Health & Wellness

Tyrone Hospital

A Five Star Destination

An advertising supplement to the Altoona Mirror
When you think about a five star rating, you more than likely envision your favorite restaurant, hotel or resort. Now you can add Tyrone Hospital to your list!

In August of this year, Tyrone Hospital achieved a five star rating on the current Centers for Medicare and Medicaid Services (CMS) Hospital Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS).

HCAHPS is a national standardized survey tool used to measure patients' perception of the quality of care they receive when hospitalized. Patient experience is one aspect of hospital quality. A five star scale is used to rate hospitals, with more stars indicating better quality of care.

Patients rate hospitals on areas such as communication with doctors and nurses, responsiveness of hospital staff, cleanliness and quietness of the hospital environment, pain management, communication about medications, discharge information, how prepared patients felt to go home, overall hospital experience and if patients would recommend the hospital to others.

Tyrone Hospital's current ratings exceed the average rate for Pennsylvania hospitals. For example, Tyrone's rate for responsiveness of hospital staff is 83% while the Pennsylvania rate is 68% and Tyrone Hospital's overall hospital satisfaction rate is 79% while the rate for Pennsylvania is 69%.

Tyrone is also a top performer when compared to other Pennsylvania Critical Access Hospitals as well as other hospitals in Blair County. In addition, Tyrone is a top performer with regard to response rate. Tyrone's response rate is 53% while the average response rate for Pennsylvania is 39%.

Amy Vereshack, Director of Performance Improvement at Tyrone Hospital said, “Tyrone has had strong ratings on the HCAHPS survey since we started to measure this data. The current scores are our best yet and they reflect our continuous improvement philosophy.”

The HCAHPS scores provide information to help consumers choose a hospital and they help hospitals evaluate their performance as well. “We monitor our performance using a variety of measures. This one tells us how our patients think we are doing,” said Mrs. Vereshack. “At Tyrone Hospital, we have heavy emphasis on quality of care and customer service. Our goal is to exceed patient expectations. It’s exciting to see our current scores because they show we are certainly meeting that goal.”

Tyrone Hospital utilizes a third party vendor to randomly select inpatients to receive surveys. CMS requires 300 completed surveys per year. On a quarterly basis, the oldest quarter of survey data drops off and the most recent quarter is added to the public report. Current data is for the October 2013 through September 2014.

PICTURED LEFT TO RIGHT ARE EMPLOYEE REPRESENTATIVES OF TYRONE REGIONAL HEALTH NETWORK'S SURGICAL SERVICES: GAYLENE BROWN, CERTIFIED REGISTERED CENTRAL SERVICE TECHNOLOGIST, CHRISTINE WOOMER, RN, OPERATING ROOM, CLIM FARABAUGH, CRNA, DIRECTOR OF ANESTHESIA, JOEY ZIMMERMAN, RN, RECOVERY ROOM, KENDRA DAUGHERNBAUGH, RN, OPERATING ROOM, AND SAMANTHA NICE, CERTIFIED SURGICAL TECHNOLOGIST, OPERATING ROOM.

PICTURED LEFT TO RIGHT ARE REPRESENTATIVES FROM TYRONE REGIONAL HEALTH NETWORK'S HOUSEKEEPING DEPARTMENT: DEBRA BARNES, BEVERLY RIZZO, LESIA RIGGLEMAN - ENVIRONMENTAL SERVICES SUPERVISOR, BARBARA WOODS AND IDA WALK. HOUSEKEEPING STAFF NOT PICTURED ARE LINDA HARRIS, NORMA HIGH, APRIL BARNES, KIRK PATTON AND SHARON FETTERS.
“Our organization follows a set of customer service standards and we work following a continuous improvement philosophy,” said Stephen C. Gildea, MBA, FACHE, CEO at Tyrone Hospital/Tyrone Regional Health Network. “That is the Tyrone Regional Health Network culture. We want to make sure every one of our patients has an excellent experience, not just clinically but with their entire hospital experience.”

Tyrone Hospital has also earned attention for cleanliness. Becker Healthcare’s Infection Control & Clinical Quality, a leading source of cutting-edge guidance and analysis on infection control, quality, patient safety and accreditation issues for the healthcare industry, showed Tyrone was among the top sixteen Pennsylvania hospitals that received high ratings from patients on the HCAHPS survey for their room and bathroom “always” being clean.

Mr. Gildea said each and every member of the “Tyrone Regional Health Network family” contributes to the hospital’s high ratings. “We recognize and greatly appreciate everyone’s good work. It’s like an orchestra, each person has to play their part very well and do that consistently for the end result to be good.”

One of the most challenging questions hospitals are asking is how can we set ourselves above the rest? Having highly skilled, trained and experienced staff; state of the art and updated equipment; and a broad range of services are all imperative to reach this goal. However, many hospitals can lay claim to these facts.

So what does a hospital do to take their ratings to the next level? Clearly, Tyrone Hospital has found the answer; teamwork and collaboration can achieve great things. Tyrone Hospital’s team knows how to divide the tasks and multiply the success. They strive every day to exceed the expectations of their patients and their families including clear communications, responsiveness, ensuring a very positive hospital environment, along with friendly and helpful staff.

“Our goal is to provide each patient who comes through our doors with dignity and respect. Tyrone Hospital’s staff treats patients and families as if they were their own loved ones. Patients do get special attention here. You are truly not just a number but our priority,” shared Mrs. Vereshack. “The atmosphere at our hospital is warm and friendly. We not only treat our patients like they are our family, in fact, we as coworkers, have become a family. We enjoy what we do and patients can sense that.”

Henry Ford described teamwork as “Coming together as a beginning; Keeping together as progress; Working together as success.” At Tyrone Hospital, teamwork has accomplished all of this. When you or a family member need medical attention remember to go to the five star hospital, Tyrone Hospital.
TYRONE HOSPITAL...

A Five Star Destination

... And still growing!

Altoona OB/GYN Associates, Inc.
Excellent Women’s Care

Specializing in ENT disorders for children and adults

GYN services for women in all stages of life

- Reinhart Family Practice
- ProCare Physical Therapy
- Lawrence Levinson, M.D. Internal Medicine
- Bellmeade Family Medicine

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