

GETTING THE MOST OUT OF RANKINGS DATA

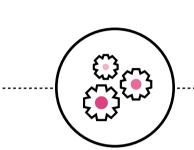
Healthcare professionals from top organizations, including **Baylor Scott & White Health**, **Intermountain Health**, **Lone Peak Hospital** and **Sierra Nevada Memorial Hospital**, share insights and strategies for leveraging rankings data to drive quality improvements in healthcare. These healthcare leaders discuss the importance of team member engagement, intra-professional shared governance and maintaining a patient-centered approach to care. The panelists highlight the significance of using public reporting programs, balanced scorecards and data transparency to align with strategic goals, improve patient outcomes and foster a culture of excellence within healthcare facilities.

KEY POINTS Healthcare organizations are leveraging ratings programs for benchmarking, strategic focus and quality improvement.

A balanced scorecard approach, using various clinical, operational, financial and patient perception metrics, is crucial for performance improvement.

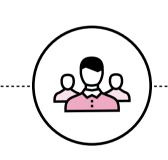
Engagement, transparency and a team-focused culture are essential elements for driving continuous quality enhancements.

7 KEY AREAS IMPACTING RANKINGS DATA



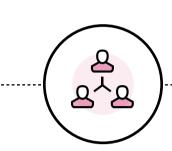
SYSTEMS AND TOOLS

Effective systems and tools like daily huddles ensure information flows from bedside to boardroom. Operational management should be bidirectional, addressing frontline needs and executive awareness. Adopting proven systems inspire similar success in other organizations.



GOVERNANCE AND PHYSICIAN ENGAGEMENT

Strong leadership and physician involvement are crucial for driving quality initiatives. Balanced scorecards and tying incentives to performance can align efforts organization-wide. Choosing a public reporting program as a strategic mandate can drive focus and prioritization.



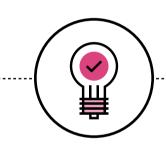
CULTURE

Culture is a critical aspect of a health organization's journey toward quality improvement. Engagement and experience of team members are essential for fostering a positive culture. A strong culture can significantly influence patient outcomes and experiences.



TECHNOLOGY AND DATA

Real-time data and analytics play a pivotal role in quality improvement. Data should be used as a feedback loop, not as a weapon, fostering open and transparent communication. Technology should aid in providing actionable insights to units and individual providers.

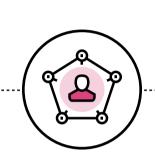


LEARNING

Continuous learning and adaptation are essential for quality improvement.

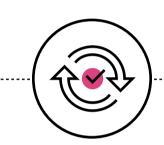
Organizations must use data effectively to learn and adjust their strategies.

Learning fosters a culture of continuous improvement and innovation.



COLLABORATION

Collaboration and unity among staff across different departments are vital. Involving everyone in decision-making and improvement processes empowers teams. Togetherness helps in aligning efforts towards common goals in patient care.



CONSISTENCY

Consistent application of best practices leads to sustainable improvement. Consistency bridges the gap between occasional success and overall excellence. Regular and reliable performance is key to transitioning from good to great.



You do the work that you should be doing at the time you should be doing it and awards will find you.

Kimberly A. Bertini, DNP, RN, NE-BC Regional Director Clinical Nursing Excellence, Temple Market, Baylor Scott & White Health



The best part about these rating programs is that they supply us with benchmark data to our peers.

Alessia Banning VP of Quality, Long Peak Hospital

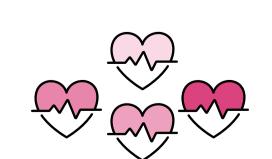


We used to just compare ourselves to ourselves. And I think what really happens is when you open and broaden your lens and look around the country at how you compare to other facilities, it really allows you to see how you truly are performing.

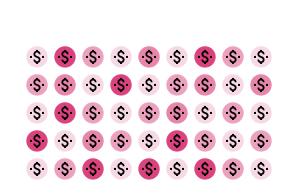
Kory Anderson M.D., CHCQM-PHYADV, FACP
Physician Advisory Services and Clinical Documentation
Improvement (CDI) at Intermountain Health

100 TOP HOSPITALS® PROGRAM STATS

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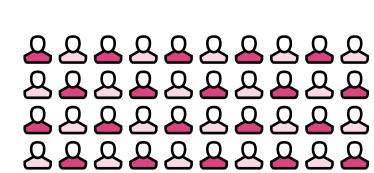


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