

HOSPITAL COMPARE
<http://www.hospitalcompare.hhs.gov/>
Mission Health System - Summary

US Average	NC Average	Percentage for MEMORIAL MISSION HOSPITAL	Percentage for SPRUCE PINE COMMUNITY HOSPITAL	Percentage for THE MCDOWELL HOSPITAL
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SCIP - Hospitals can reduce the risk of wound infection after surgery by making sure patients get the right medicines at the right time on the day of their surgery. These quality measures show some of the standards of care. These process of care measures tell you how many patients at the hospitals you selected get treatments recommended for most adult surgery patients. The percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your health care provider if you have questions about your treatment. The rates displayed are from data reported for discharges October 2006 through September 2007.

1	Percent of Surgery Patients Who Received Preventative Antibiotic(s) One Hour Before Incision if appropriate*	83%	89%	90% of 462 patients ²	87% of 89 patients ²	64% of 80 patients
2	Percent of Surgery Patients Who Received the Appropriate Preventative Antibiotic(s) for Their Surgery if appropriate*	90%	90%	99% of 470 patients ²	97% of 88 patients ²	82% of 72 patients
3	Percent of Surgery Patients Whose Preventative Antibiotic(s) are Stopped Within 24 hours After Surgery if appropriate*	80%	83%	86% of 447 patients ²	87% of 86 patients ²	61% of 71 patients
4	Percent of Surgery Patients Whose Doctors Ordered Treatments to Prevent Blood Clots (Venous Thromboembolism) For Certain Types of Surgeries if appropriate*	80%	81%	81% of 180 patients ²	78% of 78 patients ²	82% of 96 patients
5	Percent of Surgery Patients Who Received Treatment To Prevent Blood Clots Within 24 Hours Before or After Selected Surgeries to Prevent Blood Clots if appropriate*	76%	77%	74% of 180 patients ²	37% of 78 patients ²	81% of 96 patients

AMI - A heart attack (also called AMI or acute myocardial infarction) happens when the arteries leading to the heart become blocked and the blood supply is slowed or stopped. These quality measures show some of the standards of care provided, if appropriate for most adults who have had a heart attack. These process of care measures tell you how many patients at the hospitals you selected get treatments known to be effective for most adults who have had a heart attack. The percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your health care provider if you have questions about your treatment. The rates displayed are from data reported for discharges October 2006 through September 2007.

6	Percent of Heart Attack Patients Given Aspirin at Arrival if appropriate*	93%	93%	100% of 524 patients	100% of 16 patients ¹	89% of 19 patients ¹
7	Percent of Heart Attack Patients Given Aspirin at Discharge if appropriate*	91%	93%	100% of 1018 patients	100% of 9 patients ¹	67% of 12 patients ¹
8	Percent of Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD) if appropriate*	87%	86%	97% of 320 patients	100% of 5 patients ¹	100% of 8 patients ¹
9	Percent of Heart Attack Patients Given Smoking Cessation Advice/Counseling if appropriate*	92%	96%	100% of 497 patients	100% of 1 patients ¹	100% of 2 patients ¹
10	Percent of Heart Attack Patients Given Beta Blocker at Discharge if appropriate*	91%	92%	100% of 1178 patients	100% of 7 patients ¹	86% of 14 patients ¹
11	Percent of Heart Attack Patients Given Beta Blocker at Arrival if appropriate*	89%	89%	99% of 426 patients	77% of 13 patients ¹	87% of 15 patients ¹
12	Percent of Heart Attack Patients Given Fibrinolytic Medication Within 30 Minutes Of Arrival if appropriate*	39%	41%	100% of 1 patients ¹	0 patients [†]	0% of 1 patients ¹
13	Percent of Heart Attack Patients Given PCI Within 90 Minutes Of Arrival if appropriate*	63%	80%	91% of 145 patients	0 patients [†]	0 patients [†]

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PNEUMONIA - Pneumonia is a serious lung infection that causes difficulty breathing, fever, cough and fatigue. These quality measures show some of the recommended treatments for pneumonia. These process of care measures tell you how many patients at the hospitals you selected get treatments known to be effective for most adults with pneumonia. The percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your health care provider if you have questions about your treatment. The rates displayed are from data reported for discharges October 2006 through September 2007.

