

Hospital Report Card: *What grade does your hospital get?*



Why conduct a diagnostic audit using the Baldrige Criteria for Performance Excellence?

"It gave us the breakthrough perspective on how the organizations functions. It enabled us to focus on the key processes as the patient sees them. It is not a fad—we are still using the system today."

—Dr. David Druker, COO,
Palo Alto Medical Foundation

Hospital Report Card: *Gain insight on what to improve next*

Case Study/Example

Health System achieves top tier financial and clinical results

Maintains “100 Top Hospital” status for fifth year running

Poudre Valley Health System (PVHS), and many other health care organizations, achieve these spectacular results by systematically using the Baldrige “Health Care Criteria for Performance Excellence”—a publicly available framework that enables hospital executives to quickly identify Opportunities for Improvement (OFIs) and decide on appropriate action. By adopting this approach several years ago, PVHS has subsequently achieved:

Financial Results

- A Financial Flexibility Index score that approaches or surpasses **the top 10 percent nationally** for multiple years (a composite of seven financial ratios as determined by Ingenix).
- Named a “100 Top Hospital” five years in a row (by Thomson Reuters).

Clinical Results

- Rankings that are consistently in or near **the top 10 percent of national performance standards** (e.g. for treating acute myocardial infarction, heart failure and pneumonia).
- Named the **nation’s number one hospital for nursing quality** (by the American Nurses Association).
- Named a “Magnet Designation for Nursing Excellence” for eight consecutive years (by the American Nurses Association).

Patient Engagement Results

- **Patient loyalty that ranks in the top 1 percent of U.S. hospitals** (per CMS).

Workforce Engagement Results

- Overall **physician satisfaction that ranks in the national 99th percentile** (according to Gallup).
- Named one of “America’s 100 Best Places to Work in Healthcare” by *Modern Healthcare* magazine.



“I see the Baldrige process as a powerful set of mechanisms for disciplined people engaged in disciplined thought and taking disciplined action to create great organizations that produce exceptional results.”

—Jim Collins, author of
*Good to Great:
Why Some Companies Make the Leap . . .
and Others Don’t*

“Baldrige has provided a new lens through which we see our organization. It has offered us a way to systematically evaluate our entire organization and understand the link between the hundreds of processes that make up the health care experience.”

—Sister Mary Jean Ryan, FSM, President/CEO,
2002 Baldrige Award Recipient
SSM Health Care
—2003 *Modern Healthcare* magazine’s
“100 Most Powerful People in Healthcare”

“The Baldrige process is a wonderful process because . . . makes you take every aspect of a business, whether it’s a hospital, as in our case, or manufacturing, and makes you integrate every piece. The human resources piece is integrated with the service piece.”

—G. Richard Hastings, CEO
2003 Baldrige Award Recipient
Saint Luke’s Health System of Kansas City

“Clearly the Criteria, discipline, and focus that underlie the Baldrige process have been key contributors to our daily improvements. The feedback we received from our state and national site visits has been instrumental in providing a clear road map for the journey.”

—Michael Murphy, CEO
2007 Baldrige Award Recipient
Sharp HealthCare

(Note: The quotes to the left are contained in the text of the 2009-2010 Health Care Criteria for Performance Excellence)

Looking for dynamic results?

Call today about Shaw Resources' Baldrige-based Services for Health Care Executives

Shaw Resources provides consulting services and software to organizations using the Health Care Criteria for Performance Excellence.

The following are examples of benefits health care executives and organizations can achieve by working with Shaw Resources' Baldrige-related services:

- Improve overall health care quality and business performance.
- Gain/maintain a leadership position.
- Align/prioritize actions with strategy and values.
- Stay abreast of change driven by:
 - Patients and other customers;
 - Competitors;
 - Your Industry.
- Enhance organizational learning.
- Increase organization's overall health and sustainability.

In our clients' words:

When our hospital committed to the Baldrige journey, we knew that we needed additional resources and support from experts. The guidance and assistance provided by Shaw Resources was key to conducting our assessment and site visit more effectively and in far less time than we could have accomplished on our own."

—Beth Rowett, M.H.A., C.P.H.Q,
Vice President, Quality,
Children's Hospital of Orange County



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