CMS Adds Patient Satisfaction to Hospital Web Site

BY JOYCE FRIEDEN Senior Editor

ARLINGTON, VA. — Now that the Centers for Medicare and Medicaid has added patient satisfaction data to its Hospital Compare Web site, patients will have more to consider when they are deciding which hospital to use for an elective procedure.

The Web site already included hospitalspecific information on clinical measures such as antibiotic prophylaxis before surgery and aspirin upon admission for a heart attack. New patient satisfaction data include items such as nurse communication and hospital room cleanliness.

This is like Travelocity for health care," said Health and Human Services Secretary Mike Leavitt. "When people have information and they have choice, they make good choices." Mr. Leavitt spoke at the annual meeting of the Association of Health Care Journalists.

The patient satisfaction data come from the Consumer Assessment of Healthcare

People pick a hospital because they heard it was good, it's where their physician spends time, or it's convenient. 'We want to add another dimension.'

Providers and Systems, a survey administered by 2,500 hospitals to patients discharged tween October 2006 and June 2007. It included 27 questions about patients' hospital experience, including communication with doctors

and nurses, responsiveness of hospital staff, cleanliness and quietness of the hospital environment, and pain management.

The database also will include the volume of certain elective procedures provided at the hospital as well as what Medicare pays for those procedures.

The Centers for Medicare and Medicaid Services (CMS) Deputy Administrator Herb Kuhn said the information will be valuable even if patients already have selected a hospital for an elective procedure. "There are three reasons people pick a hospital," he said in an interview after Mr. Leavitt spoke. "They heard it was good, it's where their physician spends a lot of time, or it's convenient to them. We want to add another dimension here for people to understand: Okay, if that's where you're going, what do you know about this place?"

The database also will be a good motivator for hospital improvement, Mr. Leavitt said. "Every health care provider wants to provide high-quality [care]," he said. "Wherever in health care there's robust information about quality and cost, the cost goes down and the quality goes up."

Mr. Leavitt stressed that CMS was not posting the data in order to punish hospitals that aren't performing as well as others. "This is not about eliminating anyone; it's about improving everyone," he said. "The minute a provider sees that they are at lower quality than the marketplace requires, they improve. Why? Because the market will begin to discriminate against them in a forceful and powerful way if they don't."

As for whether those hospitals that don't improve might eventually face consequences, "I hope so," Mr. Leavitt said, noting that his tenure as HHS secretary would likely be over by the time that came to pass. "This is about transparency and accountability. Without consumers and regulators and others having a means of measurement, we continue to reward

mediocre—and in some cases, poor—performance. While this is not about eliminating those who are not performing well, we should certainly not assume that those who are poor performers will not be eliminated, either by the marketplace or by those who oversee quality.

But it's not only hospitals and patients who can use the new data, according to Gerald Shea, assistant to the president for governmental affairs at the AFL-CIO. "This is important for physicians and other clinicians," he said at the meeting. "We hope physicians take this information and make it part of their regular, routine discussions with their patients. ... Annual checkups, semiannual checkups, regular consultations, [or] just occasional visits there should be communication programmed into those kinds of interactions between patients and clinicians so people get a feel for what kind of data [are] available when they have to make a choice on hospitals."

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Brief Summary. See full package brochure for complete information.
Patients should be counseled that this product does not protect against HIV-infection (AIDS) and other sexually transmitted diseases.
CONTRAINDICATIONS: Oral contraceptives should not be used in women who currently have the following conditions: • Thrombophlebitis or thromboembolic disorders • Cerebrovascular or coronary artery disease (current or history) • Valvular heart disease with thrombogenic complications • Uncontrolled hypertension • Diabetes with vascular involvement • Headaches with local neurological symptoms • Major surgery with prolonged immobilization • Known or suspected carcinoma of the breast or personal history of breast cancer • Carcinoma of the endometrium or other known or suspected estrogen dependent neoplasia • Undiagnosed abnormal genital bleeding • Cholestatic jaundice of pregnancy or jaundice with prior pill use • Hepatic adenomas or carcinomas, or active liver disease • Known or suspected nemanary • Hymessentiivly ha nav comnonent of this mordur

pregnancy • Hypersensitivity to any component of this product

Cigaretts smoking increases the risk of serious cardiovascular side effects from oral contraceptive use. This risk increases with age and with heavy smoking (15 or more cigarettes per day) and is quite marked in women over 35 years of age. Women who use oral contraceptives should be strong-

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chional in long-term (>8) years) oral contraceptive users. However, these cancers are extremely rare in the U.S., and the attributable risk (the excess incidence) of liver cancers in oral contraceptive users approaches less than one per million users.

5. Outlar Lessins. There have been clinical case reports of refinal thrombosis associated with the use of oral contraceptives that may lead to partial or complete loss of vision. Oral contraceptives should be discontinued if there is unexplained partial or complete loss of vision; onset of proptosis or diplopia; pagilledena; or retinal vascular lesions. Appropriate diagnostic and therapeutic measures should be undertaken immediately.

6. Oral Contraceptive Use Before or During Early Pregnancy: Because women using Seasonique* "will likely have withdrawal bleeding only 4 times per year, pregnancy should be ruled out at the time of any missed menstrual period. Oral contraceptive use should be discontinued if pregnancy is confirmed. Extensive eligibility of the contraceptive use in the contraceptive studies also do not suggest a teratogenic effect, particularly in so far as cardiac anomalies and limb-reduction defects are concerned, when taken inadvertently during early pregnancy (see CONTRAINDICATIONS). The administration of oral contraceptives used should not be used during pregnancy to text threatened or habitual abortion.

