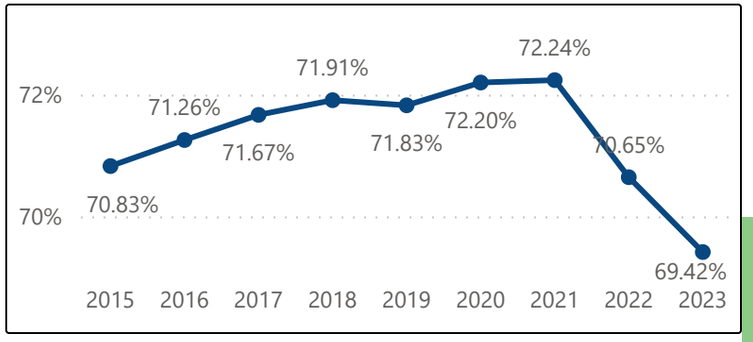
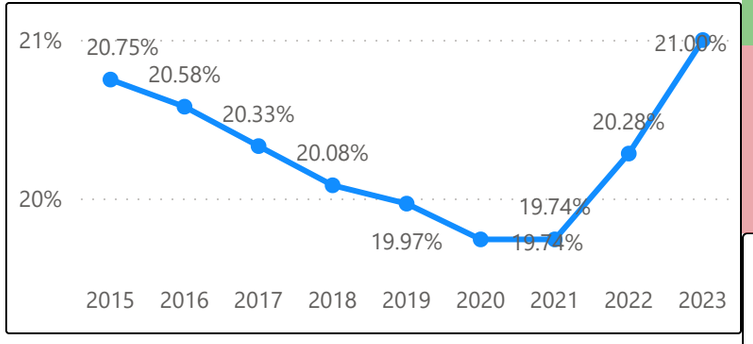
MAVEN ANALYTICS HEALTH CHALLENGE

