



“Most errors in healthcare are system errors.”

Carl Couch, M.D.

Senior Consultant for Clinical Excellence and
Medical Director, HealthTexas Provider Network
Co-Chair Best Care Committee, Baylor Healthcare System

Crossing The Quality Chasm



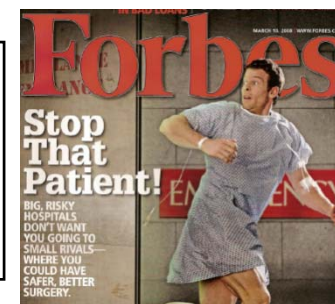
Hospitals Slow in Heart Cases, Research Finds

By DENISE GRADY
In nearly a third of cases of sudden cardiac arrest in the hospital, the staff takes too long to respond, a study found.

Falling Short of Professional Standards

Published: December 24, 2007

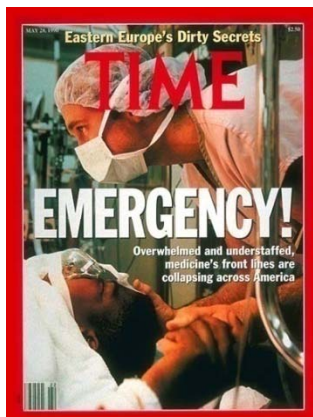
Will American doctors be a help or a hindrance in efforts to raise the quality and cost-effectiveness of the nation's health care system? A new, worrisome survey raises doubts about physicians' willingness to meet their medical and societal responsibilities.



Study Finds Nearly 200,000 Deaths Annually from Hospital Errors

August 12, 2004

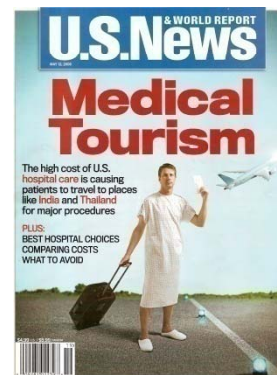
An average of 195,000 Americans died annually in 2000, 2001 and 2002 because of potentially preventable, in-hospital medical errors, according to a study of 37 million patient records conducted by HealthGrades, a healthcare quality company



Pileup in the Emergency Room

Dr. Hugh F. Hill III, *Department of Emergency Medicine at the Johns Hopkins School of Medicine*. Washington Post, March 1, 2005

"They were there waiting for me when I came back this morning: the sick, the hurt, the scared, the unwise, and a few who knew exactly what they were doing, waiting all night -- for health care."



Medical Tourism

"I was totally amazed not just at the quality of the medical care but at the quality of the service," says David Boucher, an assistant vice president of healthcare services at BlueCross BlueShield of South Carolina who has visited many facilities abroad. "The initial driver may be price, but patients' positive experiences will do a lot to advance the movement."

The New York Times
nytimes.com

July 17, 2008

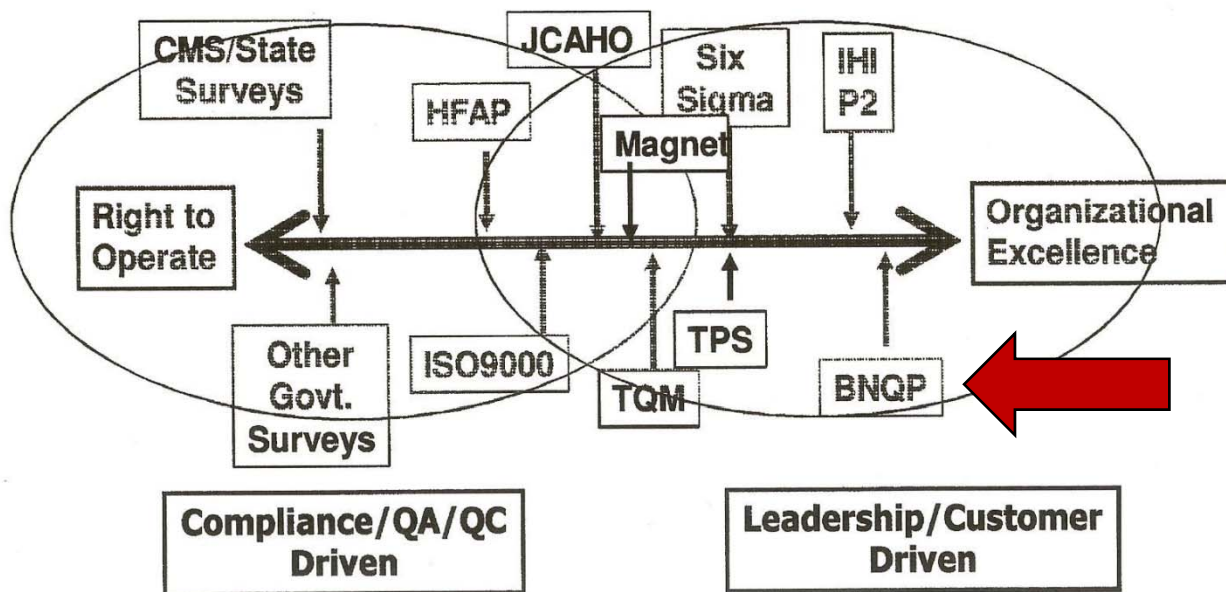
"It's harder to keep deluding yourself or be complacent that we don't have areas that need improvement," said Karen Davis, president of the Commonwealth Fund. The United States now ranks last in preventable mortality.

