

**RECCOMENDATIONS FOR
LOCATING THE BEST HOSPITAL
FOR HEWLETT-PACKARD EMPLOYEES**

**BASED ON A 2009 RESEARCH
OF RECENT FINDINGS**

RECCOMENDATIONS FOR LOCATING THE BEST HOSPITAL FOR HEWLETT-PACKARD EMPLOYEES

BASED ON A 2009 RESEARCH
OF RECENT FINDINGS

Prepared for
Mr. Salem W. Salvator, President of Human Resources
Hewlett-Packard
1223 Gnome St.
Newport KY 41071

Prepared by
Margaret A. Schwartz
Research Associate
516 Drow Avenue
Bellevue KY 41078

November 17, 2009



Hewlett-Packard
516 Drow Avenue
Bellevue KY 41078
513.555.1502 <http://www.hp.com>

November 17, 2009

Mr. Salem W. Salvator
President of Human Resources
Hewlett-Packard
1223 Gnome St.
Newport KY 41071

Dear Mr. Salvator:

Here is the research for employees to locate the best possible hospitals while utilizing their benefits.

My research shows the significant amount of information available to anyone interested in locating a good hospital. The most important thing for any employee to consider is that there is clearly plenty of information available for considering the best hospital. There will be references to be added in for anyone to learn how to research for themselves, along with useful websites they can use for tools.

I appreciate your considering me for this assignment. It was indeed a pleasure and if you have any issues with any of the references or information please feel free to contact me at schwarmt@mail.uc.edu or 513-638-1886.

Respectfully submitted,

Margaret A. Schwartz
Research Associate

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
INTRODUCTION.....	2
INCIDENTALS OF AUTHORIZATION AND SUBMITTAL.....	2
OBJECTIVE OF THE STUDY.....	2
USE OF OBSERVATIONAL TECHNIQUES.....	2
A PREVIEW OF THE PRESENTATION.....	3
FACTORS FOR FINDING A GOOD HOSPITAL.....	3
STAFFING.....	3
MORTALITY INDEX.....	3
REPUTATION.....	3
SURVEYS AND DOCUMENTED INFORMATION.....	4
SURVEYS.....	4
NEWS RELATED.....	4
WEBSITES AND REFERENCES.....	5
REFERENCES.....	5
WEBSITES.....	5
RECOMMENDATIONS.....	6
BIBLIOGRAPHY.....	7

LIST OF FIGURES

EXECUTIVE SUMMARY

To find the best hospital with all the possible recommendations, this research recommends the following:

- Research the staff inside and out
- Learn about the death rates
- Look up the reputation on the doctors
- Look up local newspapers on articles about your hospital or your doctor
- Read the websites on your hospitals or doctors

It is essential when researching the best hospital to look up most or all of this information. Researching the reputation of the hospitals and staff will emphasize what sort of treatment they are regularly giving, and what a person may get if they go. Learning the reputation informs of death rates as well, which can really be debatable in some cases depending on the size of the hospital among other things, but nonetheless is important to think about.

Local news and documentation regarding the hospitals around the area will also reveal the reputation as mentioned above.

RECCOMENDATIONS FOR LOCATING THE BEST HOSPITAL FOR HEWLETT-PACKARD EMPLOYEES

BASED ON A 2009 RESEARCH
OF RECENT FINDINGS

INTRODUCTION

INCIDENTALS OF AUTHORIZATION AND SUBMITTAL

The research of health care in hospitals is submitted to Mr. Salem W. Salvator, President of Human Resources on November 17, 2009. As authorized on October 1, the research was conducted under the direction of Margaret A. Schwartz, Research Associate.

OBJECTIVE OF THE STUDY

There seems to be a difficulty for employees using their benefits and finding an appropriate hospital to fit their needs. This study was proposed and conducted to help employees with understanding the right knowledge and finding the right information to assist them with finding the hospital right for them.

USE OF OBSERVATIONAL TECHNIQUES

There are several tools open to the public which allow them to research their hospital/doctor options. It is an obvious assumption that any employee must first research their medical coverage within the company to find a list of hospital options. From there it is essential while finding the right hospital to look in the appropriate places to find which is best within those choices. Specific examples are listed below to enhance the quality of research found and to improve the chances of each employee finding their appropriate hospital.

Published magazines and articles with astounding reputations were the tools used for research in this report. All references are credible being from very reliable newspapers or

magazines. The websites supporting the hospitals all have recent updates along with the other online publications that continue their own research.

A PREVIEW OF THE PRESENTATION

In the next few pages, the research is presented to explain simpler ways to find the right hospital, as instructed on October 1. The first section is regarding the factors to take into consideration while reviewing the best hospital choices. The second section is about the surveys and documented information with regards to any other research conducted and published. The third section is a great place to find websites and references to make the whole thing easier while researching. Lastly, the conclusion will go over any helpful tips or hints not already mentioned with suggestions for the employees choices on hospitals.

FACTORS FOR FINDING A GOOD HOSPITAL

There are three very important factors with researching the best hospital according to the U.S. News in the article “America’s Best Hospitals: Here’s How We Selected Them” by Avery Comarow. These three important factors include the hospital staff, mortality index, and reputation of the workers.

STAFFING

The article from the Wall Street Journal by Laura Johannes titled “Serious Health Risks Posed by Lack of Nurses” informs of the major issues regarding the ratio between nurses and patients. Studies showed that death rates were highly effected by the number of nurses on staff. Because of this it is extremely advised to research the number of nurses to number of beds in a hospital, or even just asking how many patients a nurse would have if you were to lodge for treatment.

MORTALITY INDEX

Mortality index can be affected by several things. As stated before one would be the number of nurses on staff per patient. The death rate within a hospital shows a lot about the performance of the doctor or nurses. Without the proper care, consideration, and knowledge, a doctor may fail to do their job effectively and the patient will be compromised for their mistakes.