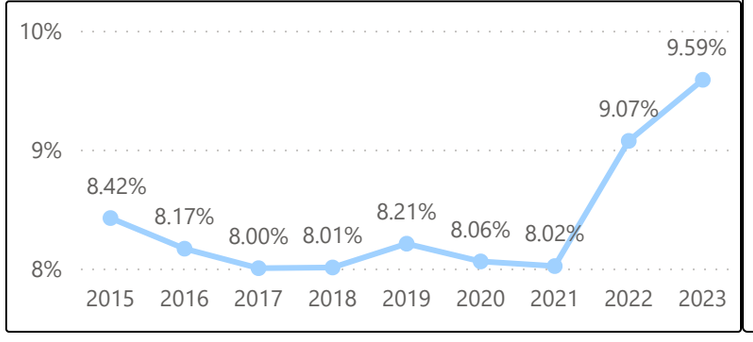
STATE LEVEL SCORES

CHANGE PERCENTAGE

2.0%	-1.2%	-13.8%



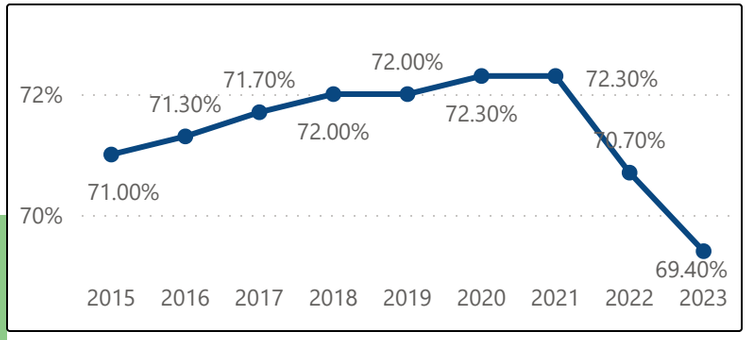


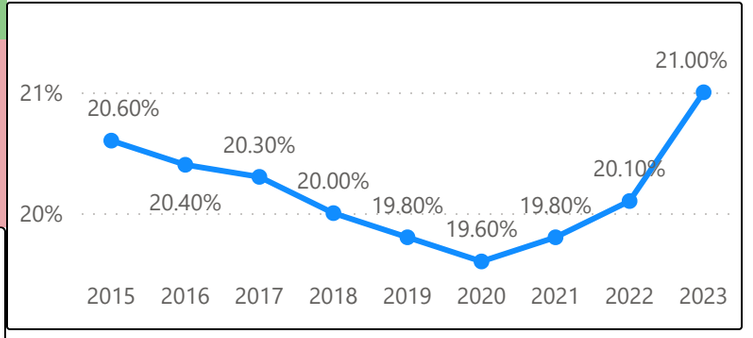


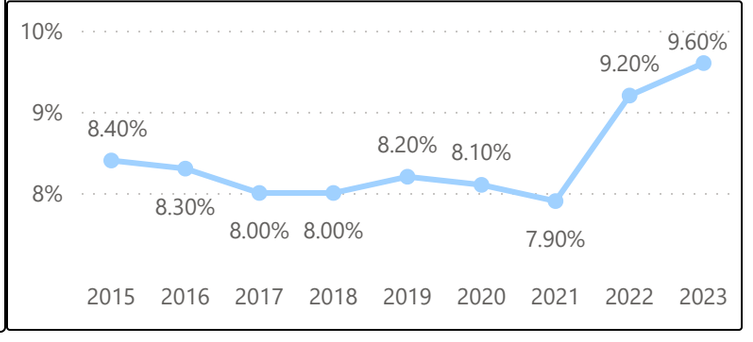
NATIONAL LEVEL SCORES

CHANGE PERCENTAGE

2.3%	-1.9%	-14.3%







State Measures	National Measures
Response Stats	Recommendations

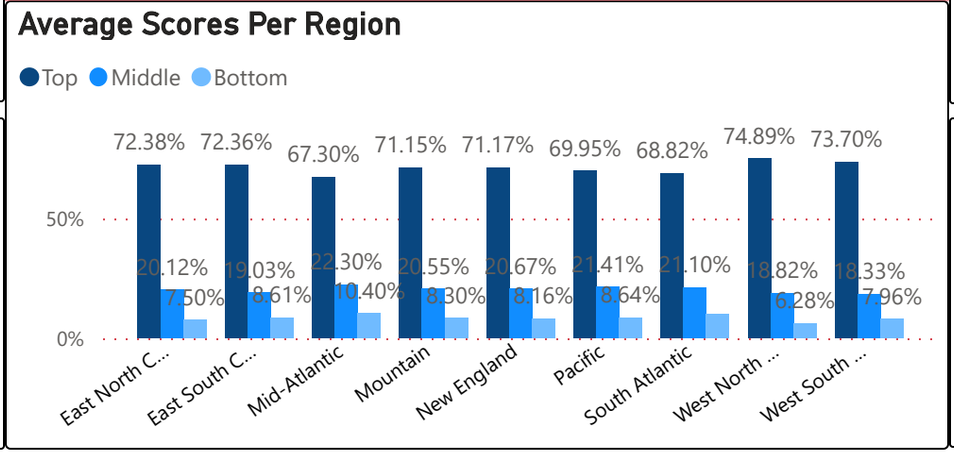
South Dakota

Most Satisfied Patients

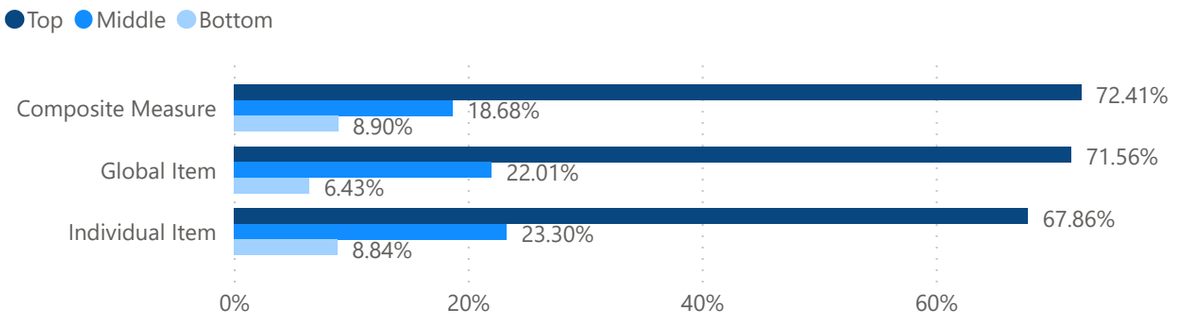
District of Columbia

Least Satisfied Patients

Average Scores Per Region

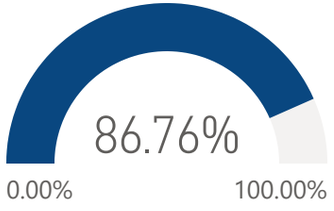


STATE LEVEL MEASURES



MOST EFFECTIVE

Discharge Information

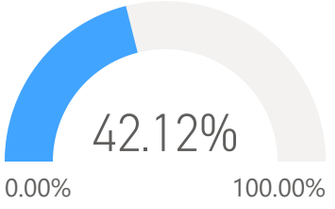


Communication with Doctors
81.38%

Communication with Nurses
80.14%

Discharge Information
86.76%

Care Transition

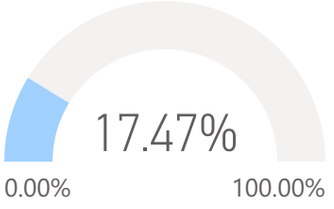


Care Transition
42.12%

Quietness of Hospital Enviro...
28.95%

Willingness to Recommend t...
23.64%

Communication about Medicines



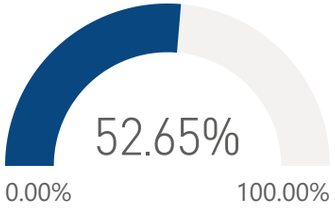
