

MEASURING UP

Saint Anne's Hospital Quality of Care

Saint Anne's Hospital

A STEWARD FAMILY HOSPITAL

Steward

Winter 2013 Edition

An ongoing series on our quality, safety, and patient experience results.

Choosing a Hospital: When Quality Matters

When choosing a hospital, patients, families and physicians want to know how to gauge quality, safety and service. In the past 18 months, Saint Anne's Hospital has been awarded recognition in several areas that matter most to patients. Here is an overview of some of these achievements, including our state and national rankings.

"You can't tell the story with any one set of measures, although The Joint Commission isn't the only organization to give Saint Anne's high marks. I feel it reinforces what I know to be true about the quality performance of Saint Anne's in general."

- Bret Coons, The Joint Commission, September 2012



Quality of Care

Saint Anne's Ranked Top 5% in US for Stroke Treatment

Saint Anne's received Healthgrades Stroke Care Excellence Award for 2013 (fiscal year). In receiving this award, Saint Anne's is ranked among the top 5% of hospitals in the US for the treatment of stroke and ranked second in Massachusetts. The hospital has been a five-star recipient for treatment of stroke for two years in a row, 2012, 2013.

Healthgrades Stroke Care Excellence Award 2013:

- Ranked Top 5% in Nation for Stroke Care (2013)
- Only hospital in region* in top 5% in US for Stroke Care (2013)
- Ranked #2 in Massachusetts for Stroke Care (2013)
- Ranked in Top 5 in Massachusetts for two years (2012, 2013)



Saint Anne's is also a Healthgrades recipient for:

Pulmonary Care:

- Healthgrades Pulmonary Care Excellence Award™ (2013)
- Ranked Top 10% in Nation for Overall Pulmonary Services (2013)
- Five-Star Recipient for Overall Pulmonary Services (2013)
- Five-Star Recipient for Treatment of Chronic Obstructive Pulmonary Disease for 2 Years in a Row (2012, 2013)



Nationally recognized for quality.
Healthgrades® 2013 Five-Star Achievement

Gastrointestinal Care:

- Five-Star Recipient for GI Bleed for 2 Years in a Row (2012, 2013)

Critical Care

- Five-Star Recipient for Treatment of Respiratory Failure (2013)

Healthgrades evaluates the performance of 4,500 hospitals nationwide across 30 procedures and conditions using quality measures that are independently submitted to the federal government. Data are risk-adjusted taking into account how sick patients are at the time of admission.

*Core Based Statistical Area: Providence - New Bedford - Fall River, RI-MA



Saint Anne's named a Top Performer on Key Quality Measures™ for Heart Attack, Surgery and Pneumonia Care

In September 2012, The Joint Commission, the leading accreditor of hospitals in the US, recognized Saint Anne's for exemplary performance of quality of care measures for heart attack, surgery and pneumonia care in 2011. As a Top Performer on Key Quality Measures™, Saint Anne's joins just 18 percent of all Joint Commission-accredited hospitals in 2011 reporting on these quality measures. Saint Anne's is being recognized for consistently high level performance of a range of care processes proven to improve patient outcomes, such as administering an EKG within minutes as part of providing diagnostic heart attack care, or regulating body temperature before, during and after surgery.

Saint Anne's Hospital

- Only hospital in southeastern Massachusetts ranked as Top Performer on Key Quality Measures™
- One of only 10 hospitals in Massachusetts to receive Top Performer on Key Quality Measures™

Scoring for Top Performers on Key Quality Measures™

Each of the recognized hospitals met two 95 percent performance thresholds for 2011 accountability measure data.

- 95 percent or above on a single, composite score that includes all the accountability measures
- 95 percent performance on every accountability measure reported. Learn more at joint.commission.com.

Patient Safety



Saint Anne's Earns Another "A" for Patient Safety by The Leapfrog Group



In December 2012, Saint Anne's Hospital was honored for the second year in a row with an "A" Hospital Safety ScoreSM by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The ratings reflect how safe a hospital is for patients. The Hospital Safety ScoreSM was calculated under the guidance of The Leapfrog Group's Blue Ribbon Expert Panel using publicly available data on patient injuries, medical medication errors, and infections. U.S. hospitals were assigned an A, B, C, D, or F for their safety.

Saint Anne's nursing staff achieved a perfect 100 score from the Leapfrog experts. Their score represents the high standard of care our nurses provide every day. We are very proud of our nurses and the amazing care they provide.

To see Saint Anne's scores as they compare nationally and locally, visit www.hospitalsafetyscore.org, the Hospital Safety ScoreSM website, which also provides information on how the public can protect themselves and loved ones during a hospital stay.

Quality, Safety & Satisfaction

2012 Harvard Pilgrim Hospital Honor Roll Ranks Saint Anne's in Top 25% in US for Quality, Safety and Patient Satisfaction

- Only hospital in Southeastern Massachusetts region on Harvard Pilgrim Hospital Honor Roll
- One of only 15 hospitals in Massachusetts named to Harvard Pilgrim Hospital Honor Roll

The Harvard Pilgrim Hospital Honor Roll recognizes hospitals whose performance was among the top 25% of those measured nationally on a set of publicly reported quality, patient experience and patient safety measures (including Joint Commission quality measures and Leapfrog safety scores.) The Harvard Pilgrim Hospital Honor Roll scoring includes measures for patients' perception of their hospital care experience (patient satisfaction with their care) in addition to quality, safety and outcomes data. This survey measures patients' perceptions of care in ten areas such as communication with doctors and nurses, pain control, how well tests and treatments and discharge instructions were explained, room cleanliness and noise

To make the national Honor Roll, hospitals like Saint Anne's must be rated above the national average for patient satisfaction/experience for at least 6 out of 10 areas on the federally mandated survey for patient satisfaction for Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Joint Replacement Excellence



Again Rated a Blue Distinction Center for Knee and Hip Replacement

Once again, Saint Anne's has passed a rigorous evaluation process that has earned us recognition as a Blue Distinction Center for Knee and Hip Replacement from Blue Cross Blue Shield (BCBS). This is our second, successive recognition for knee and hip replacement.

Blue Distinction Center recognition is a national program established by BCBS to help patients identify hospitals that have demonstrated a commitment to providing quality care and better outcomes for specialized care. Saint Anne's is proud to be the only hospital in Fall River that has passed this examination to be honored as a Blue Distinction Center for knee and hip replacements.

Designated as a

**Blue
Distinction
Center**®

for Knee and Hip Replacement



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association