

Public Reporting

Source: January 2025 Hospital Compare Preview Report

Updated 11/04/2024



		National Hospital Compare																			
For Discharges Between		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 Hospital 490038	Russell County Hospital 490002	Sycamore Shoals Hospital 440018	Uncoi County Hospital 440001	Johnson County Hospital 441304	Greeneville Community Hospital 440050	Lee County Community Hospital 491309		
CAUTI	Apr 1, 2023 - Mar 31, 2024	As Compared to National Benchmark	Same As National	Same As National	Same As National	Not Applicable	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	Same As National	Not Applicable	
			0.000	0.946	0.924							0.634	0.235						0.00		
SSI COLON Surgical Site Infection	Apr 1, 2023 - Mar 31, 2024	As Compared to National Benchmark	Same As National	Worse Than National	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Not Applicable	
			0.905	2.379	1.993	0.000				1.685		0.503	0.455						1.03		
SSI HYST Surgical Site Infection	Apr 1, 2023 - Mar 31, 2024	As Compared to National Benchmark	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
MRSA	Apr 1, 2023 - Mar 31, 2024	As Compared to National Benchmark	Same As National	Better Than National	Same As National	Not Applicable	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	Same As National	Not Applicable	
			0.739	0.466	0.902							1.074	0.553						0.000		
CDIFF	Apr 1, 2023 - Mar 31, 2024	As Compared to National Benchmark	Better Than National	Better Than National	Better Than National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	Better Than National	Better than National	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	
			0.124	0.311	0.383	0.000	0.289			0.417		0.404	0.085		0.000	0.331			0.258		
General Information-Structural Measures																					
OP12 HIT Ability electronically receive lab results		Survey Question	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	
OP17 Tracking Clinical Results Between Visits		Survey Question	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	
Survey of Patient's Experiences - Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) %																					
HCOMP1A Patients who reported that their nurses "Always" communicated well	Apr 1, 2023 - Mar 31, 2023	80%	80%	73%	71%	78%	82%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	72%	76%	78%	90%	77%	86%	Not Applicable	71%	Not Applicable	
Category Star Rating			★★★★	★★	★★	★★★	★★★★	Not Available	Not Available	Not Available		★★	★★★	★★★★	★★★★★	★★★★	★★★★		★★		
HCOMP1B Patients who reported that their nurses "Usually" communicated well	Apr 1, 2023 - Mar 31, 2023	16%	15%	19%	23%	17%	16%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	20%	18%	17%	8%	18%	9%	Not Applicable	22%	Not Applicable	
HCOMP1C Patients who reported that their nurses "Sometimes" or "Never" communicated well	Apr 1, 2023 - Mar 31, 2023	4%	5%	8%	6%	5%	2%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	7%	6%	5%	2%	5%	5%	Not Applicable	7%	Not Applicable	
HCOMP2A Patients who reported that their doctors "Always" communicated well	Apr 1, 2023 - Mar 31, 2023	80%	79%	71%	75%	78%	86%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	75%	80%	79%	92%	81%	87%	Not Applicable	74%	Not Applicable	
Category Star Rating			★★★★	★★	★★★	★★★	★★★★	Not Available	Not Available	Not Available		★★★	★★★★	★★★★	★★★★★	★★★★	★★★★★		★★★		
HCOMP2B Patients who reported that their doctors "Usually" communicated well	Apr 1, 2023 - Mar 31, 2023	15%	16%	20%	20%	15%	11%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	18%	16%	16%	7%	16%	10%	Not Applicable	18%	Not Applicable	

