

CONSUMER
GUIDE
ON HEALTH
2018-2019

HC21
HealthCare 21 Business Coalition

WELLBEING

How a **WHOLE** You...
Affects your **WHOLE** Life.




DIET

Quit Smoking

Financial
Literacy 

WELLBEING

SLEEP

LOVE
more 


READ


GYM

ISN'T WELLBEING THE SAME AS WELLNESS?

YES & NO

While both have connections to health, wellness is more focused on one's physical health and disease prevention.

WELLBEING is focused on **ALL** the aspects of one's overall health:

- ...▶ PHYSICAL,
- ...▶ EMOTIONAL,
- ...▶ SOCIAL
- ...▶ & FINANCIAL.



"Health is **NOT** merely the absence of disease."

- World Health Organization

According to the CDC, wellbeing integrates both physical and mental health for a more "whole life" approach to health.

PHYSICAL WELLBEING

Being physically healthy has many benefits linked to heart health, diabetes, and other preventive diseases.

But did you know there is more to physical wellbeing than just physical activity?

Physical wellbeing includes not only staying active, but also nutrition, sleep and healthy choices.



BEING ACTIVE CAN

- Lower your blood pressure
- Aid in managing stress and anxiety
- Allow more restful sleep
- Encourage more time outside and in your community
- Promote a positive outlook and self-image

Source: American Heart Association



FOOD FUELS YOUR BRAIN...



It's no surprise that eating a balanced diet can help you maintain a good weight and prevent chronic disease, but providing your body with the nutrients it needs can also benefit your brain!



Source: Harvard Health Blog

- Your brain functions at its best when it is getting the proper fuel.
- Cutting out processed foods has a profound effect on your overall wellbeing.
- Foods high in vitamins, minerals, and antioxidants nourish your brain, improve your mood, give you energy, and help reduce inflammation throughout your body.

WHAT IS SLEEP DEPRIVATION?

It is when an individual doesn't get enough sleep, sleeps at the wrong time of day or doesn't sleep well.

Did you know that not getting enough sleep can cause major issues in both your physical and mental health? If you are sleep deficient you may have trouble with:

- Making sound decisions
- Solving problems
- Controlling your emotions
- Depression/suicide/risk-taking behavior
- Higher insulin level
- Obesity due to imbalance of hormones that make you feel hungry (ghrelin) or full (leptin)

Source: National Heart, Lung, and Blood Institute (NHLBI)

EMOTIONAL WELLBEING

Our everyday lives can be busy, overwhelming, and over-connected. As a result, stress rises.



The share of American's who report experiencing at least one stress symptom in the last month.

45% REPORT Lying awake at night

36% REPORT Feeling nervous or anxious

35% REPORT Irritability or anger

34% REPORT Fatigue due to stress

Source: American Psychological Association (APA)

A FEW MYTHS ABOUT STRESS

MYTH 1: **Stress is the same for everyone.**
Each of us responds to stress in an entirely different way.

MYTH 2: **If there are no symptoms then there is no stress.**
Absence of symptoms does NOT mean absence of stress.

MYTH 3: **Only major symptoms call for attention.**
Minor symptoms are early warnings that things are getting out of hand and need to be better managed.

Source: APA



NOT ALL **STRESS** IS THE **SAME**

ACUTE:

Short term stress resulting from demands and pressures of the recent past and those anticipated in the near future. It is the most common and most manageable. Symptoms include emotional distress, tension headaches, stomach/gut/bowel problems and rapid heartbeat.

EPISODIC ACUTE:

Sufferers have acute stress often, and their lives are in constant disorder. They are always in a hurry, but always late, have a lot of "nervous energy", and can't seem to organize the self-inflicted demands and pressures of life.

CHRONIC:

Stress that takes its toll year after year. This is the stress of poverty, dysfunctional families or being trapped in an unhappy situation. It is the most difficult to treat and can result in a fatal breakdown. Source: APA

HOW DO I **MANAGE** **STRESS?**

Identify Your Sources

What are your triggers? Are they related to family, health, financial decisions, work, relationships or something else?

Learn Your Signals

Do you have a hard time concentrating, feel irritable or angry, get headaches or lack energy?

Find Healthy Ways to Manage

Consider stress-reducing activities such as exercise or talking things out with family/friends/therapist.

