Choosing a Hospital The Patient’s Dilemma

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From the case study of Aunt Regina, we will determine which hospital must be selected based on various surveys that are performed to ensure patient satisfaction. One of the surveys is an HCAHPS questionnaire that determines whether hospital services include providing accurate information, treating a patient with respect, ensuring services well in time and the skills of the staff in duty. Now we will examine Inpatient Management of Central Maine Medical Center, Maine Medical Center and St. Mary’s Regional Medical Centre based on the results of THELEAPFROGGROUP which compare hospitals.

 **Inpatient Management**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Error prevention | Tracking and reducing risks | Effective leadership  | Qualified Nurses  | Washing Hands  | The use of antibiotics  |
| Central Maine Medical Center | 120/ 120 | 100/100 | 120/120 | 94.12/100 | 60/60 | Available |
| Maine Medical Center | 120/ 120 | 100/100 | 120/120 | 100/100 | 60/60 | Does not meet standard |
| St. Mary’s Regional Medical Centre | 120/ 120 | 81.82/100 | 120/120 | 100/100 | 60/100 | Available |

(Hospital Rating)

This survey collects statistics about these 3 hospitals by comparing them with each other. By looking at this table, the inpatient management discussed here is more supportive of the idea that Aunt Regina should consider St. Mary Regional Medical Centre for an appointment. Patient satisfaction along with these statistics is also very important. So as we know from the description of the case study that she feels good when she visits St. Mary’s Regional Medical Centre. Further, the hospital is not very far from her area of residence and the quality of the hospital is also proved from very careful statistics so she better consider this hospital above others.

The data is taken from The Leapfrog Group, an organization which collects data about the hospital, patients and their standard quality measures from third parties. As a recommendation, I will suggest that data collected from the third party has more probability of making mistakes in accuracy, so a full-fledged survey of hospitals must be performed based on one to one interaction and through the visits of government health officers.

 References

Hospital Rating. (n.d.). *THELEAPFROGGROUP*.