Source: January 2021 Hospital Compare Preview Reports



			Franklin		Holston				Hawkins			Bristol		Smyth				Johnson	
			Woods	Johnson City	Valley	Indian Path	Norton	Dickenson	County	Lonesome	Hancock	Regional	Johnston	County	Russell	Sycamore	Uncoi	County	Greeneville
	For Discharges		Community	Medical	Medical	Community	Community	County	Memorial	Pine	County	Medical	Memorial	Community	County	Shoals	County	Community	Community
	Between	National	Hospital	Center	Center	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital	Center	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital
		Hospital Compare	440184	40063	440017	440176	490001	491303	440032	490114	441313	440012	490053	490038	490002	440018	440001	441304	440050
Target Quality Measures Rate																			
	Jul 1, 2017	As Compared to	Same As	Better Than	Worse Than	Same As	Same As	Not	Same As	Same As	Not	Worse Than	Same As	Same As	Same As	Same As	Same As	Not	Same As
Pressure Ulcer Rate	- Jun 30, 2019	National Benchmark	National	National	National	National	National	Applicable	National	National	Applicable	National	National	National	National	National	National	Applicable	National
			0.32	0.07	2.15	0.25	0.33		0.51	0.41		1.36	0.14	0.42	0.48	0.37	0.55		0.42
	Jul 1, 2017		Same As	Same As	Same As	Same As	Same As	Not	Same As	Same As	Not	Same As	Same As	Same As	Same As	Same As	Same As	Not	Same As
	- Jun 30, 2019	As Compared to	National	National	National	National	National	Applicable	National	National		National	National	National	National	National	National		National
latrogenic Pneumothorax Rate	- Juli 30, 2019	National Benchmark						Applicable			Applicable							Applicable	
			0.28	0.24	0.23	0.33	0.29		0.25	0.24		0.22	0.29	0.24	0.25	0.24	0.25		0.29
La Hara Sal Fall Mest Des Franco Detail from the de Danton and the	Jul 1, 2017	4. 6	Same As	Same As	Same As	Same As	Same As	Not	Same As	Same As	Not	Same As	Same As	Same As	Same As	Same As	Same As	Not	Same As
In-Hospital Fall With Hip Fracture Rate (previously Postoperative	- Jun 30, 2019	As Compared to	National	National	National	National	National	Applicable	National	National	Applicable	National	National	National	National	National	National	Applicable	National
Hip Fracture Rate)		National Benchmark																	
		-	0.12	0.11	0.11	0.11	0.11		0.11	0.11		0.12	0.13	0.11	0.11	0.11	0.11		0.11
	Jul 1, 2017	As Compared to	Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
PSI 09 Perioperative Hemorrhage or Hematoma Rate	- Jun 30, 2019	National Benchmark	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
1 St 63 Temperative Hemorinage of Hemorenia Nate		Tradional Benefitian	2.29	2.20	2.24	2.38	2.41			2.45		3.00	2.39	2.47		2.43			2.61
						1													
PSI 10 Postoperative Physiologic and Metabolic Derangement	Jul 1, 2017	As Compared to	Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
Rate	- Jun 30, 2019	National Benchmark	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
			1.20	1.82	1.43	1.31	1.34			1.35		1.14	1.60	1.34		1.34			1.33
	Jul 1, 2017		Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
	- Jun 30, 2019	As Compared to	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
PSI 11 Postoperative Respiratory Failure Rate	- Juli 30, 2019	National Benchmark						Applicable	Applicable		Applicable				Applicable		Applicable	Applicable	
			8.41	6.88	7.99	6.07	6.81			5.74		7.79	6.08	4.87		5.56			5.09
DCI 12 Device a cratica Dulance and Earth alices and Dana Vair	Jul 1, 2017	A = C = = = = = = d + =	Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
PSI 12 Perioperative Pulmonary Embolism or Deep Vein	- Jun 30, 2019	As Compared to	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
Thrombosis Rate		National Benchmark		4.56	216	4.08	3.37				1	2.70	3.89					.,	3.95
			3.03	4.56	3.16	4.08	3.37			3.55		3.79	3.89	4.00		3.36			3.95
	Jul 1, 2017	As Compared to	Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
PSI 13 Postoperative Sepsis Rate	- Jun 30, 2019	National Benchmark	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
			4.06	4.59	5.61	5.57	5.14			4.63		4.39	4.21	4.50		5.22			4.42
			S 4 .	C 4.	C 4.	64.	G 4			C 4.		C 4.	C 4.			C 4.			6
