

Baylor Health Care System Medical Centers Receive High Scores on Nationwide Comparison of Hospitals
U.S. Centers for Medicare and Medicaid Services Post Data for the First Time on Consumer Web Site

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(DALLAS, April 1, 2005) – Baylor Health Care System medical centers rank highly among hospitals nationwide on performance rates for a specific set of quality measures. The U.S. Centers for Medicare & Medicaid Services (CMS) released the performance rates today on its new consumer Web site <http://www.HospitalCompare.hhs.gov>.

Baylor University Medical Center at Dallas, Baylor Jack and Jane Hamilton Heart and Vascular Hospital, Baylor All Saints Medical Center at Fort Worth, Baylor Medical Center at Garland, Baylor Regional Medical Center at Grapevine, Baylor Medical Center at Irving and Baylor Medical Center at Waxahachie are among the more than 4,000 hospitals that volunteered to submit their data for public reporting. The clinical measures reported focus on three common conditions of Medicare patients: heart attack, heart failure and pneumonia. The quality data on this Web site will be updated quarterly.

Scientific evidence indicates that certain measures, such as the use of aspirin and beta blockers in the treatment of heart attacks and early administration of antibiotics for patients with pneumonia, are the best practices for treating these conditions. The CMS Web site displays how often individual hospitals achieved these recommended processes of care. On many measures, Baylor medical centers delivered the recommended care to patients 100 percent of the time.

“Baylor Health Care System strives to deliver the best care available anywhere,” said Barbara Spreadbury, vice president of health care improvement, Baylor Health Care System. “We have initiated many quality improvement initiatives, so it is gratifying to see these numbers, which show we are succeeding in many areas.”

Baylor’s quality improvement initiatives focus on delivering care that is safe, timely, effective, efficient, equitable and patient-centered. Through Baylor Health Care System’s Institute for Health Care Research and Improvement, teams of physicians on the medical staff at Baylor and other health care professionals have developed and implemented projects to improve patient care in both the outpatient and hospital setting.

In late 2004, Baylor was an early volunteer to participate in the Institute for Healthcare Improvement’s 100,000 Lives Campaign, the first-ever national campaign designed to save 100,000 lives by implementing proven health care improvement techniques. The campaign aims to enlist more than 1,600 hospitals across the country in the next 18 months to reach this goal.

Health care facilities that choose to participate in the campaign commit to implement some or all of the following six quality improvement changes:

- Deploy Rapid Response Teams – by allowing any staff member, regardless of position in the chain of command, to call upon a specialty team to examine a patient at the first sign of decline.
- Deliver Reliable Evidence-Based Care for Acute Myocardial Infarction – by consistently delivering key measures, including early administration of aspirin and beta-blockers, that prevent patient deaths from heart attack.
- Prevent Adverse Drug Events – by implementing medication reconciliation, which requires that a list of all a patient’s medications (even for unrelated illnesses) be

compiled and reconciled to ensure that the patient is given (or prescribed) the right medications at the correct dosages at admission, discharge and before transferring a patient to another care unit.

- › Prevent Central Line Infections – by consistently delivering five interdependent, scientifically grounded steps collectively called the “Central Line Bundle.”
- › Prevent Surgical Site Infections – by reliably delivering the correct perioperative antibiotics, maintaining glucose levels and avoiding shaving hair at the surgical site.
- › Prevent Ventilator-Associated Pneumonia – by implementing five interdependent, scientifically grounded steps collectively called the “Ventilator Bundle” – such as elevating the head of the hospital bed by 30 degrees – thereby dramatically reducing mortality and length of stay in the intensive care unit.

In January 2004, Baylor Health Care System launched a \$140 million clinical transformation effort using information technology. This effort will redesign clinical processes and seamlessly link information throughout its network of hospitals, clinic sites and numerous physician practices. Upon completion, each Baylor patient will have a secure, single electronic medical record retrievable by his or her care provider via a handheld or desktop computer. The patient information will reside on Baylor’s secure information network, enabling Baylor to implement clinical best practices system wide.

Baylor Health Care System is a network of hospitals, primary care physician centers and practices, rehabilitation clinics, senior health centers, affiliated ambulatory surgery centers and the Baylor Research Institute. One of the largest private-sector employers in Dallas/Fort Worth, Baylor employs more than 15,000 people and has more than 3,000 physicians on its medical staffs.