



Patient Services Committee Newsletter

VA MEDICAL CENTER
Chillicothe, Ohio

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Be sure to check
out the Customer
Service page on
the Chillicothe
Internet at:

[www.chillicothe.
med.va.gov/custo
mer.html](http://www.chillicothe.med.va.gov/customer.html)

The site lists the
current Quik Card
results as well as
the Survey Of
Healthcare
Experiences of
Patients (SHEP)
Inpatient and
Outpatient results
and questions.

VA Medical Center Chillicothe Excellence in Quality Healthcare

Patient satisfaction is an integral part of healthcare, and often times the key to a successful healthcare organization. Consider the numerous studies that indicate satisfied patients often recover faster and better from treatment. This leads to goodwill for the organization, positive word-of-mouth promotion, and more customers at your hospital. When patients are satisfied, it also indicates that the staff are content with their jobs and they perform their jobs well, resulting in decreased turnover.

Quality of care reflects the values of interests of individuals with differing perspectives of healthcare. Appropriate decision making, technical performance, patient satisfaction, outcome, and cost effectiveness are all valid examples of quality measures. Healthcare providers typically view quality of care from the perspective of doing the right thing right; that is, high quality decision making and technical performance. Patients view quality of care from the perspective of convenience, accessibility, and their perception of being treated fairly, appropriately, and with respect.

There are different types of quality measures that are used to measure overall quality. Outcome data, which is the veterans' point of view, measures the end results of healthcare practices and treatments. For example, after treatment or hospitalization, a survey is mailed to the veteran to complete – various questions are asked to determine overall quality of care provided. They are:

1. **(Inpatient)** Overall, how would you rate the care you received at the hospital?
2. If you could have free care outside the VA, would you choose to be hospitalized here again?
3. How would you rate your overall health?
4. Have you ever complained to someone about the care that you got during your most recent hospitalization?
5. **(Outpatient)** Overall, how would you rate the quality of care you received during the past two months?
6. Have you ever complained to someone about the care you got during the past two months?
7. If you could have free care outside the VA, would you choose to come here again?
8. VA medical care is as good as that provided anywhere.
9. All things considered, how satisfied are you with your health care in the VA?

2003 Quality of Care Survey Score

Overall Quality FY 2003
Chillicothe Inpatient Overall Quality=68.75
Inpatient VISN 10 avg.=72.9
Inpatient National avg.=73.5

Overall Quality FY 2002
Chillicothe Inpatient Overall Quality=61.2
Inpatient VISN 10 avg.=66.5
Inpatient National avg.=70.8

Chillicothe Outpatient Overall Quality=67.9
Outpatient VISN 10 avg.=71.6
Outpatient National avg.=71.1

Chillicothe Outpatient Overall Quality=66.9
Outpatient VISN 10 avg.=71.2
Outpatient National avg.=70.9

FY 04 Target Quality of Care Survey Scores

Inpatient Overall Quality
Outpatient Overall Quality

Satisfactory=72
Satisfactory=72

Outstanding=74
Outstanding=74

Overall Quality FY 2004 through 1st Quarter

Chillicothe Inpatient Overall Quality=67.0
Inpatient VISN 10 avg.=72.2
Inpatient National avg.=73.5

Chillicothe Outpatient Overall Quality=73.5
Outpatient VISN 10 avg.=75.6
Outpatient National avg.=74.4