

Survey of Patients' Experiences				
Indicator	Hospital	National Average	Alabama Average	Most Significant Variance
Patients who reported that they "Always" received help as soon as they wanted	73%	64%	65%	9%
Percentage of patients who reported staff always explained about medications before giving them	79%	56%	66%	23%
Percentage of patients who reported that their doctor always "communicated" well	89%	82%	86%	7%
Patients who reported that their room and bathroom were "Always" clean	60%	75%	76%	16%
Percentage of patients who rated "yes" they were given information about what to do during their recovery at home	91%	87%	86%	5%
Timely and Effective Care				
Indicator	Hospital	National Average	Alabama Average	Most Significant Variance
Average time waiting in the ER after being admitted but not sent to inpatient room	39min	58min	59min	20min
Average time spent in the ER before finishing a visit	130min	113min	114min	17min
Average time spent in the ER before seeing a Health Care Provider	39min	18min	30min	21min
Percentage of patients receiving appropriate recommendations for colonoscopy follow up	67%	80%	80%	13%
Percentage of patients who left the ER without being seen	7%	2%	2%	5%

• 2nd Milestone (Essay): Two Steps – (1) Data Summary and (2) Recommendations

- **Essay Step 1:** Analyze and summarize the data for each of the two hospitals presented in your charts or graphs in narrative form as unfavorable or favorable compared to the state and national benchmarks using ONLY the variances (i.e. how much higher or lower the hospital is compared to benchmarks) to demonstrate their significance. Do not repeat all the individual data points in your essay.
- **Essay Step 2:** You are the consultant assigned to review this data on behalf of the hospitals. For ALL data points you find to be significantly UNFAVORABLE (i.e. poor hospital performance), **RESEARCH** the scholarly/credible literature and explain to your hospital clients:
 - **1) Potential causes of the problem.** What does the scholarly literature present as potential causes for each issue presented as unfavorable? **2) Potential solutions or process improvement strategies** that can be implemented to improve the problem. What does the scholarly literature present as potential solutions or process improvement strategies for each issue presented as unfavorable.
 - Both potential causes and solutions must be presented for each unfavorable area of performance. These are not the same thing. For example, if you find the use of medical imaging is significantly higher than the national average, **RESEARCH** and explain potential causes (example: the practice of defensive medicine), and **RESEARCH** process improvement changes they might consider to reduce the use of imaging without impacting quality of care (example: interdisciplinary team review of ordering practices).
 - Be creative. Research ONLY scholarly/credible journal articles found through sources such as the UWF library databases or Google Scholar. Include these sources on your reference list with corresponding APA in-text citation.
- Your written essay (i.e. Step 1 and Step 2 above - not including tables or graphs from the 1st Milestone) must be **at least FIVE full pages** in length in Word format. You will want to be complete and concise (i.e. quality not quantity!). Your grade will be based on how thoroughly and creatively you completed each step of the assignment.
- **Your essay MUST BE in proper APA format** (i.e. title page, running head, body format, reference list, in-text citation, etc.). APA Reference Style Guidelines and an APA Sample Paper are provided in the course Table of Contents – Important Course Information and many tutorials are available online to show you how to set an APA running head, etc. **Note: an abstract page is NOT needed for this assignment.**

Project Format Notes:

- Although you will be submitting the essay in milestones, the final submission should include both Milestone submissions as ONE cohesive APA formatted document. Data presentation should be submitted as an Appendix after the reference list.
- Turnitin software is used to determine what percentage of your work is copied from other documents or websites. Concepts taken from your sources must be presented/written in your own words whenever possible, using proper APA in-text citation to indicate which source on your reference list was used.