Abstract of the seminar

The Hospital Value-Based Purchasing (VBP) Program is a Center for Medicare and Medicaid Services (CMS) initiative that rewards hospitals with incentive payments for the quality of care they provide to patients with Medicare. CMS rewards hospitals for the quality of care they provide to Medicare patients, not the quantity of procedures they perform. The hospitals’ rewards depend on how closely hospitals follow best clinical practices and how well hospitals enhance patients’ experiences of care. Patients’ perceptions of their care, especially in the hospital setting, are not well known. Data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey provide a portrait of patients' experiences in U.S. hospitals. Although the VBP program has direct implications toward both patients and hospitals, no research has been reported in the literature addressing how hospitals can enhance patients’ experience of care. This research proposes a new framework to assess and improve the performance of hospitals across multiple domains of patients' experiences. We examined whether key characteristics of hospitals that are thought to enhance patients’ experiences were associated with a better experience for patients. In particular, we investigated the effects of nurses and hospitalists activities on patients' ratings of their care. A case study is presented that considers data from the intensive care units from multiple hospitals in the Adventist Health System.

Bio sketch of the speaker.

Dr. Eduardo Pérez is an Assistant Professor in the Ingram School of Engineering at Texas State University. He was a Postdoctoral Research Associate in the Department of Industrial and Systems Engineering at Texas A&M University from 2010 to 2012. He received his Ph.D. in Industrial and Systems Engineering from Texas A&M University in 2010 and his B.S. in Industrial Engineering from the University of Puerto Rico at Mayagüez, Puerto Rico in 2004. Dr. Pérez research interests are in the use of methodologies and theories in operations research, systems engineering, discrete-event simulation, algorithms and software design, and decision theory analysis to solve problems in healthcare and renewable energy. Some of his research project sponsors include the National Science Foundation (NSF), Baylor Scott & White Health System, Adventist Health System, and the NEC Corporation. Dr. Eduardo Pérez is a member of the Institute of Industrial Engineers (IIE), the Institute for Operations Research and Management Sciences (INFORMS), and the Society for Computer Simulation International (SCS). He received his Engineering-In-Training (EIT) certification in 2004. He is the director of the Integrated Modeling and Optimization for Service Systems (iMOSS) research laboratory. His works have been published in multiple journals including IIE Transactions, IIE Transactions on Healthcare Systems Engineering, Simulation, Healthcare Management Sciences, and Computers and Operations Research.