

Public Reporting

Source: January 2023 Hospital Compare Preview Reports

Updated 11/22/2022



	For Discharges Between	National Hospital Compare	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 Community Hospital 490038	Russell County Hospital 490002	Sycamore Shoals Hospital 490018	Uncoi County Hospital 440001	Johnson County Community Hospital 441304	Greeneville Community Hospital 440050	Lee County Community Hospital 491309
CAUTI	Apr 1, 2021 - Mar 31, 2022	As Compared to National Benchmark	Same As National	Worse than National	Same As National	Not Applicable	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	Worse than National	Not Applicable
			0.799	1.58	0.704					0.829		1.119	0.457						2.34	
SSI COLON Surgical Site Infection	Apr 1, 2021 - Mar 31, 2022	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	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
			1.096	1.75	0.375	1.316						0.668	0.856						0.00	
SSI HYST Surgical Site Infection	Apr 1, 2021 - Mar 31, 2022	As Compared to National Benchmark	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	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
					1.508															
MRSA	Apr 1, 2021 - Mar 31, 2022	As Compared to National Benchmark	Same As National	Worse Than National	Worse Than National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Worse Than National	Worse Than National	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
			0.000	2.053	2.285							2.019	3.650							
CDIFF	Apr 1, 2021 - Mar 31, 2022	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
			0.189	0.475	0.581	0.472	0.289			0.362		0.258	0.105		0.552	0.556			0.491	
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 P Patients who reported that their nurses "Always" communicated well	Apr 1, 2021 - Mar 31, 2022	79	80	73	71	79	82	Not Applicable	92	82	89	71	77	86	79	76	84	Not Applicable	73	Not Applicable
Category Star Rating		★★★★	★★	★★	★★★★	★★★★	★★★★	Not Available	Not Available	★★★★	Not Available	★★	★★★★	★★★★★	★★★	★★	too few srvys		★★	
HCOMP1U P Patients who reported that their nurses "Usually" communicated well	Apr 1, 2021 - Mar 31, 2022	15	16	20	18	17	16	Not Applicable	7	12	6	20	16	16	17	17	12	Not Applicable	17	Not Applicable
HCOMP1 SNP Patients who reported that their nurses "Sometimes" or "Never" communicated well	Apr 1, 2021 - Mar 31, 2022	5	4	7	11	4	2	Not Applicable	1	6	5	9	7	2	4	6	4	Not Applicable	9	Not Applicable
HCOMP2A P Patients who reported that their doctors "Always" communicated well	Apr 1, 2021 - Mar 31, 2022	80	79	72	76	80	86	Not Applicable	93	87	89	73	78	87	80	77	80	Not Applicable	74	Not Applicable
Category Star Rating		★★★★	★★	★★★★	★★★★	★★★★	★★★★	Not Available	Not Available	★★★★★	Not Available	★★	★★★★	★★★★★	★★★	★★★	too few srvys		★★	
HCOMP2U P Patients who reported that their doctors "Usually" communicated well	Apr 1, 2021 - Mar 31, 2022	15	16	20	16	16	11	Not Applicable	5	11	4	18	16	10	12	17	15	Not Applicable	16	Not Applicable
HCOMP2 SNP Patients who reported that their doctors "Sometimes" or "Never" communicated well	Apr 1, 2021 - Mar 31, 2022	5	5	8	8	4	3	Not Applicable	2	2	7	9	6	3	8	6	5	Not Applicable	10	Not Applicable
HCOMP3A P Patients who reported that they "Always" received help as soon as they wanted	Apr 1, 2021 - Mar 31, 2022	66	66	58	54	65	61	Not Applicable	85	82	84	55	56	68	68	63	78	Not Applicable	60	Not Applicable
Category Star Rating		★★★★	★★★★	★★	★★★★	★★★★	★★★★	Not Available	Not Available	★★★★★	Not Available	★★	★★	★★★★	★★★★	★★★	too few srvys		★★★	
HCOMP3U P Patients who reported that they "Usually" received help as soon as they wanted	Apr 1, 2021 - Mar 31, 2022	23	24	28	24	26	30	Not Applicable	13	11	9	27	28	26	23	24	15	Not Applicable	25	Not Applicable
HCOMP3 SNP Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	Apr 1, 2021 - Mar 31, 2022	11	10	14	22	9	9	Not Applicable	2	7	68	19	16	6	9	13	7	Not Applicable	15	Not Applicable
HCOMP5U P Patients who reported that staff "Always" explained about medicines before giving it to them	Apr 1, 2021 - Mar 31, 2022	62	62	54	56	62	68	Not Applicable	60	71	66	57	57	69	54	61	66	Not Applicable	57	Not Applicable
Category Star Rating		★★★★	★★	★★	★★★★	★★★★	★★★★	Not Available	Not Available	★★★★	Not Available	★★★★	★★★★	★★★★★	★★	★★★	too few srvys		★★★	