	Jul 1, 2017	As Compared to	Same As	Same As	Same As	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Not	Not	Same As	Not	Not	Same As
PSI 14 Postoperative Wound Dehiscence Rate	- Jun 30, 2019	National Benchmark	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	Applicable	Applicable	National	Applicable	Applicable	National
			0.89	0.86	0.85	0.90	0.90			0.91		1.22	1.01			0.91			0.90
	Jul 1, 2017		Same As	Same As	Same As	Same As	Same As	Not	Same As	Same As	Not	Same As	Same As	Same As	Not	Same As	Not	Not	Same As
PSI 15 Accidental Puncture or Laceration Rate* (Measure	- Jun 30, 2019	As Compared to	National	National	National	National	National	Applicable	National	National	Applicable	National	National	National	Applicable	National	Applicable	Applicable	National
modified)	,	National Benchmark													,,,				
			1.30	1.12	1.35	1.16	1.17	l I	1.59	1.22		0.84	1.02	1.23		1.20			1.17
	Jan 1, 2019	As Compared to	Not	Same As	Same As	Not	Not	Not	Not	Not	Not	Better Than	Same As	Not	Not	Not	Not	Not	Not
CLABSI	- Dec 31, 2019	National Benchmark	Applicable	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable
02.100.				0.858	0.734							0.393	0.000						
		<u> </u>		0.030	0.734							0.333	0.000						
	Jan 1, 2019	As Compared to	Same As	Same As	Better Than	Same As	Same As	Not	Not	Same As	Not	Same As	Same As	Not	Not	Same As	Not	Not	Same As
CAUTI	- Dec 31, 2019	National Benchmark	National	National	National	National	National	Applicable	Applicable	National	Applicable	National	National	Applicable	Applicable	National	Applicable	Applicable	National
			0.000	1.065	0.315	1.520	0.000			2.997		0.837	0.595			0.000			0.574
		+																	
	Jan 1, 2019	As Compared to	Same As	Same As	Same As	Same As	Not	Not	Not	Not	Not	Same As	Same As	Not	Not	Not	Not	Not	Same As
SSI COLON Surgical Site Infection	- Dec 31, 2019	National Benchmark	National	National	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	National
0			0.571	1.713	1.705	1.372						0.846	0.000						1.326
		1	0.371	1.713	1.703	1.3/2			1		1	0.040	0.000			1	1	l .	1.320

Source: January 2021 Hospital Compare Preview Reports



			Franklin		Holston				Hawkins			Bristol		Smyth				Johnson	
			Woods	Johnson City	Valley	Indian Path	Norton	Dickenson	County	Lonesome	Hancock	Regional	Johnston	County	Russell	Sycamore	Uncoi	County	Greeneville
	For Discharges		Community	Medical	Medical	Community	Community	County	Memorial	Pine	County	Medical	Memorial	Community	County	Shoals	County	Community	Community
	Between	National	Hospital	Center	Center	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital	Center	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital	Hospital
		Hospital Compare	440184	40063	440017	440176	490001	491303	440032	490114	441313	440012	490053	490038	490002	440018	440001	441304	440050
		1 1 1 1 1 1 1																	
	Jan 1, 2019	As Compared to	Same As	Not	Same As	Not	Not	Not	Not	Not	Not	Not	Not	Not	Not	Not	Not	Not	Not
SSI HYST Surgical Site Infection	- Dec 31, 2019	National Benchmark	National	Applicable	National	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable
			0.000		1.116														
												_	_						
	Jan 1, 2019	As Compared to	Same As	Same As	Same As	Same As	Not	Not	Not	Not	Not	Same As	Same As	Not	Not	Not	Not	Not	Not
MRSA	- Dec 31, 2019	National Benchmark	National	National	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	National	National	Applicable	Applicable	Applicable	Applicable	Applicable	Applicable
			0.000	0.943	0.820	0.000						0.957	0.708						
	Jan 1, 2019		Camo Ac	Bottor Than	Bottor Than	Camo Ac	Cama As	Not	Cama As	Camo Ac	Not	Dottor Than	Dottor than	Camo Ac	Cama As	Camo Ac	Not	Not	Same As
		As Compared to	Same As	Better Than	Better Than	Same As	Same As	1	Same As	Same As	Not	Better Than	Better than	Same As	Same As National	Same As			
CDIFF	- Dec 31, 2019	National Benchmark	National	National	National	National	National	Applicable	National	National	Applicable	National	National	National	National	National	Applicable	Applicable	National
			0.624	0.464	0.624	0.762	0.755		0.739	0.648		0.659	0.405	0.571	0.000	0.596			0.343
General Information-Structural Measures																			