Communication about Medici...
17.47%

Discharge Information
13.24%

Quietness of Hospital Enviro...
9.49%

LEAST EFFECTIVE

Care Transition

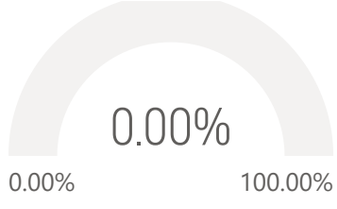


Care Transition
52.65%

Communication about Medici...
64.83%

Quietness of Hospital Enviro...
61.56%

Discharge Information

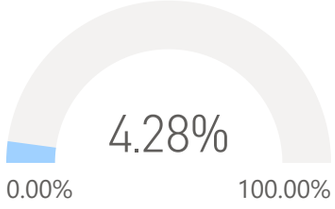


Communication with Doctors
14.15%

Communication with Nurses
15.58%

Discharge Information
0.00%

Communication with Nurses

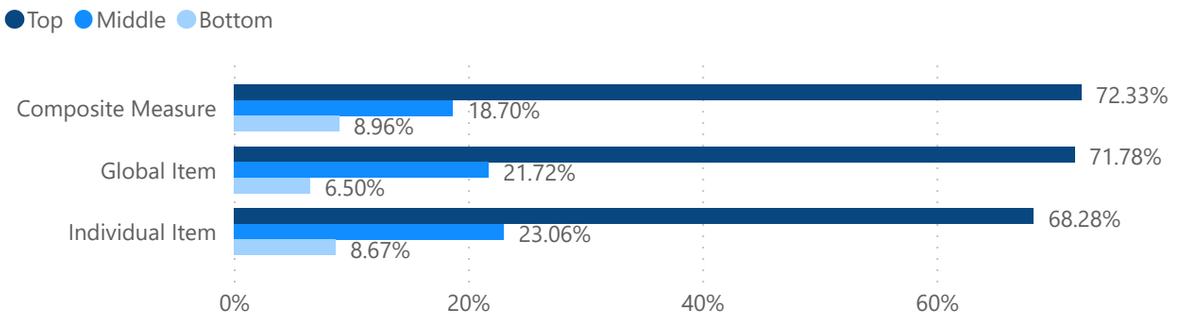


Communication with Doctors
4.48%

Communication with Nurses
4.28%

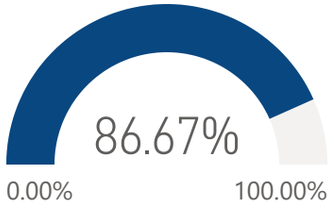
Willingness to Recommend t...
5.08%

NATIONAL LEVEL MEASURES



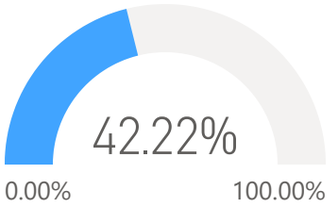
MOST EFFECTIVE

Discharge Information



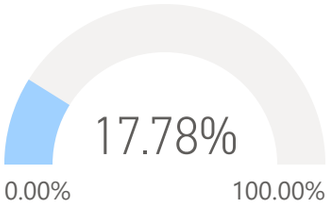
Communication with Doctors	81.33%
Communication with Nurses	80.11%
Discharge Information	86.67%

Care Transition



Care Transition	42.22%
Quietness of Hospital Enviro...	28.44%
Willingness to Recommend t...	23.44%

