The Happy Hospital: The Impact of Hospital Design and Capacity Management on Patient Satisfaction

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ABSTRACT

As mandated by the Affordable Care Act, part of a hospital's reimbursement (1 - 2%) is now based on patient satisfaction. The purpose of this research is to measure the impact of OM functions, such as capacity management, nurse staffing, and hospital design, on patient satisfaction. We distinguish between those organizational and environmental factors that are under management control vs. uncontrollable factors. The study was based on 155 Texas hospitals, including general acute care, teaching, specialty cardiac and orthopedic hospitals. Three databases were used in this study: AHA, HCAHPS, and THCIC. Private rooms, more nurses-per-bed, and physician ownership were associated with increased patient satisfaction. For-profit ownership, a high percentage of Medicaid and emergency admissions, and higher occupancy levels were associated with decreased patient satisfaction. Hospital managers can significantly improve their patient satisfaction scores -- and hence their bottom line -- by focusing on OM core functions, such as nurse staffing, bed utilization, and hospital design.
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