	Jan 1, 20118 - Dec		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OP12 HIT Ability electronically receive lab results	31, 2018	Survey Question	, 63	, es	103	, 63	, , ,	, 63	, 63	163	163	163	103	,	103	103	163	103	103
	Jan 1, 20118 - Dec		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OP17 Tracking Clinical Results Between Visits	31, 2018	Survey Question																	
Survey of Patient's Experiences - Hospital Consumer Assessment																			
of Healthcare Providers and Systems Survey (HCAHPS) %																			
HCOMP1A P Patients who reported that their nurses "Always"	Jan 1, 2019					1		Not			Not	1						Not	
communicated well	- Dec 31, 2019	81	79	73	74	77	83	Applicable	84	79	Applicable	77	78	88	91	81	86	Applicable	74
Category Star Rating	- Dec 31, 2013		***	**	**	***	****	Applicable	****	***	Applicable	***	***	****	too few srvys	****	too few srvys	Аррисавіс	**
HCOMP1U P Patients who reported that their nurses "Usually"	Jan 1, 2019					İ		Not			Not						,	Not	
communicated well	- Dec 31, 2019	15	17	19	18	18	15	Applicable	11	17	Applicable	16	17	10	8	16	9	Applicable	19
HCOMP1 SNP Patients who reported that their nurses	Jan 1, 2019							Not			Not							Not	
"Sometimes" or "Never" communicated well	- Dec 31, 2019	4	4	8	8	5	2	Applicable	5	4	Applicable	7	5	2	1	3	5	Applicable	7
HCOMP2A P Patients who reported that their doctors "Always"	Jan 1, 2019							Not			Not							Not	
communicated well	- Dec 31, 2019	82	80	74	77	81	84	Applicable	87	84	Applicable	77	77	90	86	82	84	Applicable	76
Category Star Rating			***	**	**	***	****		****	****		**	***	****	too few srvys	***	too few srvys		**
HCOMP2U P Patients who reported that their doctors "Usually"	Jan 1, 2019	14	14	20	16	13	14	Not	9	12	Not	16	18	8	10	12	9	Not	17
communicated well	- Dec 31, 2019	14	14	20	16	13	14	Applicable	9	12	Applicable	16	18	٥	10	12	9	Applicable	17
HCOMP2 SNP Patients who reported that their doctors	Jan 1, 2019	4	6	6	7	6	2	Not	4	4	Not	7	5	2	4	6	7	Not	7
"Sometimes" or "Never" communicated well	- Dec 31, 2019	4	U	U	,	Ů	2	Applicable	4	4	Applicable	,	3	2	4	U	,	Applicable	,
HCOMP3A P Patients who reported that they "Always" received	Jan 1, 2019	70	65	60	61	58	74	Not	82	79	Not	65	57	77	86	70	85	Not	66
help as soon as they wanted	- Dec 31, 2019	,,						Applicable			Applicable							Applicable	
Category Star Rating			***	**	**	**	****		****	****		***	**	****	too few srvys	****	too few srvys		***
HCOMP3U P Patients who reported that they "Usually" received	Jan 1, 2019	22	25	26	24	30	19	Not	16	16	Not	23	29	20	10	25	7	Not	24
help as soon as they wanted	- Dec 31, 2019							Applicable			Applicable							Applicable	
HCOMP3 SNP Patients who reported that they "Sometimes" or	Jan 1, 2019	8	10	14	15	12	7	Not	2	5	Not	12	14	3	4	5	8	Not	10
"Never" received help as soon as they wanted HCOMP4A P Patients who reported that staff "Always" talked to	- Dec 31, 2019							Applicable			Applicable						_	Applicable	_
them about how much pain they had.								Not			Not								
								Applicable			Applicable								
Category Star Rating	ļ					ļ		ļ											
HCOMP4U P Patients who reported that staff "Usually" talked to	1		I					Not			Not								
them about how much pain they had.								Applicable			Applicable								
HCOMP4 SNP Patients who reported that their pain was "Sometimes" or "Never" well controlled								Not			Not								
HCOMP5U P Patients who reported that staff "Always"								Applicable			Applicable								
explained about medicines before giving it to them	Jan 1, 2019	66	64	56	60	59	69	Not	69	67	Not	65	56	73	68	64	72	Not	59
	- Dec 31, 2019							Applicable	** * * *		Applicable				to a face or a second		to a face of the second	Applicable	**
Category Star Rating HCOMPSU P Patients who reported that staff "Usually" explained	lee 1 2010		***	**	**	**	***	Mad	****	****	Net	***	**	****	too few srvys	***	too few srvys	N/++	* *
	Jan 1, 2019	17	18	18	18	17	12	Not	17	18	Not	16	22	12	15	18	13	Not	20
about medicines before giving it to them	- Dec 31, 2019		L			L	L	Applicable	l	L	Applicable	L					l	Applicable	

Source: January 2021 Hospital Compare Preview Reports



Pack				Franklin		Holston			I	Hawkins			Bristol		Smyth				Johnson	