Public Reporting

Source: January 2023 Hospital Compare Preview Reports

Updated 11/22/2022



	For Discharges Between	National Hospital Compare	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 Community Hospital 441304	Greeneville Community Hospital 440050	Lee County Community Hospital 491309	
OP29 Avg Risk Polyp Surveillance	Jan 1, 2021 - Dec 31, 2021	91%	50%	100%	95215%	Not Applicable	100%	Not Applicable	Not Applicable	92%	Not Applicable	40%	100%	100%	N/A (Too Few To Rpt)	100%	N/A (Too Few To Rpt)	Not Applicable	100%	Not Applicable	
OP30 High risk Polyp Surveillance Retired																					
Timely & Effective Care Heart Attack																					
OP3b Median Time to Transfer AMI (Minutes)	Apr 1, 2021 - Mar 31, 2022	63	37	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	54	67	105	4599	90	77	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	39	54	52	73	106	80	132	
Timely & Effective Care- Emergency Department (ED) Throughput																					
EDV Emergency Department Volume Category	Apr 1, 2021 - Mar 31, 2022	Not Applicable	Medium	High	High	Medium	Low	Low	Low	Low	Low	High	Medium	Low	Low	Medium	Low	Low	Medium	Low	
ED2b ED Decision to Transport (Minutes) Retired																					
OP18b Median time ED arrival to discharge (Minutes)	Apr 1, 2021 - Mar 31, 2022	All Categories = 199 Low Vol = 127 Medium Vol = 170 High Vol = 202 Very High Vol = 188	200	190	220	185	195	124	100	161	141	208	230	129	134	200	141	104	205	157	
OP22 Left without being seen	Jan 1, 2021 - Dec 31, 2021	3%	3%	2%	2%	4%	1%	1%	1%	1%	1%	3%	4%	1%	1%	4%	1%	1%	3%	4%	
OP23 Head CT stroke patients	Apr 1, 2021 - Mar 31, 2022	70%	50%	50%	89%	N/A (Too Few To Rpt)	78%	N/A (Too Few To Rpt)	50%	88%	50%	86%	81%	91%	50%	38%	25%	N/A (Too Few To Rpt)	23%	N/A (Too Few To Rpt)	
Timely & Effective Care Preventive Care %																					
IMM3OP27 FACADHPCT HCW Influenza Vaccination	Oct 1, 2021 - Mar 31, 2022	80%	98%	99%	98%	98%	99%	99%	98%	98%	98%	99%	99%	99%	99%	100%	98%	Not Applicable	99%	Not Applicable	
HCP_COVID-19 Vaccination Coverage Healthcare Personnel	Oct 1, 2021 - Mar 31, 2022	88%	94%	90%	89%	91%	N/A (Too Few To Rpt)	83%	63%	87%	67%	91%	91%	87%	92%	90%	92%	Not Applicable	92%	Not Applicable	
Timely & Effective Care Blood Clot Prevention & Treatment %																					
SEP-1 Severe Sepsis and Septic Shock	Apr 1, 2021 - Mar 31, 2022	57%	56%	42%	50%	53%	41%	N/A (Too Few To Rpt)	61%	49%	60%	47%	53%	80%	61%	28%	60%	Not Applicable	44%	Not Applicable	
Timely & Effective Care Pregnancy & delivery care %																					
PC01 Elective Delivery	Apr 1, 2021 - Mar 31, 2022	2.0%	8.0%	8%	Not Applicable	0%	0.0%	Not Applicable	Not Applicable	22%	Not Applicable	8.0%	12.0%	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	0.0%	Not Applicable	
Complications - Surgical Complications Rate																					
Hip and Knee Complications	Apr 1, 2018 - Mar 31, 2021	As Compared to National Benchmark	Not Applicable	Same As National	Same As National	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	Not Applicable	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	
				2.1%	2.2%							2.4%	2.9%	2.5%		2.3%					
PSI90 Complications / patient safety for selected indicators	Jul 1, 2019 - Jun 30, 2021	As Compared to National Benchmark	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Same As National	Not Applicable	
			0.96		0.95	0.93	0.98		1.0%	1.0%		0.8%	1.0%	1.0%		0.9%				1.0%	
PSI4SURG COMP Death rate among surgical patients with serious treatable complications	Jul 1, 2019 - Jun 30, 2021	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Worse Than National	Same As National	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	Not Applicable	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	Same As National	Same As National	N/A (Too Few To Rpt)	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	
				185.6%	170.68							151.6%	148.7%								
Readmissions & deaths 30 day rates of readmission %																					
READM30 AMI Acute myocardial infarction (AMI) 30day readmission rate	July 2018 - Jun 2021	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Same As National	Same As National	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Same As National	N/A (Too Few To Rpt)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable	N/A (Too Few To Rpt)	Not Applicable	