Take Care of You!

Be sure to eat right, get plenty of sleep, stay hydrated and engage in physical activity.

Source: APA

POSITIVE THINKING HAS POSITIVE EFFECTS

The National Institutes of Health has found a link between upbeat mental state and improved health. This doesn't mean never feeling sadness or anger, just that people who savor positive emotions have greater feelings of well-being and reduced physical health factors.

Source: NIH

SOCIAL WELLBEING

Being connected to others is a basic human need. But did you know it's as important as getting exercise AND eating your veggies?

A study showed that lack of social connection is a greater detriment to health than obesity, smoking and high blood pressure!

Source: University of Michigan



BENEFITS OF SOCIAL CONNECTION

- 50% increased chance of longevity
- Stronger gene expression for immunity (research by Steve Cole, UCLA)
- Lower rates of anxiety and depression
- Higher self-esteem and empathy
- Better emotion regulation skills

Source: Stanford University's Center for Compassion and Altruism Research and Education

- Slower recovery from diseases
- Higher Inflammation at the cellular level
- Increased antisocial behavior and violence
- Higher chances of anxiety, depression and suicide.

Source: NCBI

RISKS OF A LOW SOCIAL CONNECTION

THE GOOD NEWS!

- Volunteering and compassion create a sense of purpose and connection.
- Keeping stress well managed allows for more opportunity to be outward-focused, which is linked to a higher sense of connection.
- Asking for help and reaching out to others keeps you connected when they may not recognize your needs.

Source: Stanford University's Center for Compassion and Altruism Research and Education

While many use technology to stay connected, it is beneficial to UNPLUG.

Source: Fitness Together

Reduce feelings of envy, FOMO (fear of missing out), and loneliness.

Allow time for solitude and self-reflection.

Focus on what is happening around you... go experience life!

Having control over your finances plays a big role in your overall wellbeing. It allows you to feel freedom over your day-to-day and month-to-month finances.

Not having control can cost as much as 100 points on your credit score. That's for just ONE late payment!

Source: National Foundation for Credit Counseling

FINANCIAL WELLBEING

REALITY CHECK



ASK YOURSELF:

If you answer "Yes" to some or all of these, you are advised to seek financial counseling immediately.

Source: National Foundation for Credit Counseling

- Do I **hide purchases** from others?
- Do I **pay my bills late** or ignore them all together?
- Are my checking **accounts overdrawn** regularly?
- Do I routinely **purchase, and then return** items?
- Am I **afraid to check** my credit report and score?
- Do I use shopping as a way to **cope with emotional stress**?

SIX SIMPLE FINANCIAL HABITS

- **Conservatively borrow** only what you can afford
- **Spend less** than you earn
- **Save** for the future
- **Boost** your earning capacity
- **Protect** what you have
- **Grow** your money

Source: Smart About Money

Try adopting these long-term strategies over the next five years:

- **Get rid of cable** or cancel the premium channels
- **Switch banks** to avoid inflated fees
- **Eat out less** often
- **Visit thrift stores** before buying something new
- **Pay cash** rather than using credit cards

Source: Smart About Money



WHAT CAN I DO TO IMPROVE MY WELLBEING IN THE WORKPLACE?

As can be imagined, if you struggle in any of the areas of wellbeing, it can be difficult to be productive in your job. Here are simple things you can do at work to enhance your wellbeing.

PHYSICAL WELLBEING

A 2012 study showed that eating unhealthy was linked with a 66 percent increased risk of loss of productivity. The increased risk was 50 percent with infrequent exercise!

- ✓ Snack on fruits and veggies rather than candy
- ✓ Bring a 16 oz. bottle of water to try and refill 3x/day
- ✓ Walk during your lunch break
- ✓ Take the stairs instead of the elevator
- ✓ Disinfect your keyboard, mouse and phone regularly
- ✓ Increase your font size to reduce eye strain
- ✓ Eat a balanced lunch

Source: Brigham Young University and WebMD

EMOTIONAL WELLBEING

According to the CDC, job stressors can affect an employee's safety and health. But there are ways to lessen the impact of these stressors.