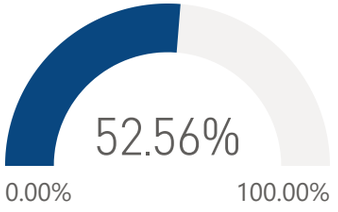
Communication about Medicines



Communication about Medici...	17.78%
Discharge Information	13.33%
Quietness of Hospital Enviro...	9.33%

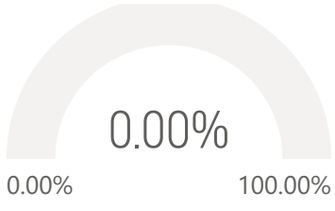
LEAST EFFECTIVE

Care Transition



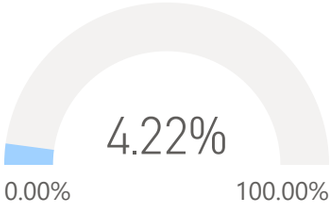
Care Transition	52.56%
Communication about Medici...	64.78%
Quietness of Hospital Enviro...	62.22%

Discharge Information



Communication with Doctors	14.22%
Communication with Nurses	15.67%
Discharge Information	0.00%

Communication with Nurses

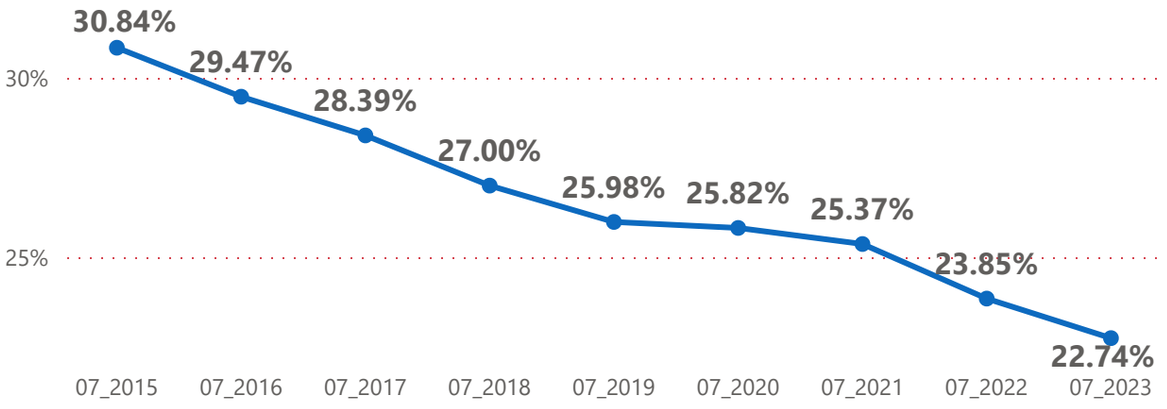


Care Transition	5.22%
Communication with Doctors	4.44%
Communication with Nurses	4.22%

RESPONSE STATS

Back

Average of Response Rate (%) by Release Period



26.61%
Average of Response Rate (%)

