

Florida Hospital's Quality Goals

1. Rank in the Top 10% of hospitals nationwide
2. Show ongoing cycles of improvement in all areas of patient care

June 2007

Florida Hospital Quality Dashboard

Pneumonia Care	Heart Attack Care	Heart Failure Care	Infection Control	Patient Safety	Whole Person Care
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Medicare to Implement Consumer Website

Medicare is launching "Hospital Compare," a consumer website that will rank U.S. hospitals' mortality rates in three quality-of-care categories: as expected, better-than-expected and worse-than-expected. The site will go live in June 2007. It will initially focus on heart attack and heart failure care. Quality data for pneumonia and other diseases will be added over the next few months.

In order to develop the site, the Centers for Medicare and Medicaid Services (CMS) and the Hospital Quality Alliance (HQA)¹ collected 2006 data from all acute care² hospitals. They worked with clinicians and statisticians from Harvard and Yale Universities to set state and national risk-adjusted averages for 30-day mortality rates on patients that were hospitalized for heart attacks and heart failure.

The 30-day mortality rate includes all patients who die in the hospital or elsewhere, within 30 days of admission. Risk adjustment takes into account the seriousness of patients' conditions. For example, Florida Hospital is a very large "tertiary referral" hospital, meaning that it sees and treats much sicker patients than most other hospitals.

Florida Hospital

CMS released individual Hospital Compare data to all U.S. hospitals in April 2007. This data showed that 17 of 4,453 hospitals ranked better-than-expected for heart attack care (AMI), and seven ranked worse-than-expected. The others, including Florida Hospital, ranked as expected.

¹ The Hospital Quality Alliance is a reporting initiative providing information on the quality of care in hospitals who volunteered to report their data for selected clinical topics.

² Data does not include Skilled Nursing Facilities or nursing homes.

For heart failure, 38 of 4,724 hospitals ranked better-than-expected and 35 ranked worse-than-expected. Again, Florida Hospital ranked as expected. The chart below shows these national rankings as well as those for the state of Florida.

Hospital Performance for 2005-2006

30 – Day Mortality Measure	Your Hospital Performance	U.S. National Rate		Better than U.S. National Rate	No different than U.S. National Rate	Worse than U.S. National Rate
AMI	No different than U.S. National rate	16.4	# of hospitals in the state that performed;	0	182	0
			# of hospitals in the nation that performed;	17	4453	7
HF	No different than U.S. National rate	11.1	# of hospitals in the state that performed;	4	180	1
			# of hospitals in the nation that performed;	38	4734	35

The push for transparency is spreading across the USA. Patients and consumers want to access hospitals and physicians performance. As measurement techniques evolve the data will have the capability to be more specific about individual hospital performance.

The Journey to Quality & Safety

“We haven’t yet seen the data on hospitals other than our own,” said Chief Medical Officer David Moorhead, MD. “I do know that we have continually ranked in the top ten for heart attack mortality, using other national data comparatives and fully expect we will do the same when compared to other U.S. hospitals.”

“But I want to stress this point: Florida Hospital is working to become the best of the best,” he continued. “We are absolutely committed to becoming a ‘global pacesetter’ in providing safe, quality care.”

“In 2006, we began a systematic, multi-year, quality improvement initiative in cooperation with CareLeaders, the nation’s top quality “gurus,” Moorhead said. “This effort is engraining quality and safety into every aspect of our culture. Visionaries like Dr. Charles Denham, of HCC Corporation and advisor to Leapfrog Group, and Ann Rhoades, of Southwest Airlines and Jet Blue are guiding our transformation to be the nation’s safest and highest quality hospital. We owe that to each and every patient who comes to Florida Hospital.”

For more information and to access the data go to www.hospitalcompare.hhs.gov

Next Issue: Florida Hospital’s Multi-Year Quality Improvement Process