- ✓ Declutter your desk
- ✓ Post positive messages around your workspace
- ✓ Step away from your desk and go for a walk to clear your mind
- ✓ Watch a funny video for a good laugh
- ✓ If your company offers an EAP service, use it!
- ✓ Develop a workplace plan with your manager to help identify what you need to be successful

Source: Workplace Strategies for Mental Health

SOCIAL WELLBEING

Six hours of social time is recommended per day. This can be challenging at work, but it is important to find ways to squeeze in social breaks.

- ✓ Eat lunch with friends and co-workers in the office, or away if time allows
- ✓ Visit social media sites during breaks
- ✓ Send personal emails occasionally throughout the day
- ✓ Take short breaks to walk to a co-worker's desk and "chat"
- ✓ Organize volunteer opportunities with your company

Source: Brigham Young University and WebMD

FINANCIAL WELLBEING

It is hard to concentrate at work if you are stressing about your finances. Use tools available through your company to improve your cash flow.

- ✓ Contribute the maximum to your 401K plan
- ✓ Use automatic deposit to put 20% of your take-home pay into a savings or high interest account
- ✓ Stash away any raises or bonuses throughout the year
- ✓ Utilize any financial services made available through your employer

Source: Smart About Money

UNDERSTANDING THE TERMS

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

OVERALL PATIENT SAFETY RANKINGS

Never Events - Four bars indicates the hospital has agreed to Leapfrog's Never Events policy. Never Events are outcomes that should not occur while you are in the hospital. Examples are surgery on the wrong body part or discharging an infant to the wrong family.

Steps to Avoid Harm - Patients should choose a hospital with a high score in this category. High scores indicate the hospital has put into place procedures to reduce 17 common, preventable medical mistakes.

Prevent Medication Errors - Patients should choose a hospital that uses computer prescriber order entry (CPOE) to order medications, tests and procedures to avoid errors.

Appropriate ICU Staffing - Patients should choose a hospital with an intensive care unit (ICU) staffed by doctors and other caregivers that have received specialized training in critical care.

Appropriate Use of Antibiotics in Hospitals: Using Antibiotics responsibly helps prevent the spread of antibiotic-resistant bacteria. High scores indicate the hospital is committed to the principles set down by the CDC.

HOSPITAL ACQUIRED INFECTIONS

Central Line Infections - Some patients receive a tube inserted to deliver medications and other treatments. This puts them at higher risk for blood infections, known as Central Line-Associated Bloodstream Infection (CLABSI). A number lower than 1 means fewer infections than expected.

Urinary Catheter Infections - When not inserted and removed correctly, catheters can cause serious infections. A rate lower than 1 means fewer infections than expected.

MRSA Infections - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of staph bacteria that cannot be killed by many antibiotics. MRSA can be found in bed linens or medical equipment and can be spread if providers do not properly wash their hands between patients. MRSA can cause life-threatening bloodstream infections, pneumonia and surgical site infections. A number lower than 1 means fewer infections than expected.

C.Diff Infections - Clostridium difficile (C. diff) is a bacterium that can cause diarrhea, abdominal pain, loss of appetite, and fever. Most C. diff cases occur in patients taking antibiotics, and fully killing the bacteria in an infected patient can be very difficult. C. diff can spread on contaminated equipment or by providers who fail to properly wash their hands between patients. A number lower than 1 means fewer infections than expected.

HOSPITAL SAFETY GRADE

The grades used in the Leapfrog Hospital Safety ScoreSM program are derived from expert analysis of publicly available data using national evidence-based measures of patient safety.

The Leapfrog Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit www.hospitalsafetygrade.org.

WHAT DO THE RESULTS MEAN?



Fully Meets Standards



Substantial Progress



Some Progress



Willing to Report



The hospital chose not to disclose this information.



Procedure is not performed at the hospital.

Unable to Calculate

The hospital reported fewer than 30 admissions over a 24-month period for this condition.

Not Eligible

Not eligible based on criteria.

