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Texas Spine & Joint Hospital Receives 5-Star Rating from Medicare Based on Patient Surveys

Tyler, Texas (April 20, 2015)—On April 16th, the Centers for Medicare and Medicaid Services (CMS) released a new ranking system for hospitals nationwide. Texas Spine & Joint Hospital is the only hospital in the Tyler/Longview area to receive 5 Stars, the highest possible ranking. Star rankings are based on survey feedback from actual patients.

“I have said many times that patient safety and patient satisfaction are our top priorities. This recognition is further proof of our commitment to our patients,” stated Tony Wahl, CEO of Texas Spine & Joint Hospital. “Feedback from patients, both positive and negative, is a valuable tool in our quest for excellence,” added Wahl.

The newly formed Star Rankings are based on results from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. CMS, along with the Agency for Healthcare Research and Quality (AHRQ), developed the HCAHPS Survey to provide a standardized survey instrument and data collection methodology for measuring patients’ perspectives on hospital care. The HCAHPS Survey is administered to a random sample of patients continuously throughout the year.

Despite accounting for only 5% of all U.S. hospitals, physician-owned hospitals, such as Texas Spine & Joint Hospital, represented 84 of the 251 hospitals receiving 5-Star ratings. 67% of the participating physician-owned hospitals received a 4 or 5 Star rating.

“The numbers are astonishing but not surprising – physician-led healthcare delivers high-quality results,” stated Blake Curd, MD, president of Physician Hospitals of America (PHA), the nation’s leading association for physician-owned hospitals. Dr. Curd added, “When you couple patient satisfaction with CMS quality data, there is no doubt patients do much better when they are treated at a physician-owned hospital.”