Marche M				Woods	Johnson City	Valley	Indian Path	Norton	Dickenson	County	Lonesome	Hancock	Regional	Johnston	County	Russell	Sycamore	Uncoi	County	Greeneville
Part		For Discharges			· · · · · ·	•							-				-			
Part		Between	National								Hospital							-	-	-
March Properties Properti																	-			
The control of the co														100000	100000			11000		
**The Control of March and Control and Anne and Control on pring is to throw and Control on pring is to throw and Control on pring is to throw and Control on and Control o	HCOMP5 SNP Patients who reported that staff "Sometimes" or	Jan 1, 2019	17	18	26	22	24	19		14	15		19	22	15	17	18	15		21
Submone was *Askey** Claim Company (*Askey** Claim Com	"Never" explained about medicines before giving it to them	- Dec 31, 2019		10	20			15	Applicable		13	Applicable	13		13		10	13	Applicable	ı I
Submone was *Assert Glain Called State 1.00 1.0	HCLEAN HSPAP Patients who reported that their room and	lan 1 2019							Not			Not							Not	
Callager Parker The Control Face of Control F			76	77	66	63	80	70		82	76		63	74	87	83	82	87		66
Security Column	Category Star Rating	,		***	*	*	****	**	1.	****	***	1	*	***	****	too few srvys	****	too few srvys		*
Suppressive Tubuship dean	HCLEAN HSPUP Patients who reported that their room and	Jan 1, 2019	47	45	40	22	4.5	20	Not	4.4	40	Not	22	47	40		42	4.0	Not	20
SECON SECO	bathroom were "Usually" clean		1/	15	19	22	16	20	Applicable	14	18	Applicable	22	1/	10	9	13	10	Applicable	20
Application Process and the companies with reparted that the area around the companies with reparted that the companies with reparted th	HCLEAN HSPSNP Patients who reported that their room and		_	_	45	45		40			_		45	_	_		-	_		
Part	bathroom were "Sometimes" or "Never" clean	- Dec 31, 2019	/	8	15	15	4	10	Applicable	4	6	Applicable	15	9	3	8	5	3	Applicable	14
Commonwers of the Market Commonwers of the M	HQUIETHSP AP Patients who reported that the area around their	Jan 1, 2019	62	70	40		E0.	62	Not	72	66	Not	F-7	62	72	71	65	76	Not	
HOLDHEST Played read required that the near around that of the near around the read of the near around the near ar	room was "Always" quiet at night	- Dec 31, 2019	02	70	40		33	03	Applicable			Applicable	5/	02	/3	/1	05	76	Applicable	
## Applicable of the control of the				****	*	**	***	****		****	****		***	****	****	too few srvys	****	too few srvys		**
Software Angelian		Jan 1, 2019	29	25	35	29	32	33	Not	21	27	Not	31	30	23	21	28	18	Not	33
Committee Comm	room was "Usually" quiet at night	- Dec 31, 2019	23	23	33		J2	- 33	Applicable			Applicable	31	- 30	23		20		Applicable	<u> </u>
Committee Comm	HOLLIETHER SNR Rationts who reported that the area around their	Jan 1, 2019		_					Not	_	l _	Not	4.0				_		Not	1
March Marc			9	5	1/	16	9	4	Applicable	6	/	Applicable	12	8	4	8	/	6	Applicable	15
Collegery Star Rating Coll	10011 was sometimes of Never quiet at hight	,							77			77							77	
information about what 1 do during their recovery at home Calegory Sar Rating	HCOMP6V P Patients who reported that VFS, they were given	Jan 1, 2019	07	95	02	96	07		Not		0.5	Not	0.0		02	96	0.4	07	Not	0.5
Casegory Star Rating		- Dec 31, 2019	87	85	83	86	°′	00	Applicable	00	83	Applicable	86	00	92	80	04	87	Applicable	85
HCOMPRAP Patients who reported that MO, they were not given information about what to did during their recovery a home information about what the hoppital arising of 3 is a 1,2019 and				+++	**	***	***	***		***	++		***	***	****	ton few envis	++	too few strive		***
1	category star nating			^ ^ ^	_ ^ ^	~ ~ ~	^ ^ ^	~ ~ ~		^ ^ ^	_ ^ ^		~ ~ ~	~ ~ ~	~ ~ ~ ~ ~	too icw si vys	~ ~	too lew sivys		
Information about what to do during their recovery at home -0c-31, 2019 -0c	HCOMP6N P Patients who reported that NO, they were not given		13	15	17	14	13	12	1	12	17	1	14	12	8	14	16	13		15
their care when they left the hospital	information about what to do during their recovery at home	- Dec 31, 2019	13	13			20		Applicable			Applicable						10	Applicable	1 - 1
their care when they left the hospital	HCOMP7SA Patients who "Strongly Agree" they understood	Jan 1, 2019							Not			Not							Not	