Public Reporting

Source: January 2023 Hospital Compare Preview Reports

Updated 11/22/2022



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 Community Hospital 490038	Russell County Hospital 490002	Sycamore Shoals Hospital 440018	Uncoi County Hospital 440001	Johnson County Community Hospital 441304	Greeneville Community Hospital 440050	Lee County Community Hospital 491309	
National Hospital Compare																					
READM30HF Heart Failure 30Day readmissions rate	July 2018 - Jun 2021	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	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	
READM30PN Pneumonia 30day readmission rate	July 2018 - Jun 2021	As Compared to National Benchmark	Same As National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	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	
READM30 STK Stroke 30day readmission rate	July 2018 - Jun 2021	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	
READM30 COPD Chronic obstructive pulmonary disease 30day readmission rate	July 2018 - Jun 2021	As Compared to National Benchmark	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable (Too Few Cases)	Same As National	Not Applicable	Same As National	Same As National	Same As National	Same As National	Same As National	Same As National	Not Applicable	Not Applicable	Same As National	
READM30 CABG Coronary artery bypass graft (CABG) surgery 30day readmission rate2	July 2018 - Jun 2021	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	N/A (Too Few To Rpt)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
READM30 HIPKNEE 30day readmission rate following elective THA / TKA	July 2018 - Jun 2021	As Compared to National Benchmark	Not Applicable	Same As National	Same As National	N/A (Too Few To Rpt)	N/A (Too Few To Rpt)	Not Applicable	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable	Same As National	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	Not Applicable	Not Applicable	N/A (Too Few To Rpt)	
READM30 HOSPWIDE 30day hospitalwide allcause unplanned readmission	July 20120 - Jun 2021	As Compared to National Benchmark	Same As National	Worse Than National	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	N/A (Too Few To Rpt)	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	
Readmissions & deaths 30 day death (mortality) rates %			16.3%	16.7%	15.8%	14.7%	15.7%		14.7%	14.7%		16.6%	15.5%	13.9%	17.6%	15.2%	14.8%		15.7%		
MORT30AMI Acute myocardial infarction (AMI) 30day mortality rate	July 2018 - Jun 2021	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Same As 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)	Same As National	Not Applicable (Too Few Cases)	Not Applicable	Not Applicable (Too Few Cases)	Not Applicable	
MORT30HF Heart failure 30day mortality rate	July 2018 - Jun 2021	As Compared to National Benchmark	Same As National	Worse Than 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	Worse Than National	Not Applicable	
MORT30PN Pneumonia 30day mortality rate	July 2018 - Jun 2021	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	Same As National	Same As National	Same As National	Not Applicable	Same As National	Same As National	Not Applicable	Same As National	Not Applicable	
MORT30STK Stroke 30day mortality rate	July 2018 - Jun 2021	As Compared to National Benchmark	Not Applicable (Too Few Cases)	Worse Than National	Same As National	N/A (Too Few To Rpt)	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	
			19.0%	12.5%								16.7%	13.5%						14.0%		

Public Reporting

Source: January 2023 Hospital Compare Preview Reports

Updated 11/22/2022



		For Discharges Between National Hospital Compare																		
		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 Community Hospital 490038	Russell County Hospital 490002	Sycamore Shoals Hospital 440018	Uncoi County Hospital 440001	Johnson County Community Hospital 441304	Greeneville Community Hospital 440050	Lee County Community Hospital 491309	
MORT30 COPD 30day mortality rate COPD patients	July 2018 - Jun 2021	As Compared to National Benchmark	Same As National	Same As 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)	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
			8.2%	9.9%	9.9%	8.2%	8.3%		8.3%		10.8%	8.6%	8.8%	8.6%	8.2%			7.9%		
MORT30 CABG Coronary artery bypass graft surgery 30day mortality rate	July 2018 - Jun 2021	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
				3.2%	3.7%							3.7%								
Use of medical imaging Outpatient imaging efficiency %																				
OP8 MRI Lumbar Spine for Low Back Pain	Jul 1, 2020 - Jun 30, 2021	45.2%	Not Applicable (Too Few Cases)	48.5%	58.9%	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)	50.7%	48.1%	53.8%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	56.7%	Not Applicable
OP10 Abdomen CT Use of Contrast Material	Jul 1, 2020 - Jun 30, 2021	6.3%	8.7%	5.7%	5.1%	1.3%	0.0%	1.6%	10.4%	4.0%	6.5%	4.6%	2.6%	0.8%	6.4%	4.5%	6.8%	8.1%	Not Applicable	
OP13 Outpatients who got cardiac imaging stress tests before lowrisk outpatient surgery	Jul 1, 2020 - Jun 30, 2021	3.9%	3.7%	4.2%	2.6%	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)	5.5%	2.8%	6.2%	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	Not Applicable (Too Few Cases)	3.2%	Not Applicable