CHATTANOOGA / CLEVELAND / NORTH GEORGIA

OVERALL PATIENT SAFETY RATINGS

HOSPITAL ACQUIRED INFECTIONS

HOSPITAL SAFETY GRADE

HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS						HOSPITAL SAFETY GRADE			
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI) Rate	Catheter Associated Infections (CAUTI) Rate	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade		
								MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Children's Hospital at Erlanger							0.604		0.697		1.540		0.838	Not Eligible	Not Eligible
Erlanger Baroness Hospital							0.604		0.697		1.540		0.838	C	C
Erlanger East Hospital						Unable to Calculate		Unable to Calculate		Unable to Calculate			0.436	C	C
Erlanger North Hospital				NA		Unable to Calculate		Unable to Calculate		Unable to Calculate			1.400	Not Eligible	Not Eligible
Floyd Medical Center							0.220		1.479		1.491		0.874	C	B
Hamilton Medical Center							1.634		1.548		0.899		0.356	Not Eligible	B
Parkridge East Hospital							1.725		2.331	Unable to Calculate			0.280	C	C
Parkridge Medical Center							1.405		2.505		1.920		0.860	C	B
Redmond Regional Medical Center							1.456		0.158		1.272		0.287	B	A
Gordon Hospital						Unable to Calculate			0.000	Unable to Calculate			0.284	A	A
Memorial Hixson Hospital							0.261		1.111	Unable to Calculate			0.313	B	A
Memorial Hospital Chattanooga							0.572		0.952		1.035		0.780	B	C
Starr Regional Medical Center						Unable to Calculate			0.000	Unable to Calculate			0.000	B	B
Tenova Healthcare-Cleveland Main														D	Not Eligible
Tenova Healthcare-Cleveland West														D	Not Eligible

KNOXVILLE

OVERALL PATIENT SAFETY RATINGS

HOSPITAL ACQUIRED INFECTIONS

HOSPITAL SAFETY GRADE

HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS								HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)	Catheter Associated Infections (CAUTI)	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade		
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Blount Memorial Hospital							1.395		1.260		3.898		1.012	C	C
University of Tennessee Medical Center							0.174		0.556		0.587		0.984	A	A
Fort Sanders Regional Medical Center							1.281		0.826		0.586		0.259	A	A
Methodist Medical Center of Oak Ridge							0.338		0.185		0.000		0.591	A	B
North Knoxville Medical Center							1.770		2.334		2.297		0.447	C	B
Parkwest Medical Center							1.684		1.245		0.921		0.332	A	B
Physicians Regional Medical Center							1.137		1.076		3.449		0.632	C	C
Turkey Creek Medical Center							1.300		0.673		1.539		0.428	C	C
Claiborne Medical Center														Not Eligible	C
Cumberland Medical Center														B	A
East Tennessee Children's Hospital														Not Eligible	Not Eligible
Fort Loudon Medical Center														B	A
Jellico Community Hospital														Not Eligible	Not Eligible
LeConte Medical Center														C	B
Morristown-Hamblen Healthcare System														A	B
Roane Medical Center														A	B
Tennova Healthcare-Jefferson Memorial Hospital														Not Eligible	Not Eligible
Tennova Healthcare-LaFollette Medical Center														Not Eligible	Not Eligible

TRI-CITIES

OVERALL PATIENT SAFETY RATINGS

HOSPITAL ACQUIRED INFECTIONS

HOSPITAL SAFETY GRADE

HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS				HOSPITAL SAFETY GRADE		
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI) Rate	Catheter Associated Infections (CAUTI) Rate	Other Healthcare Associated Infections (HAI)		Spring 2018 Grade	Spring 2017 Grade	
							MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate		
Franklin Woods Community Hospital											A	A
Holtson Valley Medical Center											C	C
Indian Path Medical Center											C	D
Johnson City Medical Center											C	B
Laughlin Memorial Hospital											A	A
Sycamore Shoals Hospital											Not Eligible	C
Takoma Regional Hospital											Not Eligible	A
Unicoi County Memorial Hospital											Not Eligible	Not Eligible
Wellmont Bristol Regional Medical Center											B	A
Wellmont Hancock County Hospital											Not Eligible	Not Eligible
Wellmont Hawkins County Memorial Hospital											Not Eligible	Not Eligible

