

CHLH 494: Rural and Urban Health Care

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April 7th, 2011
Project Review

Project Objectives:



Patient Demographics

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- International presence (complex medical problems)

Patient Demographics

- - Private Insurance: 39%
 - Medicare: 33%
 - Medicaid: 21%
 - Charity care: 5%
 - Private Payment: 2%
- - 8,260 (45-64 year old age group)
 - Average number of days=3.5

Patient Demographics

- - White: 97% or greater
 - Persons 65 years and up: ~ 19% (Illinois= 12.4%)

- - Medicare: 51.7%
 - Medicaid: 15.4%



Patient Satisfaction



- Incentive for hospitals to reach their goals in patient satisfaction

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

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- About 33% return rate (Rush)
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- Allows consumers of healthcare to compare scores between hospitals and to the state and national benchmarks

Ways to Improve Patient Satisfaction

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Resources for Patient Satisfaction



Hospital Administration and Resource Allocation

- 1 Board of Trustees
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- Services Offered:
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- Contracts with nearby tertiary care facility

Hospital Administration and Resource Allocation

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- Specialized--orthopedic, ED, etc.
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Community Involvement



Benefits of Urban



Benefits of Rural



Common Challenges

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- Older buildings □ patient perception of cleanliness
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Urban and Rural Challenges



Discussion/Evaluation

Thank you!