Emergency situation: Working harder unlikely to solve crisis in emergency room overcrowding

Mar 1, 2008
By Shelly Reese
Managed Healthcare Executive

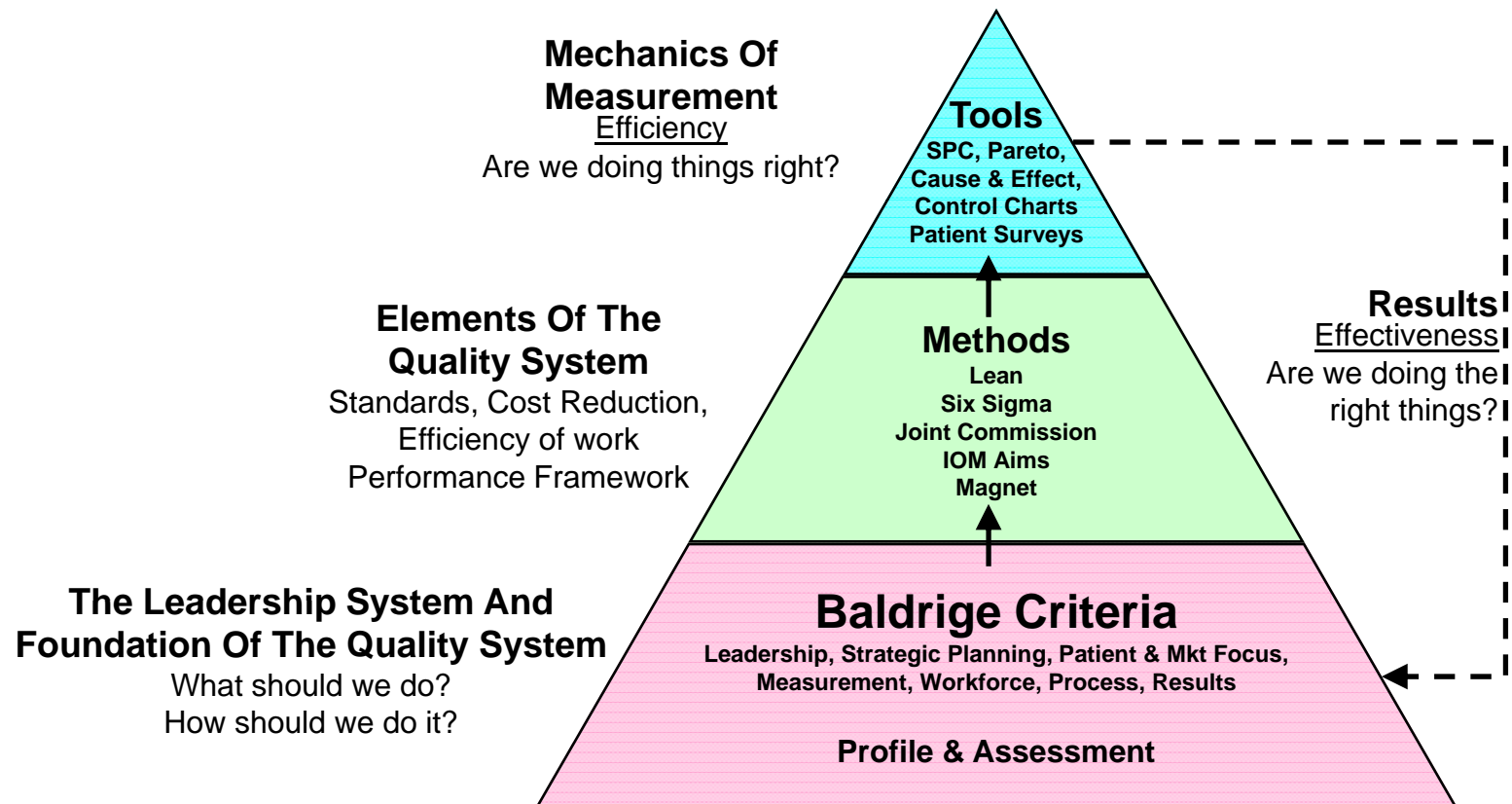
Why The Baldrige Criteria

How They Line Up



Category One, Inc.

A Framework For Excellence





Healthcare Sector Recipients

- SSM Healthcare, MO – 2002
- Baptist Hospital, FL – 2003
- St. Luke's Hospital of Kansas City, MO – 2003
- Robert Wood Johnson University Hospital
Hamilton, NJ – 2004
- Bronson Methodist Hospital, MI – 2005
- North Mississippi Medical Center – 2006
- Mercy Health System – 2007




"We do this for one simple reason. We have found it saves lives."