NASHVILLE

OVERALL PATIENT SAFETY RATINGS

HOSPITAL ACQUIRED INFECTIONS

HOSPITAL SAFETY GRADE

HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS							HOSPITAL SAFETY GRADE		
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)	Catheter Associated Infections (CAUTI)	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade		
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Maury Regional Hospital							0.638		0.882		0.454		0.715	A	A
Monroe Carell Jr. Children's Hospital at Vanderbilt							0.820		0.658		1.268		0.358	Not Eligible	Not Eligible
Nashville General Hospital							1.368		0.000		3.616		0.302	D	D
Northcrest Medical Center							0.777		0.606	Unable to Calculate			0.159	A	A
TriStar Ashland City Medical Center				NA		Unable to Calculate		Unable to Calculate		Unable to Calculate		Unable to Calculate		Not Eligible	Not Eligible
TriStar Centennial Medical Center							0.842		0.820		0.936		1.186	A	A
TriStar Hendersonville Medical Center							1.507		1.000		0.000		0.697	B	A
TriStar Horizon Medical Center						Unable to Calculate			0.598	Unable to Calculate			0.547	A	A
TriStar Skyline Medical Center							0.471		1.507		0.895		0.643	A	C
TriStar Southern Hills Medical Center							0.000		0.739	Unable to Calculate			0.608	A	B
TriStar StoneCrest Medical Center							0.576		0.468		1.681		1.108	B	A
TriStar Summit Medical Center							0.734		0.491		1.194		0.579	B	B
Vanderbilt University Hospital							0.898		0.450		0.992		0.707	A	B
Williamson Medical Center							0.389		0.470		0.672		0.678	A	A
Saint Thomas Mid-Town							0.916		0.682		0.534		0.484	A	C
Saint Thomas Rutherford Hospital							0.628		0.652		0.712		0.772	B	C
Saint Thomas West Hospital							0.483		0.766		1.121		0.693	B	B
Sumner Regional Medical Center							0.000		1.911		0.928		0.740	A	C
Decatur County General Hospital														Not Eligible	Not Eligible
Lincoln Medical Center														Not Eligible	C
Tennova Healthcare-Harton														D	D
Tennova Healthcare-Lebanon														Not Eligible	Not Eligible

MEMPHIS

OVERALL PATIENT SAFETY RATINGS

HOSPITAL ACQUIRED INFECTIONS

HOSPITAL SAFETY GRADE

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS						HOSPITAL SAFETY GRADE			
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)	Catheter Associated Infections (CAUTI)	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade		
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Baptist Memorial Hospital Collierville							1.748		0.000	Unable to Calculate		1.300	D	B	
Baptist Memorial Hospital of Memphis							0.371		0.400		0.572		1.232	D	C
Baptist Memorial Hospital - Union City						Unable to Calculate		Unable to Calculate		Unable to Calculate			0.183	B	A
Baptist Memorial Hospital for Women							1.223	Unable to Calculate		Unable to Calculate			0.000	Not Eligible	Not Eligible
Le Bonheur Children's Medical Center							1.077		1.080		2.759		0.258	Not Eligible	Not Eligible
Methodist Le Bonheur Germantown Hospital							0.705		0.258		0.632		0.652	B	B
Methodist North Hospital							0.509		0.000		1.241		0.664	C	C
Methodist South Hospital							0.231		0.000		0.639		1.224	C	C
Methodist University Hospital							0.802		0.404		1.061		1.126	C	C
Regional One Health							1.371		1.038		3.493		1.101	D	C
Saint Francis Hospital - Bartlett							0.529		0.973		1.543		1.156	A	A
Saint Francis Hospital-Memphis							0.763		0.659		1.924		1.095	C	B
St. Jude Children's Medical Center							1.627	Unable to Calculate		Unable to Calculate			6.333	Not Eligible	Not Eligible
Hardin Medical Center				NA		Unable to Calculate		Unable to Calculate		Unable to Calculate			1.882	Not Eligible	B
Baptist Memorial Hospital of Huntingdon														Not Eligible	Not Eligible
Baptist Memorial Hospital Tipton														Not Eligible	Not Eligible
Bolivar General Hospital														Not Eligible	Not Eligible
Camden General Hospital														Not Eligible	Not Eligible
Delta Medical Center														Not Eligible	Not Eligible
Henry County Medical Center														A	A
Jackson-Madison County General Hospital														C	B
Milan General Hospital														Not Eligible	B

Results are as of August 31, 2018.

For the most current information please visit www.leapfroggroup.org/cp