7. Gallbladder Disease: Earlier studies have reported an increased lifetime relative risk of gallbladder suggery in users of oral contraceptives and estrogens. More recent studies, however, have shown that the relative risk of developing gallbladder disease among oral contraceptive users may be minimal. The recent

Reference: 1. Anderson FD, Gibbons W, Portman D. Safety and efficacy of an extended-regimen ora contraceptive utilizing continuous low-dose ethinyl estradiol. Contraception. 2006;73:229-234.

findings of minimal risk may be related to the use of oral contraceptive formulations containing lower hormonal doses of estrogens and progestogens.

8. Carbohydrate and Lipid Metabolic Effects: Oral contraceptives have been shown to cause glucose intolerance in a significant percentage of users. Oral contraceptives containing greater than 75 micrograms of estrogens cause beyenscallism, or progestogens increase insulin secretion and create insulin resistance, this effect varying with different progestational agents. However, in the nonclaim comman, oral contraceptives appear to have no effect on facing blood glucose. Because of these demonstrated effects, preliabelic and diabetic woman oral contraceptives users and within the program of contraceptives and proportion of women will have persistent hypertrigh-perdefinal while on the pill. As discussed earlier (see WARNINGS, 1 a.m. of 1.d.), changes in serum triglycerides and lipoprotion levels have been reported in oral contraceptive users.

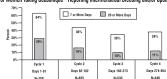
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Women with a history of hypertension or hypertension-related diseases, or renal disease should be encouraged to use another method of contraception. If women with hypertension elect to use oral contraceptives in the course of hypertension of the contraceptives and eventually the convenience of the contraception of fragment in history of hypertension of the cause. (See WARNINGS, 1c.)

11. Bleeding Irregularities: When prescribin



As in any case of bleeding irregularities, nonhormonal causes should always be considered and adequate diagnostic measures taken to rule out malignancy or pregnancy. In the event of amenorine, pregnancy should be ruled out. Some women may encounter post-pill amenorinea or oligomenorinea (possibly with anoudation), especially when such a condition was precisitent.

PRECAUTIONS

1. Sezually Transmitted Diseases: Patients should be counseled that this product does not protect against HIV infection (AIDS) and other sexually transmitted diseases.

Sexually Transmitted Diseases: Patients should be counseled that this product does not protect against HIV infection (AIDS) and other sexually transmitted diseases.
 Physical Examination and Follow-up: A periodic history and physical examination are appropriate for all women, including women using oral contraceptives. The physical examination, however, may be deterred until after initiation of oral contraceptives if requisited women, including women using oral contraceptives. The physical examination should include special reference to blood pressure, breasts, abdomen and pelvic organs, including cervical cylology, and relevant laboratory tests. In case of undiagnosed, persistent or recurrent abnormal vaginal beeting, appropriate diagnostic measures should be conducted for rule until malignancy. Women with a strong lamity, listory of tresst cancer or who have breast notables should be monitored with particular care.
 Lipid Disorders: Women who are being treated for hyperflipidemias should be followed closely if they elect to use oral contraceptives. Some progestogers may elevate LDL levels and may render the control of hyperflipidemias more difficult. (See WARNINGS 1d.) In patients with familial defects of lipoprotein metabolism receiving settory-entorationing persalations, their bear been case reports of significant elevations of plasma triplycerible setting to particular the programment of significant elevations of plasma triplycerible setting to particular the production and strength of the production patients with imparted liver function.
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6. Emotional Discorders: Women with a history of depression should be carefully observed and the drug discontinued if depression recurs to a serious degree. Patients becoming significantly depressed while taking oral contraceptives should stop the medication and use an alternate method of contraception in an attempt to determine whether the symptom is drug related.

7. Contact Lenses: Contact-lens reverses who develop visual changes or changes in lens tolerance should be assessed by an ophthalmologist.

8. Ong literactions: Changes in contraceptive effectiveness associated with co-administration of their products. * a. Anti-infective agents and anticonvolusants: Contraceptive site periods. This could result in unintended gregonary or breakthrough bleeding. Examples include rifampin, and breakthrough bleeding, base been reported in the literature with concomitant administration of antibiotics such as amplielli man detracyclines. In the literature with concomitant administration of antibiotics such as amplielli and fetracyclines. However, clinical pharmacology studies investigating drug interaction between combined on all contraceptive steps calculated the contraceptive steps of the same attributes of the structure of the same attributes. The proteose inhibitors: Several of the anti-HIV protease inhibitors have been studied with co-administration of oral combination homonal contraceptives significant changes (increase and decrease) in the plasma levels of the estrugent and progestils have been included in some cases. The safety and effective of ordinarity of the contraceptive steroids. This may also result in breakfrough bleeding, florage in plasma levels of estradiol associated with co-administration of conjugation. CVP 3A4 inhibitors such as tire-contactly or level of the inhibitors in the same properties of the same products of the products or combination or all contraceptives ordinarings can be administrated drugs: Co-administrati

OVERDOSAGE: Serious ill effects have not been reported following acute ingestion of large doses of oral contraceptives by young children. Overdosage may cause nausea, and withdrawal bleeding may occur in females.

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