

Jacksonville hospitals among the best

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Florida hospitals have among the best quality of care in the nation, but score poorly in patient satisfaction, according to a study conducted by hospital rating service CareChex.

The finding could mean that other factors besides care have patients riled. Or, perhaps Florida patients just don't know how good they have it compared to other states.

CareChex, part of Greenville, S.C.-based The Delta Group, conducted the quality study using data from the federal government and other payers. The patient satisfaction scores came from a federal survey of patients' feelings about the hospital's performance, communication with staff, pain control, the hospital environment and other factors.

In the quality ranking, Florida hospitals were in eighth place out of 50 states and the District of Columbia, which ranked last. Ohio hospitals topped the list.

Breaking it down into hospitals in the 50-largest metropolitan areas, Jacksonville ranked 21st, just behind Orland at 20th. West Palm Beach-Boca Raton hospitals ranked seventh, the best in Florida. The Grand Rapids, Mich., area had the best hospital quality, while Las Vegas hospitals were the worst, according to CareChex.

Jacksonville hospitals scored #1 in the country in major neuro-surgery, #4 in neurological care, #5 in major orthopedic surgery, #11 in pulmonary care, #13 in cancer care, #16 in cardiac care, #19 in orthopedic care, and #40 for major cardiac surgery.

Florida hospitals were 49th in patient satisfaction.

The most satisfied hospital patients were in Vermont and the Greensboro-Winston-Salem, N.C., metropolitan area.