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HCOMP2 SNP Patients who reported that their doctors "Sometimes" or "Never" communicated well	Apr 1, 2023 - Mar 31, 2023	5%	5%	9%	5%	7%	3%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	7%	4%	5%	1%	3%	3%	Not Applicable	8%	Not Applicable
HCOMP3A Patients who reported that they "Always" received help as soon as they wanted	Apr 1, 2023 - Mar 31, 2023	67%	66%	58%	54%	67%	61%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	58%	55%	66%	81%	65%	77%	Not Applicable	58%	Not Applicable
Category Star Rating			★★★★	★★	★★	★★★★	★★★	Not Available	Not Available	Not Available		★★★	★★	★★★★	★★★★★	★★★★	★★★★★		★★★	
HCOMP3U Patients who reported that they "Usually" received help as soon as they wanted	Apr 1, 2023 - Mar 31, 2023	24%	24%	28%	32%	25%	30%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	29%	32%	26%	14%	23%	17%	Not Applicable	29%	Not Applicable
HCOMP3 SNP Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	Apr 1, 2023 - Mar 31, 2023	9%	10%	14%	14%	8%	9%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	13%	13%	8%	5%	12%	6%	Not Applicable	13%	Not Applicable
HCOMP5U P Patients who reported that staff "Always" explained about medicines before giving it to them	Apr 1, 2023 - Mar 31, 2023	62%	60%	53%	52%	57%	68%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	54%	61%	58%	67%	61%	75%	Not Applicable	54%	Not Applicable
Category Star Rating			★★★	★★	★★★	★★	★★★★	Not Available	Not Available	Not Available		★★★	★★★	★★★★	★★★★★	★★★★★	★★★★★		★★★	
HCOMP5U P Patients who reported that staff "Usually" explained about medicines before giving it to them	Apr 1, 2023 - Mar 31, 2023	19%	19%	19%	24%	18%	15%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	22%	16%	21%	17%	19%	10%	Not Applicable	22%	Not Applicable
HCOMP5 SNP Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	Apr 1, 2023 - Mar 31, 2023	19%	21%	28%	24%	25%	17%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	24%	23%	21%	16%	20%	15%	Not Applicable	24%	Not Applicable
HCLEAN HSPAP Patients who reported that their room and bathroom were "Always" clean	Apr 1, 2023 - Mar 31, 2023	74%	66%	59%	69%	71%	59%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	65%	76%	73%	73%	71%	79%	Not Applicable	62%	Not Applicable
Category Star Rating			★★	★	★★★	★★★★	★★	Not Available	Not Available	Not Available		★★	★★★★	★★★★	★★★★	★★★★	★★★★		★★	
HCLEAN HSPAP Patients who reported that their room and bathroom were "Usually" clean	Apr 1, 2023 - Mar 31, 2023	17%	21%	23%	19%	18%	26%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	18%	17%	20%	21%	18%	16%	Not Applicable	21%	Not Applicable
HCLEAN HSPSNP Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	Apr 1, 2023 - Mar 31, 2023	9%	13%	18%	12%	11%	15%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	17%	7%	7%	6%	11%	5%	Not Applicable	17%	Not Applicable
HQUIETHSP AP Patients who reported that the area around their room was "Always" quiet at night	Apr 1, 2023 - Mar 31, 2023	62%	69%	48%	54%	63%	59%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	57%	62%	63%	67%	66%	71%	Not Applicable	50%	Not Applicable
Category Star Rating			★★★★	★★	★★★	★★★★	★★★	Not Available	Not Available	Not Available		★★★	★★★★	★★★★	★★★★	★★★★	★★★★		★★	

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HQUIETHSP UP Patients who reported that the area around their room was "Usually" quiet at night	Apr 1, 2023 - Mar 31, 2023	29%	24%	34%	34%	29%	32%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	33%	31%	31%	28%	29%	24%	Not Applicable	35%	Not Applicable
HQUIETHSP SNP Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	Apr 1, 2023 - Mar 31, 2023	9%	7%	18%	12%	8%	9%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	10%	7%	6%	5%	5%	5%	Not Applicable	15%	Not Applicable
HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	Apr 1, 2023 - Mar 31, 2023	86%	88%	82%	86%	83%	89%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	86%	87%	86%	93%	81%	92%	Not Applicable	86%	Not Applicable
Category Star Rating		★★★★	★★	★★★	★★★	★★★★	★★★★	Not Available	Not Available	Not Available		★★★	★★★★	★★★	★★★★★	★★	★★★★★		★★★	
HCOMP6N P Patients who reported that NO, they were not given information about what to do during their recovery at home	Apr 1, 2023 - Mar 31, 2023	14%	12%	18%	14%	17%	11%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	14%	13%	14%	7%	19%	8%	Not Applicable	14%	Not Applicable
HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	Apr 1, 2023 - Mar 31, 2023	52%	52%	41%	45%	46%	46%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	47%	49%	50%	58%	48%	59%	Not Applicable	44%	Not Applicable
Category Star Rating		★★★	★★	★★★	★★	★★	★★	Not Available	Not Available	Not Available		★★★	★★★	★★★	★★★★	★★★	★★★★		★★	
HCOMP7A Patients who "Agree" they understood their care when they left the hospital	Apr 1, 2023 - Mar 31, 2023	42%	42%	49%	48%	47%	50%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	46%	44%	44%	40%	47%	35%	Not Applicable	48%	Not Applicable
HCOMP7D SD Patients who "Disagree" or "Strongly Disagree" they understood their care when they left the hospital	Apr 1, 2023 - Mar 31, 2023	6%	6%	10%	7%	7%	4%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	7%	7%	6%	284%	5%	6%	Not Applicable	8%	Not Applicable
HHSP RATING910 Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	Apr 1, 2023 - Mar 31, 2023	72%	73%	53%	60%	66%	67%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	62%	63%	71%	84%	72%	84%	Not Applicable	60%	Not Applicable
Category Star Rating		★★★★	★	★★	★★★	★★★	★★★	Not Available	Not Available	Not Available		★★	★★	★★★★	★★★★	★★★	★★★★★		★★	
HHSP RATING78 Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	Apr 1, 2023 - Mar 31, 2023	20%	19%	27%	26%	21%	22%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	25%	25%	20%	11%	17%	12%	Not Applicable	25%	Not Applicable
HHSP RATING06 Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	Apr 1, 2023 - Mar 31, 2023	8%	8%	20%	14%	13%	11%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	13%	12%	9%	5%	11%	4%	Not Applicable	15%	Not Applicable
HRECMND DV Patients who reported YES, they would definitely recommend the hospital	Apr 1, 2023 - Mar 31, 2023	70%	77%	49%	58%	70%	60%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	61%	62%	69%	79%	67%	88%	Not Applicable	53%	Not Applicable
Category Star Rating		★★★★	★	★★	★★★	★★★	★★★	Not Available	Not Available	Not Available		★★★	★★	★★★	★★★★	★★★	★★★★★		★★	