HCOMP79 A Patients who "Agricorble Agricorble McMore May 1 A A Agricorble Agr			54	55	45	49	47	52		58	46		51	46	57	55	50	65		50
Hely Het he hospital -Dec 31, 2019 41 41 46 45 47 44 Applicable 38 49 Applicable 43 48 41 37 44 28 Applicable 44 45 Applicable 44 45 Applicable 45 Applicabl	Category Star Rating			****	**	**	**	***		****	**		***	**	****	too few srvys	***	too few surveys		**
The Companies of the content of th	HCOMP7A Patients who "Agree" they understood their care when	Jan 1, 2019	41	41	46	45	47	44	Not	20	40	Not	42	40	41	27	44	20	Not	44
They understood their care when they left the hospital a rating of 9 or 10 and scale from 0 (lowest) to 10 (lighest) 1 an 1, 2019 2 an 7 applicable 3 applicable 3 applicable 4 applicable 4 applicable 4 applicable 4 applicable 4 applicable 4 applicable 5 applicable 6 and applicable 5 applicable 6 and a scale from 0 (lowest) to 10 (lighest) 1 an 1, 2019 2 an 3 and a scale from 0 (lowest) to 10 (lighest) 3 an 1, 2019 4 applicable 5 an 1, 2019 5 an a scale from 0 (lowest) to 10 (lighest) 5 an a scale from 0 (lowest) to 10 (lighest) 5 an a scale from 0 (lowest) to 10 (lighest) 6 an a scale from 0 (lowest) to 10 (lighest) 6 an a scale from 0 (lowest) to 10 (lighest) 6 an a scale from 0 (lowest) to 10 (lighest) 6 an a scale from 0 (lowest) to 10 (lighest) 6 an a scale from 0 (lowest) to 10 (lighest) 7 and 16 and 13 and 10 and 10 and 10 and 10 and 10 applicable 7 applicable 7 applicable 8 an 1, 2019 2 and 10 a	they left the hospital	- Dec 31, 2019	41	41	46	45	47	44	Applicable	38	49	Applicable	43	48	41	37	44	28	Applicable	44
They understood heir care when they left the hospital a rating of 9 or 10 and a scale from 0 (lowest) to 10 (lighest) 1 and 1,2019 2 and 1,2019 3 and 1,2019 3 and 1,2019 4 applicable 3 applicable 4 applicable 4 applicable 4 applicable 4 applicable 4 applicable 4 applicable 5 applicable 6 and a scale from 0 (lowest) to 10 (lighest) 1 and 1,2019 2 and a scale from 0 (lowest) to 10 (lighest) 3 and 1,2019 4 applicable 5 applicable 5 applicable 6 and a scale from 0 (lowest) to 10 (lighest) 4 applicable 5 applicable 6 and a scale from 0 (lowest) to 10 (lighest) 5 and a scale from 0 (lowest) to 10 (lighest) 5 and a scale from 0 (lowest) to 10 (lighest) 5 and a scale from 0 (lowest) to 10 (lighest) 6 and a scale from 0 (lowest) to 10 (lighest) 6 and a scale from 0 (lowest) to 10 (lighest) 6 and a scale from 0 (lowest) to 10 (lighest) 6 and a scale from 0 (lowest) to 10 (lighest) 6 and a scale from 0 (lowest) to 10 (lighest) 7 and 16 and 13 and 10 and 10 and 10 and 10 and 10 applicable 7 applicable 8 and 10 and		Ian 1 2010							Not			Not							Not	1
HRY RATING/910 Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)			5	4	9	6	6	4	1	4	5	l .	6	6	2	8	6	7		6
Category Star Rating Star Nation Star		•							пррисавіс			пррисавис							пррисавіс	
Category Star Rating			73	76	58	63	68	72		81	73		62	68	80	63	77	87		62
HHSP RATING78 Patients who gave their hospital a rating of 7 or 8 an a scale from 0 (lowest) to 10 (highest) In 1, 2019 Dec 31, 2019 The Call 20 17 26 24 22 20 Not Applicable Applicabl		- Dec 31, 2019							Applicable			Applicable							Applicable	
On a scale from 0 (lowest) to 10 (highest) One 31, 2019 One 31, 2019 One 32 acide from 0 (lowest) to 10 (highest) One 31, 2019 One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 31, 2019 One 32 cide from 0 (lowest) to 10 (highest) One 31, 2019 One 32 cide from 0 (lowest) to 10 (highest) One 31, 2019 One 32 cide from 0 (lowest) to 10 (highest) One 31, 2019 One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 32 cide from 0 (lowest) to 10 (highest) One 33 cide from 0 (lowest) to 10 (highest) One 34 cide from 0				****	**	**	***	***		****	***		**	***	****	too few srvys	****	too few srvys		**
HHSP RATINGOE Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest) - Dec 31, 2019 - Dec 31, 20			20	17	26	24	22	20	1	15	20	l .	26	21	15	29	18	6		23
Not or or definitely not recommend the hospital Section (1) Sectio	on a scale from 0 (lowest) to 10 (highest) HHSP RATINGO6 Patients who gave their hospital a rating of 6 or																			
