

July 17, 2009

# CENTER *express*

Extra

## America's Best Hospitals A trio of wins!

By earning three spots on the *U.S. News & World Report's* America's Best Hospitals list, The University of Kansas Hospital has reached a new level of success and national recognition.

It's a testament, hospital leaders say, to the path the organization started many years ago: focus on building the best team to provide the highest quality patient care and service.

"This marks a very important milestone on our journey – a journey to lead the nation in caring, healing, teaching and learning," said **Bob Page**, hospital president and chief executive officer. "We believe we provide the highest quality of care and service for our patients every day. It is very rewarding to be recognized by an objective, outside organization for the quality of our care."

Three of the hospital's programs were named to the *U.S. News & World Report's* prestigious annual list: ear, nose and throat; heart and heart surgery; and kidney disorders. A total of 4,861 hospitals were analyzed, with only

ENT, heart and heart surgery, and kidney disorders named to prestigious list



*continued on back*

*continued from front*

174 named to America's Best Hospitals list; few had three programs cited.

Now in its 20th year, the America's Best Hospitals guide is the nation's most extensive hospital ranking. (Look for it on newsstands Wednesday, July 21, or online now at [health.usnews.com/health/best-hospitals](http://health.usnews.com/health/best-hospitals).) Facilities are judged in 16 specialties, with the rankings predominantly driven by hard data. There are four components: reputation, death rate (mortality index), patient safety (new this year), and care-related factors, such as nursing and patient services.

The hospital's reputation for exceptional care and outcomes is still not well known across the country. That means the hospital's favorable mortality index in those categories – an essential measure of care quality – had to carry even more weight for the hospital to achieve the high scores it did.

"Everyone in our hospital who helps care for patients, as well as those who support them, should be thrilled with this accomplishment," said **Tammy Peterman, RN, MS**, executive vice president, chief operating officer and chief nursing officer. "We have reached this tremendous level of

**"This recognition ... challenges us to continue the hard but rewarding work of delivering the best in quality, safety and service." – Bob Page, president and CEO**

success by working as a team to ensure every patient entering our hospital receives the best care possible."

Other highlights of the 2009-2010 America's Best Hospitals list:

- The heart and heart surgery program, ranked 39th, made the list for the third straight year. The program's mortality index was third lowest among the 50 hospitals in the category, better than that of Mayo Clinic, Johns Hopkins Hospital, Massachusetts General Hospital and most of the nation's biggest names in cardiology.
- The ENT program was ranked 36th. Only one other ENT program in Missouri (in St. Louis) and no others in Kansas made the list.
- The kidney disorders program, ranked 48th, was tied for fourth-lowest mortality index, besting some of the nation's biggest names, including Brigham and Women's Hospital, Mayo Clinic and Cleveland Clinic.

- Only one other Kansas City area hospital made the list. No other hospitals in Kansas were named.

"This recognition sets us apart in our metropolitan area, the state and the nation as a leader in health care," Page said. "It also raises the expectation of every patient who enters our hospital and challenges us to continue the hard but rewarding work of delivering the best in quality, safety and service."

**"Everyone in our hospital who helps care for patients, as well as those who support them, should be thrilled with this accomplishment." – Tammy Peterman, RN, MS**