

New York State Veterans Affairs Hospitals Regional Performance Score Card

Hospital Measures	Bronx	NY Harbor Manhattan	NY Harbor Brooklyn	Northport	Hudson Valley Castle Point	Hudson Valley Montrose	Albany	Syracuse	Bath	Western NY Buffalo
Region	New York City			Long Island	Hudson Valley		Capital District	Central NY	Southern Tier / Central NY	Western NY
Patients who rated the hospital "9" or "10" on a scale of 1 to 10 (10 = highest) ¹	61	64		68		66	73	78	77	60
Doctors "always" communicated well ¹	76	78		77		82	81	75	78	72
Nurses "always" communicated well ¹	70	72		74		79	80	77	86	70
Staff "always" explained about medications before dispensing ¹	60	59		61		52	68	68	71	57
Patients "always" received help as soon as they wanted ¹	62	58		58		63	66	69	73	59
Hospital was "always" quiet at night ¹	57	55		53		63	51	46	70	42
Hospital room was "always" clean ¹	63	69		64		68	72	68	88	55
Patient was given information about what to do during recovery at home ¹	78	80		83		83	86	87	86	85
Patients who "strongly agree" they understood their care when they left the hospital ¹	51	48		52		50	55	54	60	49
Collapsed lung due to medical treatment ²	0.21	0.66	0.3	0.34	0		0.26	1.08	0	0.28
In-hospital hip fracture due to fall ²	0	0	0	0.42	0		0.31	1.08	0	0
Accidental cut or tear due to medical treatment ²	0	4.54	0	2.58	0		1.69	0.22		0
Pressure ulcers ²	0.75	2.53	2.36	0	0		0	0	0	0
Chronic obstructive pulmonary disease (COPD) patient deaths < 30 days after discharge ³	4.96	3.7	4.1	3.9	4.6		5.2	6.04	4.3	5.8
Heart attack patient deaths < 30 days after discharge ³	12.7	11.1	13.5	13			12.5	13.6		11.3
Heart failure patient deaths < 30 days after discharge ³	9.7	7.5	9.9	9	9.6		12.3	13.6	11.7	12.8
Pneumonia patient deaths < 30 days after discharge ³	16.4	13.5	14.8	16.3	14		14.3	13.7	14.8	16.5
COPD patients readmitted < 30 days after discharge ³	21.2	15.3	14.6	17.4	14.7		16.9	21	17.6	17.7
Heart attack patients readmitted < 30 days after discharge ³		16.6	17.3	16.4			17.7	19.8		20.8
Heart failure patients readmitted < 30 days after discharge ³	27.6	23.8	28.8	24.5	23.6		27.2	28.7	22.8	26.5
Pneumonia patients readmitted < 30 days after discharge ³	22.3	20.9	19.7	20.4	17.6		17.8	20.7	17.7	17.9
Median time from arrival in ED to departure for admitted patients ⁴	376	312		310			404	365		435
Median time from decision to admit to departure from ED ⁴	300	153		125			235	295		211
ED patients assessed and given flu vaccine ⁵	78	99		90		94	78	79	84	84

¹ % of patients reporting

² Rate per 1,000 patients

³ Rate per 100 patients with index condition

⁴ Time in minutes

⁵ % of ED patients

Top quartile among regional hospitals

Upper middle quartile among regional hospitals

Lower middle quartile among regional hospitals

Bottom quartile among regional hospitals

Missing data