HRECMND DY Patients who reported YES, they would definitely recommend the hospital Jan 1, 2019 Dec 31, 2019 To 23, 2019 To 23, 2019 To 24 G5 To 36 G5 To 36 To 3			7	7	16	13	10	8	1	4	7	l .	12	11	5	8	5	7		15
Pecommend the hospital Process	-																			
Category Star Rating			72	79	54	65	70	68		78	71		66	64	76	66	72	86		56
HRECMND PY Patients who reported YES, they would probably recommend the hospital HRECMND PY Patients who reported YES, they would probably not or definitely not recommend the hospital HRECMND DN Patients who reported NO, they would probably not or definitely not recommend the hospital Draw Effective care Colonoscopy follow-up % OP30 High risk Polyp Surveillance DRAW Too Few To Rpt) HRECMND PY Patients who reported YES, they would probably not or definitely not recommend the hospital Draw Too Patients who reported YES, they would probably not recommend the hospital Draw Too Patients who reported YES, they would probably not not or definitely not recommend the hospital Draw Too Patients who reported YES, they would probably not	· · · · · · · · · · · · · · · · · · ·	- Dec 31, 2013		****	**	**	***	***	Applicable	****	***	Applicable	**	**	****	too few envis	***	too few envis	Аррисиые	**
Pec ommend the hospital - Dec 31, 2019 23 17 36 26 23 28 Applicable 21 23 Applicable 26 28 23 28 24 9 Applicable 35		lan 1 2019							Not			Not							Not	
HRECMND DN Patients who reported NO, they would probably not or definitely not recommend the hospital Jan 1, 2019 - Dec 31, 2019 Timely & Effective care Colonoscopy follow-up % OP29 Avg Risk Polyp Surveillance OP30 High ris			23	17	36	26	23	28	1	21	23	1	26	28	23	28	24	9		35
not or definitely not recommend the hospital - Dec 31, 2019 5 4 10 9 7 4 Applicable Incompleted 1 6 Applicable Applicable Incompleted 8 8 1 6 4 5 Applicable Applicable Incompleted 9 Timely & Effective care Colonoscopy follow-up % United September 1 Head of Applicable Incompleted 1 6 4 100 9 OP29 Avg Risk Polyp Surveillance Jan 1, 2019 - Dec 31, 2019 91% 69% N/A (Too Few To Rpt) 100% 36% 22% 100% 94% 74% 100% N/A (Too Few To Rpt) 100% OP30 High risk Polyp Surveillance 1 1 1 1 6 4 5 Applicable Applicable Incompleted 1 0 100% 36% 22% 100% 94% 74% 100% N/A (Too Few To Rpt) 100% 100% 1 0 0 0	HRECMND DN Patients who reported NO, they would probably		_		4															
Timely & Effective care Colonoscopy follow-up % Image: Colonoscopy follow-up %			5	4	10	9	7	4	1	1	6	1	8	8	1	6	4	5		9
OP29 Avg Risk Polyp Surveillance OP30 High risk Polyp Surveillance	Timely & Effective care Colonoscopy follow-up %																			
OP29 Avg Risk Polyp Surveillance 2019 91% 69% To Rpt) 100% 100% 100% 36% 22% 100% 94% 74% 100% To Rpt) 100% OP30 High risk Polyp Surveillance 0		Jan 1, 2019 - Dec 31,	0.007	CCC/	N/A (Too Few	1000/	1000/	1000/		1000/	2007		220/	1000/	0.40/	740/	1000/	N/A (Too Few		1000/
	OP29 Avg Risk Polyp Surveillance		91%	69%		100%	100%	100%		100%	36%		22%	100%	94%	/4%	100%			100%
Timely & Effective Care Heart Attack	OP30 High risk Polyp Surveillance																			
	Timely & Effective Care Heart Attack																			

Source: January 2021 Hospital Compare Preview Reports



	For Discharges Between	National Hospital Compare	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 Community Hospital 441304	Greeneville Community Hospital 440050
OP3b Median Time to Transfer AMI (Minutes)	Jan 1, 2019 - Dec 31, 2019	58	55	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	122	92	70	27	60	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	61	47	72	87	72	66
Timely & Effective Care- Emergency Department (ED) Throughput																			
EDV Emergency Department Volume Category	Jan 1, 2019 - Dec 31, 2019	Not Applicable	Medium	High	Very High	Medium	Low	Low	Low	Medium	Low	High	Medium	Low	Low	Medium	Low	Low	Low
ED2b ED Decision to Transport (Minutes)	Jan 1, 2019 - Dec 31, 2019	All Categories = 101																	
OP18b Avg time ED arrival to discharge (Minutes)	Jan 1, 2019 - Dec 31, 2019	All Categories = 142 Low Vol = 117 Medium Vol = 146 High Vol = 173 Very High Vol = 169	154	186	181	146	146	106	112	120	119	165	173	92	97	123	118	78	136
	Jan 1, 2018 - Dec 31,	2%	1%	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	0%	1%	0%	0%	1%	2%