14	Percent of Pneumonia Patients Given Oxygenation Assessment if appropriate*	99%	100%	100% of 471 patients	100% of 202 patients	100% of 178 patients
15	Percent of Pneumonia Patients Assessed and Given Pneumococcal Vaccination if appropriate*	77%	79%	79% of 553 patients	90% of 141 patients	98% of 128 patients
16	Percent of Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics if appropriate*	90%	91%	94% of 367 patients	86% of 139 patients	94% of 141 patients
17	Percent of Pneumonia Patients Given Smoking Cessation Advice/Counseling if appropriate*	85%	90%	98% of 265 patients	100% of 54 patients	90% of 63 patients
18	Percent of Pneumonia Patients Given Initial Antibiotic(s) within 6 Hours After Arrival if appropriate*	93%	93%	87% of 139 patients	94% of 63 patients	97% of 61 patients
19	Percent of Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s) if appropriate*	87%	88%	91% of 249 patients	74% of 186 patients	88% of 95 patients
20	Percent of Pneumonia Patients Assessed and Given Influenza Vaccination if appropriate*	75%	77%	79% of 213 patients	83% of 64 patients	100% of 38 patients

CHF - Heart Failure is a weakening of the heart's pumping power. With heart failure your body doesn't get enough oxygen and nutrients to meet its needs. These quality measures show some of the standards of care provided for most adults with heart failure. These process of care measures tell you how many patients at the hospitals you selected get treatments known to help most adults with heart failure do better and keep from getting worse. The percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your health care provider if you have questions about your treatment. The rates displayed are from data reported for discharges October 2006 through September 2007.

21	Percent of Heart Failure Patients Given Discharge Instructions if appropriate*	68%	70%	72% of 514 patients	87% of 76 patients	80% of 60 patients
22	Percent of Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function if appropriate*	86%	92%	98% of 622 patients	78% of 88 patients	90% of 79 patients
23	Percent of Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD) if appropriate*	85%	88%	90% of 258 patients	74% of 23 patients ¹	90% of 39 patients
24	Percent of Heart Failure Patients Given Smoking Cessation Advice/Counseling if appropriate*	88%	93%	100% of 118 patients	100% of 15 patients ¹	95% of 19 patients ¹

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Hospital Outcomes of Care Measures - These measures are designed to reflect the results of care, rather than how frequently a specific treatment or intervention was performed.

25	The U.S. National 30-day Death Rate from Heart Attack = 16.1%	16.1%	14.2% No Different than the U.S. National Rate	16.4% No Different than the U.S. National Rate	16.9% No Different than the U.S. National Rate
26	The U.S. National 30-day Death Rate from Heart Failure = 11.1%	11.1%	11.4% No Different than the U.S. National Rate	12.4% No Different than the U.S. National Rate	11.7% No Different than the U.S. National Rate
27	The U.S. National 30-day Death Rate from Pneumonia = 11.4%	11.4%	11.2% No Different than the U.S. National Rate	13.7% No Different than the U.S. National Rate	12.8% No Different than the U.S. National Rate

The **HCAHPS** (Hospital Consumer Assessment of Healthcare Providers and Systems) survey was used to collect the following information. This survey asks patients about their experiences with care during a recent overnight stay in the hospital. These results are from patients who had overnight hospital stays from October 2006 through September 2007.

28	Percent of patients who reported that their nurses "Always" communicated well.	73%	78%	84%	85%	83%
29	Percent of patients who reported that their doctors "Always" communicated well.	79%	83%	89%	90%	85%
30	Percent of patients who reported that they "Always" received help as soon as they wanted.	60%	66%	68%	78%	74%
31	Percent of patients who reported that their pain was "Always" well controlled.	67%	71%	74%	81%	75%
32	Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	58%	62%	66%	82%	71%
33	Percent of patients who reported that their room and bathroom were "Always" clean.	68%	70%	71%	74%	73%
34	Percent of patients who reported that the area around their room was "Always" quiet at night.	54%	60%	72%	70%	69%
35	Percent of patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	79%	81%	86%	87%	84%
36	Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	63%	68%	79%	78%	75%
37	Percent of patients who reported YES, they would definitely recommend the hospital.	68%	72%	86%	86%	86%

1: The number of cases is too small (n<25) for purposes of reliably predicting hospital's performance.

2: Measure reflects the hospital's indication that its submission was based on a sample of its relevant discharges.

* The percentage includes only patients whose history and condition indicate the treatment is appropriate.

†: "0 patients" -- This hospital treated patients in this condition, but no patients met the criteria for inclusion

8 Survey results are not available for this period.

WORSE than the State Average

BETTER than the State Average