

Hospital Process of Care Measures Tables for Heart Failure

Note: Use the information in Hospital Compare with the other information you gather about hospitals as you decide where to get hospital services. You may want to contact your health care provider, your State Survey Agency or your state Quality Improvement Organization (QIO) for more information. If you have a complaint about the quality of the medical care you or a loved one received at a hospital, first contact the hospital's patient advocate. Or, contact your state QIO. If you have other complaints about a health care facility, contact your State Survey Agency. Their phone numbers can be found at [medicare.gov/Helpful Contacts](http://medicare.gov/Helpful_Contacts). Additional information about hospitals may be found on the state websites.

Results can be found at

<http://www.hospitalcompare.hhs.gov/Hospital/Search/compareHospitals.asp>

Higher Percentages Are Better (some of the recommended care given to patients if appropriate*)

Hospital Process of Care Measure	UNITED STATES AVERAGE	TEXAS AVERAGE	Percentage for GOOD SHEPHERD MEDICAL CENTER	Percentage for LONGVIEW REGIONAL MEDICAL CENTER
Percent of Heart Failure Patients Given Discharge Instructions	76%	75%	94% of 237 patients ²	100% of 105 patients
Percent of Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function	89%	87%	91% of 285 patients ²	100% of 131 patients
Percent of Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)	89%	88%	82% of 102 patients ²	100% of 46 patients
Percent of Heart Failure Patients Given Smoking	91%	90%	100% of 48 patients ²	100% of 23 patients ¹

Cessation Advice/Counseling				
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* The percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your health care provider if you have questions about your treatment.

1: The number of cases is too small (<25) to reliably tell how well a hospital is performing.

2: The hospital indicated that the data submitted for this measure were based on a sample of cases.

Data Last Updated: August 25, 2009