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National Hospital Compare																					
READM30 HIPKNEE 30day readmission rate following elective THA / TKA	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Not Applicable	Same As National	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)
				4.7%	4.6%							4.0%				5.3%					
READM30 HOSPWIDE 30day hospitalwide allcause unplanned readmission	Jul 1, 2022 - Jun 30, 2023	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 (Too Few Cases)	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable
			14.7%	15.5%	14.5%	14.6%	15.7%		14.4%	14.5%		15.7%	14.8%	14.5%	15.4%	14.7%	14.1%		15.0%		
Readmissions & deaths 30 day death (mortality) rates %																					
MORT30AMI Acute myocardial infarction (AMI) 30day mortality rate	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Worse Than National	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable	Not Applicable
				15.6%	12.3%							15.3%	15.0%							12.4%	
MORT30HF Heart failure 30day mortality rate	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Same As National	Worse Than National	Worse Than National	Not Applicable (Too Few Cases)	Same As National	Not Applicable	Not Applicable (Too Few Cases)	Same As National	Not Applicable (Too Few Cases)	Worse Than National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable
			11.0%	16.2%	15.5%		13.0%			13.2%		16.5%	14.0%	13.9%	15.8%	12.8%				16.1%	
MORT30PN Pneumonia 30day mortality rate	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Same As National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable (Too Few Cases)	Same As National	Not Applicable (Too Few Cases)	Worse Than National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable
			17.7%	21.9%	19.4%	17.5%	15.2%			16.2%		23.6%	18.3%	16.5%	19.0%	18.7%	19.4%			18.6%	
MORT30STK Stroke 30day mortality rate	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Worse Than National	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Same As National	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable	Not Applicable
				18.5%	14.7%							13.9%	15.8%							13.5%	
MORT30 COPD 30day mortality rate COPD patients	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Same As National	Same As National	Same As National	Not Applicable (Too Few Cases)	Same As National	Not Applicable	Not Applicable (Too Few Cases)	Same As National	Not Applicable (Too Few Cases)	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Not Applicable
			10.7%	9.8%	12.6%		8.3%			8.9%		10.7%	10.3%	8.0%	10.1%	10.1%				8.8%	
MORT30 CABG Coronary artery bypass graft surgery 30day mortality rate	Jul 1, 2020 - Jun 30, 2023	As Compared to National Benchmark	Not Applicable	Same As National	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Same As National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
				2.8%	3.4%							4.7%									
Use of medical imaging Outpatient imaging efficiency %																					
OP8 MRI Lumbar Spine for Low Back Pain	Jul 1, 2022 - Jun 30, 2023	36.2%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	42.9%	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	32.1%	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)	Not Applicable (Too Few Cases)	43.2%	Not Applicable

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OP10 Abdomen CT Use of Contrast Material	For Discharges Between Jul 1, 2022 - Jun 30, 2023	5.8%	6.7%	3.5%	3.5%	5.6%	1.3%	2.1%	4.9%	7.1%	Not Applicable (Too Few Cases)	7.6%	3.5%	2.1%	3.5%	8.8%	2.8%	7.3%	4.5%	3.6%
OP13 Outpatients who got cardiac imaging stress tests before lowrisk outpatient surgery	Jul 1, 2022 - Jun 30, 2023	3.7%	2.1%	4.4%	2.2%	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	4.0%	Not Applicable (Too Few Cases)	3.2%	1.4%	5.9%	Not Applicable (Too Few Cases)	5.1%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	3.3%	Not Applicable