Discussion Board

[Name of the Writer]

[Name of the Institution]

Discussion Board

**Response**

In recent times the health care system is criticized by many people around the world. The same is the problem in the US. People are not satisfied with the system and demand modification. Due to this reason, there is an increasing trend in calculating the person satisfaction score. Also in the world of technology, some hospitals are using the web-based software to market themselves that also include the rating that is composed of patients experience and satisfaction. Now the question arises that whether these evaluations are trustable and ensure the positive healthcare systems or not (Tsai, Orav & Jha 2015). In the US “The hospital consumer assessment of healthcare providers survey” consists of 27 questions that include communication, response, cleanliness, and, etc. If the hospitals fail to get the required score they had to pay the fine. This is a major concern as these scores not only affect the hospitals financially but their reputation is also on stake.

According to me, there should be another way of evaluation rather than putting too much stock in the patients’ opinion. As the opinions are greatly influenced by the environment and the condition of the people at that time. Like if the near one of any person dies in the hospital he or she will definitely won’t be in a state of mind to complete the survey and will give low ratings (Abtahi et al., 2015). This is the major reason that even the people not belonging from the medical field have serious concerns over the transparency of these surveys. One study shows that almost 60% to 70% of the people working in healthcare systems are deeply affected by these surveys and some of them had to lose their job as well. Although if valid patient assessments are done this can result in major improvements in the quality and services provided by the hospitals.

**References**

Abtahi, A. M., Brodke, D. S., Lawrence, B. D., Zhang, C., & Spiker, W. R. (2015). Association between patient-reported measures of psychological distress and patient satisfaction scores in a spine surgery patient population. The Journal of bone and joint surgery. American volume, 97(10), 824.

Tsai, T. C., Orav, E. J., & Jha, A. K. (2015). Patient satisfaction and quality of surgical care in US hospitals. Annals of surgery, 261(1), 2.