REPUTATION

There are several places you can check out for reputations of doctors and nurses in a hospital. Reputation is important because it shows what the staff has done with their work and what kind of work they would be performing on their patient. Kathleen Doane

writes in an article “Top Doctors” in the Cincinnati Magazine that all of their findings are almost all reputation based. In order for them to conduct a list of reliable and trustworthy doctors they had to have nominations from peers to be included. This being said, a list began from researchers taking votes on the most credible doctors to inform readers for whom to go to with questions, concerns, and anything else someone would need a doctor for.

SURVEYS AND DOCUMENTED INFORMATION

Surveys and news reports can say a lot about a hospital. It is essential to pay attention to the local news and research what is going on within the hospitals that are close to you. There are lists full of cons and pros which allow a person to appropriately understand what they are getting themselves into with regards to the hospitals they are researching.

SURVEYS

If an employee was interested in a survey conducted about the hospitals near them, it wouldn't be too difficult to find. For example, U.S. News and World Report has its own collection of surveys all based off of the previous section. Mortality rates, reputation, and staffing are all factors that have already been evaluated and are always recommended to look into when researching the appropriate hospital.

These surveys have a tendency to have lists of recommendations for the best hospitals in your area and sometimes even specify to the specialization (i.e. oncology, neonatal, e.t.c.). Another good example would be the Cincinnati Magazine with the article about “Top Doctors”. The whole article specifically explains which doctors are the best for their specialization and were even nominated for it. This article continues with the history of the doctors and information which led them to their success as well as their reputation.

NEWS RELATED

Newspapers, magazines, and online sources can all have very useful information on hospitals. Reputations are very important and finding out what is going on in the hospitals around you can give you a very good idea to what you are looking for. Take for example, Cincinnati.com which is associated with the Cincinnati Press. Typing in the words “Hospital” and “Care” brought up a story about how a hospital took very good care of their patients that were without health insurance. They managed to help them fill out the proper paperwork to get everything covered and taken care of so that they would be okay. This was a good sign that the University Hospital is a genuine and caring hospital to check into.

WEBSITES AND REFERENCES

There are plenty of great places to check for references to finding a great hospital. One of the best things to notice is whether or not a Hospital is referred to as a “Magnet Hospital” or not. A magnet hospital is a hospital with a great reputation from the nurses of a happy working environment with credibility to their work.

Trying to discover where to find references can be difficult, but there are a vast amount of websites now and there is usually one for every hospital. They have contact lists and even if they do not post every bit of information you want to ask on their website, there is usually a number to call.

REFERENCES

References can be found within a number of places. It seems to be the most important factor within the whole report, because it seems people have trouble learning about their hospitals and discovering which is best for them. References can be found among the websites about the hospitals, which always have a “contact us” section. This is a great place to find numbers and ask any questions. Surprisingly enough, a reference section at a local library is a great place to check out where the librarians are usually helpful with finding news related information on anything that is out.

As stated before, finding information about the hospital is essential, which goes back to the newspaper articles and news reports of recent events on hospitals. There are several places that provide this opportunity for information.

WEBSITES

- Cincinnati.MD (This site assists you in finding hospitals closest to you and/or looking up their doctors.)
- <http://www.usnews.com/> (This site is great site for finding news on several different hospitals in areas all over.
- Any type of search engine which will allow you to research your hospital.
- Any type of reliable online news source which will allow you to also research your hospital.

It is essential to check the information on a website for reliability. One of the most basic things would be seeing a lock at the bottom of the page showing it's security. Websites provide a vast amount of information which allow someone to easily reference whatever material they wish from their home computer.

RECOMMENDATIONS

When it is critical to find a hospital, or even just a little necessary, there are a few basic tips for searching:

- Start with researching the hospitals in the same area as you.
- Check out their websites and see if they even have the specialization for which you are seeking the hospital out to begin with.
- Search online specifically from that hospital what sort of news is being published.
- It is smart to check the news on more than one for basis of comparison.
- Calling and asking nurse to patient ratio is a good idea. A good nurse to patient ratio is one nurse for every 2 to 3 patients.

BIBLIOGRAPHY

COMARROW, AVERY. "AMERICA'S BEST HOSPITALS: HERE'S HOW WE SELECTED THEM."

2009 U.S. NEWS & WORLD REPORT. 15 JULY 2009 <[HTTP://HEALTH.USNEWS.COM/HEALTH/BEST-HOPSITALS](http://health.usnews.com/health/best-hopsitals)>

DOANE, KATHLEEN. "TOP DOCTORS." CINCINNATI MAGAZINE NOV. 2008: PG. 93

JOHANNES, LAURA, "SERIOUS HEALTH RISKS POSED BY LACK OF NURSES," THE WALL STREET JOURNAL, MAY 30, 2002, D1, D3.

"CARING FOR PEOPLE FIRST." 2003 TRIHEALTH 2009, <[HTTP://WWW.TRIHEALTH.COM/](http://www.trihealth.com/)>

"FACULTIES AND SERVICES." MERCY HEALTH PARTNERS 11 NOV. 2009, <[HTTP://WWW.EHEALTH CONNECTION.COM/REGIONS/MERCY_CINCINNATI/FACILITES_AND_SERVICES.ASP](http://www.ehealthconnection.com/regions/mercy_cincinnati/facilities_and_services.asp)>

PEALE, CLIFF. "UNIVERSITY HOSPITAL SERVES THOUSANDS OF POOR PATIENTS." 19 NOV.

2009, <[HTTP://NEWS.CINCINNA TI.COM/ARTICLE/20091119/EDIT03/911220307](http://news.cincinnati.com/article/20091119/EDIT03/911220307)>