OP22 Left without being seen	2018 Jan 1, 2019	72%	67%	71%	69%	36%	71%	75%	N/A (Too Few	89%	N/A (Too Few	100%	88%	50%	100%	70%	N/A (Too Few	N/A (Too Few	N/A (Too Few
OP23 Head CT stroke patients	- Dec 31, 2019	72/0	0770	/1/0	0370	3070	/1/0	7370	To Rpt)	05/0	To Rpt)	100%	0070	30%	100%	7070	To Rpt)	To Rpt)	To Rpt)
Timely & Effective Care Preventive Care % IMM3OP27 FACADHPCT HCW Influenza Vaccination	Oct 1, 2019 - Mar 31, 2020	91%	96%	99%	99%	98%	98%	96%	99%	100%	98%	99%	99%	95%	96%	98%	97%		98%
Timely & Effective Care Blood Clot Prevention & Treatment % SEP-1 Severe Sepsis and Septic Shock	Jan 1, 2019 - Dec 31, 2019	60%	62%	67%	67%	74%	77%	N/A (Too Few To Rpt)	52%	63%	55%	57%	60%	86%	81%	74%	54%		40%
Timely & Effective Care Pregnancy & delivery care %																			21
PC01 Elective Delivery	Jan 1, 2019 - Dec 31, 2019	2.0%	4.0%	0.0%	0.0%	4%	3.0%	Not Applicable	Not Applicable	4.0%		0.0%	7.0%	Not Applicable	Not Applicable	Not Applicable	Not Applicable		0.0%
Complications - Surgical Complications Rate						ı										ı	ı	1	ı
Hip and Knee Complications	Apr 1, 2016 - Mar 31, 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	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	N/A (Too Few To Rpt)
				2.5%	2.3%	3.3%						2.1%	2.9%	2.2%		2.5%			
PSI90 Complications / patient safety for selected indicators	Jul 1, 2017 - Jun 30, 2019	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	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National
			0.91	0.93	1.48	0.96	0.95		0.98	0.91		1.21	0.87	0.91	0.97	0.92	0.99		0.91
PSI4SURG COMP Death rate among surgical patients with serious treatable complications	Jul 1, 2017 - Jun 30, 2019	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Same As National	Same As National	N/A (Too Few To Rpt)	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
				192.29	154.73							195.89	164.82						
Readmissions & deaths 30 day rates of readmission %			Not																
READM30 AMI Acute myocardial infarction (AMI) 30day readmission rate	July 2016 - June 2019	As Compared to National Benchmark	Applicable (Too Few Cases)	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
				16.5%	16.4%	15.3%						18.2%	16.0%						
READM30HF Heart Failure 30Day readmissions rate	July 2016 - June 2019	As Compared to National Benchmark	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	Worse Than National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National
			23.3%	21.7%	23.0%	22.5%	25.3%		21.9%	24.2%		23.3%	27.9%	23.1%	22.7%	23.7%	23.5%		20.4%

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READM30PN Pneumonia 30day readmission rate	July 2016 - June 2019	As Compared to National Benchmark	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	Worse Than National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National
READM30 STK Stroke 30day readmission rate	July 2016 - June 2019	As Compared to National Benchmark	Not Applicable	18.1% Not Applicable	17.1% Not Applicable	17.1% Not Applicable	17.1% Not Applicable	Not Applicable	17.1% Not Applicable	17.1% Not Applicable	Not Applicable	19.6% Same As National	18.4% Not Applicable	Not Applicable	17.3% Not Applicable	17.5% Not Applicable	16.8% Not Applicable	Not Applicable	17.2% Not Applicable
READM30 COPD Chronic obstructive pulmonary disease 30day readmission rate	July 2016 - June 2019	As Compared to National Benchmark	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
READM30 CABG Coronary artery bypass graft (CABG) surgery 30day readmission rate2	July 2016 - June 2019	As Compared to National Benchmark	19.0% Not Applicable	18.1% Same As National	20.3% Same As National	18.7% Not Applicable	19.5% Not Applicable	Not Applicable	19.7% Not Applicable	18.6% Not Applicable	Not Applicable	20.4% Same As National	19.9% Not Applicable	19.8% Not Applicable	19.5% Not Applicable	21.1% Not Applicable	19.9% Not Applicable	Not Applicable	20.3% Not Applicable
READM30 HIPKNEE 30day readmission rate following elective THA / TKA	July 2016 - June 2019	As Compared to National Benchmark	Not Applicable	12.2% Same As National	13.0% Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	12.5% Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National
