not Applicable	69	67	74	59	64	69	72	67	73	Not Applicable	55	
Category Star Rating		★★★★	★	★★	★★★★	★★★★	★★★★		★★★★	★★★★	too few svys	★★★	★★★★	★★★★	too few svys	★★★★	too few svys		★★	



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EDV Emergency Department Volume Category	Jul 1, 2018 - Jun 30, 2019	Not Applicable	Medium	High	Very High	Medium	Low	Low	Low	Medium	Low	High	Medium	Low	Low	Medium	Low	Low	Low
ED1b ED Door to Transport (Minutes)																			
ED2b ED Decision to Transport (Minutes)	Jul 1, 2018 - Jun 30, 2019	All Categories = 103 Low Vol = 62 Medium Vol = 99 High Vol = 120 Very High Vol = 138	77	102	228	64	54	22	59	69		118	101	36	40	68	54		66
OP18b Avg time ED arrival to discharge (Minutes)	Jul 1, 2018 - Jun 30, 2019	All Categories = 141 Low Vol = 113 Medium Vol = 141 High Vol = 176 Very High Vol = 169	150	178	190	130	138	103	100	120	112	162	151	95	98	123	128	81	134
OP20 Door to Diagnostic Evaluation (Minutes)		Retired																	
OP21 Time to pain medication for long bone fractures (Minutes)		Retired																	
OP22 Left without being seen	Jan 1, 2018 - Dec 31, 2018	2%	1%	1%	2%	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%	1%	0%
OP23 Head CT stroke patients	Jul 1, 2018 - Jun 30, 2019	72%	N/A (Too Few To Rpt)	86%	75%	50%	89%	33%	N/A (Too Few To Rpt)	91%	N/A (Too Few To Rpt)	100%	79%	N/A (Too Few To Rpt)	44%	90%	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)
Timely & Effective Care Preventive Care %																			
IMM2 Immunization for Influenza																			
IMM3OP27 FACADHPCT HCW Influenza Vaccination	Oct 1, 2018 - Mar 31, 2019	90%	98%	96%	99%	98%	98%	96%	99%	100%	98%	100%	99%	97%	97%	100%	99%		98%
Timely & Effective Care Blood Clot Prevention & Treatment %																			
SEP-1 Severe Sepsis and Septic Shock	Jul 1, 2018 - Jun 30, 2019	59%	75%	65%	55%	77%	79%	N/A (Too Few To Rpt)	59%	57%	67%	62%	57%	84%	77%	72%	55%	42%	49%
VTE6 HAC VTE																			
Timely & Effective Care Pregnancy & delivery care %																			
PC01 Elective Delivery	Jul 1, 2018 - Jun 30, 2019	2.0%	4.0%	0.0%	0.0%	8.0%	3.0%	Not Applicable	Not Applicable	0.0%		0.0%	6.0%	Not Applicable	Not Applicable	Not Applicable	Not Applicable		0.0%
Complications - Surgical Complications Rate																			
Hip and Knee Complications	Apr 1, 2015 - Mar 31, 2018	National Benchmark	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National
				2.7%	2.7%	3.7%						2.2%	3.5%	2.3%		2.9%			3.7%
PSI90 Complications / patient safety for selected indicators	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Worse Than National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Worse Than National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National
			0.98	1.11	1.44	1.15	0.83		0.98	0.93		1.44	0.96	0.95	0.97	1.01	0.99		1.02
PSI4SURG COMP Death rate among surgical patients with serious treatable complications	Jul 1, 2016 - Jun 30, 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
			153.56	186.05	180.82	150.20						197.26	169.39						
Readmissions & deaths 30 day rates of readmission %																			
readmission rate	July 2015 - June 2018	National Benchmark	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
				16.7%	16.2%	15.6%						17.4%	16.7%						
READM30HF Heart Failure 30day readmissions rate	July 2015 - June 2018	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Worse Than National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National
			23.4%	22.0%	24.0%	22.0%	25.3%		21.9%	24.8%		22.6%	25.2%	21.8%	22.7%	22.4%			21.1%

Public Reporting

Source: April 2020 Hospital Compare Preview Reports

Updated 02/17/20



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		National Hospital Compare																		
					2.6%	3.8%							3.1%							
↓	Use of medical imaging Outpatient imaging efficiency %																			
	OP8 MRI Lumbar Spine for Low Back Pain	Jul 1, 2017 - Jun 30, 2018	38.7%	Not Applicable	35.0%	40.7%	Not Applicable	44.4%	Not Applicable	Not Applicable	32.7%	Not Applicable	36.3%	39.6%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
↓	OP9 Mammography Followup Rates	Jul 1, 2017 - Jun 30, 2018	8.9%	Not Applicable (Too Few Cases)	4.9%	3.7%	6.0%	7.8%	Not Applicable (Too Few Cases)	4.4%	7.7%	Not Applicable (Too Few Cases)	10.1%	2.7%	3.9%	2.6%	7.5%	7.6%	8.3%	16.3%
↓	OP10 Abdomen CT Use of Contrast Material	Jul 1, 2017 - Jun 30, 2018	6.9%	15.6%	8.3%	11.1%	7.3%	5.4%	0.0%	5.7%	5.2%	6.4%	5.5%	2.1%	0.9%	1.7%	7.7%	11.8%	9.5%	5.2%
↓	OP11 Thorax CT Use of Contrast Material	Jul 1, 2017 - Jun 30, 2018	1.4%	0.0%	0.3%	0.0%	0.0%	0.7%	0.0%	4.5%	0.6%	0.8%	0.8%	0.3%	0.0%	0.8%	0.0%	0.0%	0.0%	0.4%
↓	OP13 Outpatients who got cardiac imaging stress tests before lowrisk outpatient surgery	Jul 1, 2017 - Jun 30, 2018	4.7%	7.3%	2.8%	3.9%	4.7%	4.2%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	0.0%	Not Applicable (Too Few Cases)	5.5%	5.9%	4.4%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	0.0%
↓	OP14 Outpatients with brain CT scans who got a sinus CT scan at the same time	Jul 1, 2017 - Jun 30, 2018	1.2%	Not Applicable (Too Few Cases)	1.7%	1.2%	0.4%	0.9%	0.7%	0.0%	1.2%	Not Applicable (Too Few Cases)	0.8%	0.7%	0.3%	1.2%	Not Applicable (Too Few Cases)	0.0%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)