*Rulon Stacey, CEO
Poudre Valley Health System*



North Mississippi Medical Center

2006 Baldrige Award Recipient in Health Care

- Since 1999 a Care-Based Cost Management Approach has provided cumulative gains of **\$11.1M**
- Debt has  from 26% to **21.8%** in 2006
- 2006 Physician overall satisfaction was **99%**
- 2006 Patient Likelihood to Recommend Scores approached the Press Ganey 90th percentile

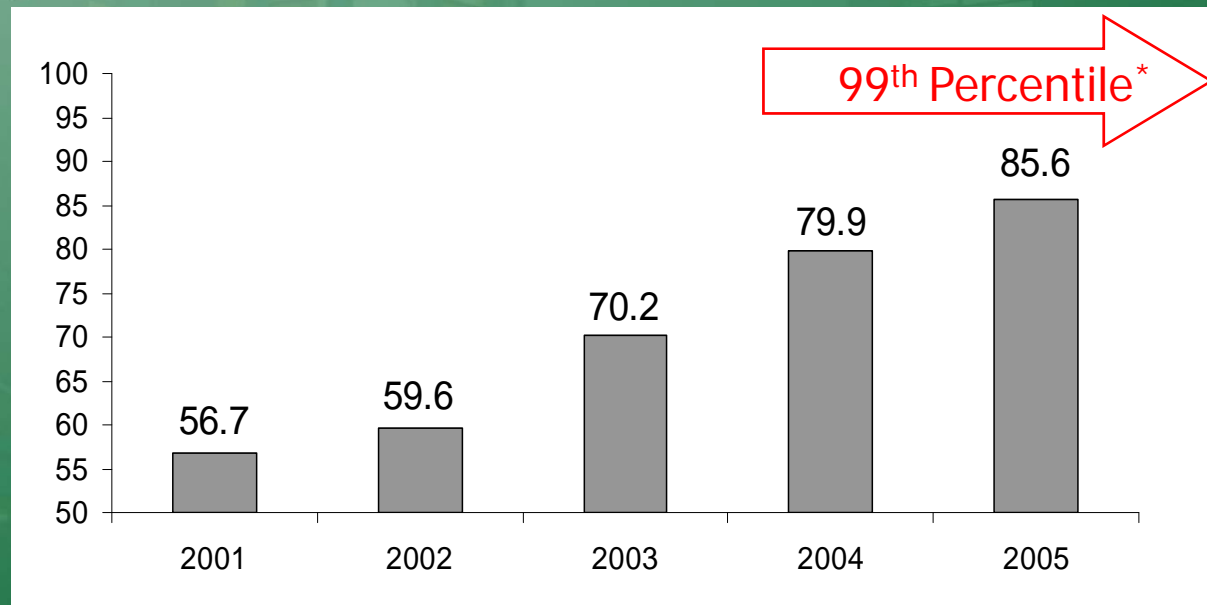


Bronson Methodist Hospital

2005 Baldrige Award Recipient in Health Care



Physician Satisfaction



* Professional Research Consultants, Inc.
(Percentile calculated from a database of
19,684 physician responses across 161 hospitals)