READM30 HOSPWIDE 30day hospitalwide allcause unplanned readmission	July 1, 2018 - Jun 30, 2019	As Compared to National Benchmark	Same As National	4.2% Same As National	4.5% Same As National	4.0% Same As National	Same As National	Not Applicable	Same As National	Same As National	Same As National	3.7% Same As National	3.7% Same As National	3.7% Same As National	Same As National	4.0% Same As National	Same As National	Not Applicable	4.3% Same As National
Readmissions & deaths 30 day death (mortality) rates %			15.3%	15.8%	15.3%	15.9%	16.2%		15.6%	15.7%	15.7%	16.1%	16.0%	16.5%	16.9%	15.5%	16.2%		15.5%
MORT30AMI Acute myocardial infarction (AMI) 30day mortality rate	July 2016 - June 2019	As Compared to National Benchmark	Not Applicable (Too Few Cases)	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	Not Applicable
MORT30HF Heart failure 30day mortality rate	July 2016 - June 2019	As Compared to National Benchmark	Same As National	11.8% Worse Than National	12.8% Same As National	12.9% Same As National	12.3% Same As National	Not Applicable	Same As National	13.5% Same As National	Not Applicable	12.3% Same As National	12.6% Same As National	Same As National	Same As National	13.4% Same As National	Not Applicable	Not Applicable	Same As National
MORT30PN Pneumonia 30day mortality rate	July 2016 - June 2019	As Compared to National Benchmark	11.7% Same As National	14.3% Worse Than National	9.7% Same As National	11.0% Same As National	12.2% Same As National	Not Applicable	13.1% Same As National	12.6% Same As National	Same As National	9.2% Same As National	11.3% Same As National	13.2% Same As National	12.3% Same As National	11.5% Same As National	Same As National	Not Applicable	13.2% Same As National
, ,	July 2016 - June 2019	As Compared to	17.1% Not Applicable (Too Few	18.9% Worse Than National	18.1% Same As National	13.1% N/A (Too Few To Rpt)	13.7% Same As National	Not Applicable	15.7% Not Applicable	17.0% Not Applicable (Too Few	18.1% Not Applicable	15.5% Worse Than National	16.9% Same As National	13.7% Same As National	14.7% Not Applicable	14.7% Same As National	18.5% Not Applicable	Not Applicable	18.2% Same As National
MORT30STK Stroke 30day mortality rate MORT30 COPD 30day mortality rate COPD patients	July 2016 - June 2019	As Compared to National Benchmark	Same As National	18.8% Same As National	13.2% Same As National	Same As National	13.8% Same As National	Not Applicable	Same As National	Same As National	Not Applicable	17.1% Same As National	12.2% Same As National	13.9% Same As National	Same As National	13.3% Same As National	Same As National	Not Applicable	12.7% Same As National
MORT30 CABG Coronary artery bypass graft surgery 30day mortality rate	July 2015 - June 2018	As Compared to National Benchmark	7.5% Not Applicable	9.7% Same As National	9.0% Same As National	8.3% Not Applicable	7.1% Not Applicable	Not Applicable	9.0% Not Applicable	9.1% Not Applicable	Not Applicable	8.3% Same As National	9.2% Not Applicable	8.6% Not Applicable	7.8% Not Applicable	8.4% Not Applicable	7.0% Not Applicable	Not Applicable	8.5% Not Applicable
Use of medical imaging Outpatient imaging efficiency %				3.7%	4.3%			<u> </u>			L	3.3%						<u> </u>	

Public Reporting Source: January 2021 Hospital Compare Preview Reports Updated 10/30/20

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OP8 MRI Lumbar Spine for Low Back Pain	Jul 1, 2018 - Jun 30, 2019	39.0%	Not Applicable (Too Few Cases)	46.2%	41.0%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	36.4%	Not Applicable (Too Few Cases)	37.2%	32.4%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)
OP10 Abdomen CT Use of Contrast Material	Jul 1, 2018 - Jun 30, 2019	6.4%	8.7%	6.6%	13.0%	8.6%	5.9%	0.8%	8.0%	8.2%	1.4%	6.7%	2.7%	1.6%	2.2%	6.7%	9.6%	9.5%	6.0%
OP13 Outpatients who got cardiac imaging stress tests before lowrisk outpatient surgery	Jul 1, 2018 - Jun 30, 2019	4.2%	2.1%	3.3%	3.3%	3.7%	0.9%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	3.1%	Not Applicable (Too Few Cases)	3.0%	6.7%	3.1%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	6.5%