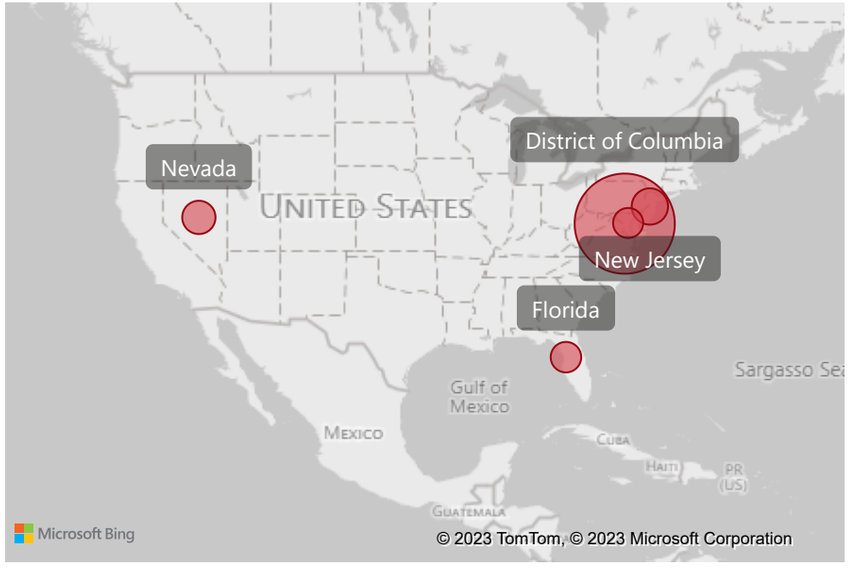
22.31M
Completed Survey with Nos

Completed Surveys with Labels

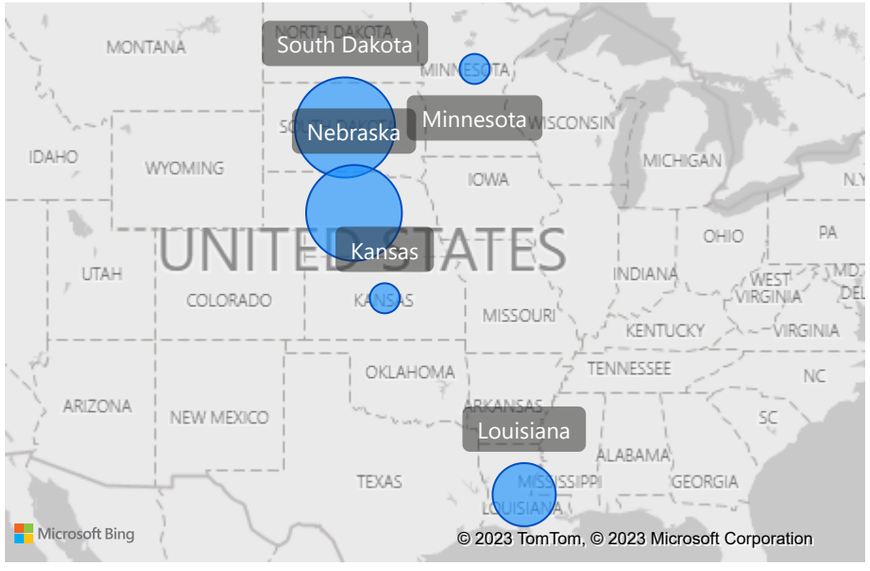
852	612	2771	777
Less Then 50	Less Then 100	300 or more	Between 100 & 299

State Name	Average Response Rate(%)
Nebraska	36.30%
Wisconsin	35.12%
Minnesota	34.47%
Iowa	33.66%
North Dakota	33.58%
South Dakota	33.20%
Kansas	32.84%
Pennsylvania	31.59%
Idaho	31.01%
Montana	30.86%

States With Least Satisfied Patients



States With Satisfied Patients



ANALYSIS

- The **hospital scores trend down**, resulting in a **1.99%** decrease between July 2015 and July 2023. The score started trending down on Monday, July 1, 2019, **falling by 3.36% (2.41) in 4 years**.
- At **74.89%**, **West North Central had the highest** Top and was 11.29% higher than **Mid-Atlantic**, which had the lowest Top at **67.30%**.
- Hospital score was highest for **South Dakota** at **76.81%**, followed by Nebraska and Louisiana.
- Among measures, **Discharge Information** is most effective & **Care Transition** is least effective.
- **South Dakota** state is observed with **most satisfied patients** with score of **76.81%** followed by **Nebraska** with score of **76.72%**,
- **District of Columbia** has **least satisfied patients.**
- Measures like **Communication with Nurses, Willingness to Recommend the Hospital**, and **Communication with Doctors** needs major improvement in order to increase patient's satisfaction level.

Measures With Major Improvement Opportunity for Given Regions

Region	Communication with Doctors	Communication with Nurses	Willingness to Recommend the Hospital
East North Central	4.07%	3.44%	4.38%
East South Central	4.17%	4.89%	5.67%
Mid-Atlantic	5.52%	5.19%	6.59%
Mountain	4.78%	4.29%	5.11%
New England	4.39%	3.70%	4.65%
Pacific	4.80%	4.47%	5.07%
South Atlantic	5.33%	5.65%	6.55%
West North Central	3.16%	2.75%	3.14%
West South Central	4.06%	4.22%	4.94%

RECOMMENDATIONS

1. Optimum patients satisfaction can be achieved by improving the measures that fall in bottom of Top scores as they require little more improvement for better results.
2. States with lowest scores must get guidance from states with highest scores.
3. Efforts need to be made to increase over all response rate in order to get better understanding of patient's needs.
4. Measures with major improvement opportunities must also be worked upon to facilitate patients like improving Communication with Nurses etc.