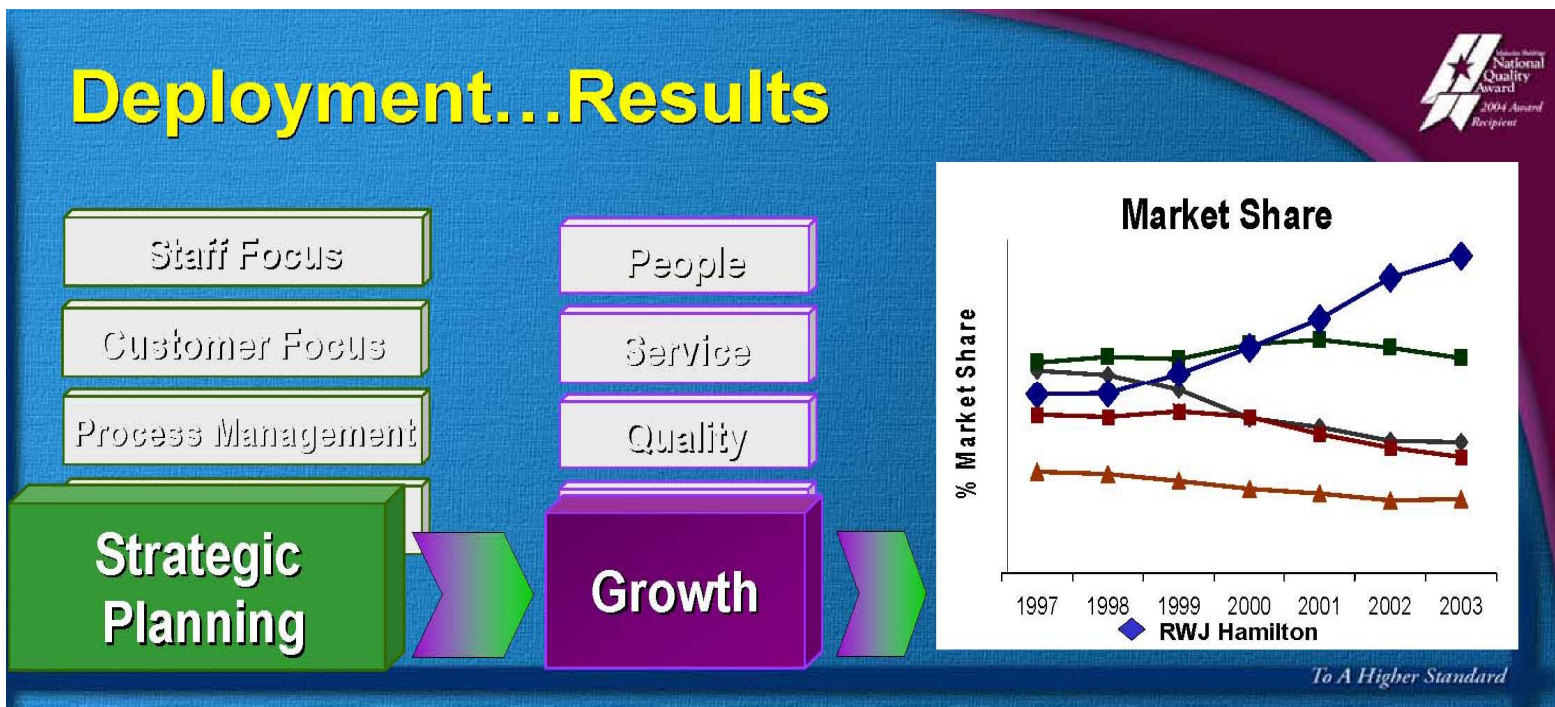
Proven Bottom-line Results

SSM Healthcare – 2002 Baldrige recipient

- Physicians connected to an automated information system have increased steadily from 3,200 in 1999 to 7,288 in 2002.
- For four years, SSMHC has maintained an “AA Credit Rating” attained by < 1% of U.S. hospitals.

Robert Wood Johnson University Hospital Hamilton

2004 Baldrige Award Recipient in Health Care





“What we tend in health care to focus on a lot of times is the bottom line ... the financials. That’s not what health care is all about. Hospitals were not created to make money. Hospitals were created, at the very first to take care of patients, to take care of people. So, the Baldrige Criteria actually forces organizations to be focused on the right things and to spend the right amount of time on the things that are really important in health care.”

*John Heer, President
Baptist Hospital Inc.
Baldrige Award Recipient 2003*

The Organization As A System

