



## The Daily Briefing

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Excerpts from 9.22.10

### High quality may not translate to high patient satisfaction

Quality of care may not be a good indicator of patient satisfaction, according to a pair of [studies](#) recently released by CareChex, a division of the hospital and physician ratings firm The Delta Group.

For the first study, researchers analyzed data from Hospital Quality Alliance, CMS' Hospital Consumer Assessment of Healthcare Providers and Systems Database, and CMS' Medicare Provider Assessment and Review. The findings showed that quality of care varied by geographic area in the United States, with Ohio, Michigan, Delaware and Massachusetts ranking near the top for quality and the District of Columbia, Nevada, Hawaii and New Mexico ranking near the bottom. Meanwhile, the second study examined patient satisfaction with hospital care by geographic area and also noted wide disparities across regions.

Using the analysis from each study, CareChex noted that several states that ranked near the top for quality, ranked lower for patient satisfaction, suggesting that quality of care may not correlate to higher patient satisfaction. For example, Florida ranked eighth for quality of care, but 49th in patient satisfaction. Similarly, Ohio ranked first in overall quality but 34th in satisfaction. Researchers noted that an absence of "customer-oriented" care often led areas with strong clinical quality to have low patient satisfaction ratings.

According to the researchers, the results underscore the importance of regular patient satisfaction surveys instead of assuming that complying with quality of care standards will translate to a positive patient experience (CareChex [release](#), 9/20; Bowman, [FierceHealthcare](#), 9/21).