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CENTER *express*

Extra

THE UNIVERSITY OF KANSAS HOSPITAL • UNIVERSITY OF KANSAS MEDICAL CENTER

Hospital Celebrates **10th Anniversary** as Independent Entity

Oct. 1 marked the 10-year anniversary of The University of Kansas Hospital Authority.

In 1998, hospital and University of Kansas leaders applauded the successful conclusion to the much-sought legislation to form a public authority (*see box*). Their determination and cooperation set the stage for the hospital's enormous growth and achievements in the years that followed.

Bob Page, president and chief executive officer, attributes the hospital's success over the past 10 years to the unbelievable combination of competency and humility.

He credits the team – about 4,000 employees, 400 medical staff members, students and residents – working together to achieve a common goal: to be the best hospital in the country.

Working toward that goal ensures the hospital provides the best outcomes for patients, their families and the community.

“We are nationally recognized for our leadership in patient safety and quality,” Page said. “Our programs and initiatives are receiving national recognition. We are a provider and an employer of choice in the region. We are one of a select group of hospitals across the country that have Magnet designation, and we have had unparalleled growth in patient volume over the past 10 years.”

Numerous hospital programs helped make this possible, including customer service training, proactive communications, peer-to-peer recognition and patient surveys. Aggressive quality and

What is the Hospital Authority?

When the Kansas Legislature approved the bill to create The University of Kansas Hospital Authority, the hospital left the state university system and became an independent state authority.

Before, the hospital was governed by the Kansas Board of Regents and the state of Kansas. Under the hospital authority, it is governed by a public authority board. This authority, which has 19 positions, allows the hospital to:

- Compete with greater advantage in the managed-care market
- Offer more competitive salaries
- Build strategic partnerships with other providers
- Finance capital investments and technology with more flexibility
- Have a greater impact on the community
- Increase support to the University of Kansas Medical Center

safety initiatives, dedicated community outreach and grassroots departmental efforts add to the hospital's overwhelming success.

While the hospital has gone from \$150 million to \$700 million in operating revenue in 10 years, its achievements resonate in **Simeon Bishop Bell's** aspirations more than a century ago. In 1894, he wrote of his

Goat Hill land donation to the University of Kansas:

“I wish to make some propositions for you and others – looking toward the establishment and building – first a hospital, and second a medical college in Kansas City, Kan.,” Bell noted. “As you may see is a high promontory – a dandy site for an extensive hospital.”

What a difference a decade makes!

CELEBRATING 10 YEARS OF PROGRESS

1998-2008

We're Measuring Up!

The University of Kansas Hospital will make it easier for the public to measure the quality of hospital care through an initiative called Measuring Up.

Employees are getting a sneak preview on 24/7, the hospital intranet.

Set to launch publicly later this fall, the initiative will spotlight the hospital's

quality data through public reporting on its Web site, kumed.com.

"As a leading academic hospital, we have an obligation to provide performance information to the public. Through Measuring Up, we can show tangible proof of the outcomes they can expect when they come to The University of Kansas Hospital," said **Tammy Peterman, RN, MS**, executive vice president, chief operating officer and chief nursing officer.

Visit 24/7 for Measuring Up!

The University of Kansas Hospital launched the Measuring Up initiative Oct. 1 on its intranet, 24/7. Check out the hospital's performance in key areas at <http://intranet.kumed.com>.

What the Numbers Mean

Patient Satisfaction Ranking – When patients are discharged, the hospital asks them to rate how well their expectations were met. To determine patient satisfaction, the hospital uses two different measurement tools.

The first is Press Ganey, an independent patient satisfaction measurement service that compiles patient survey responses. Results are averaged and compared against 1,053 other hospitals.

In addition, the Centers for Medicare and Medicaid Services (CMS) require hospitals to report patient satisfaction using a standardized tool. HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a patient satisfaction survey supported by CMS. HCAHPS measures:

- The percentage of patients who say they would recommend the hospital
- The percentage of patients who rate their overall care as 9 or 10 (10-point scale)

Risk-Adjusted Mortality Index – A risk-adjusted mortality index is a method used to account for individual risk factors. It compares the number of patients who died in a hospital versus the number of deaths that could have been expected, based on the patients' diagnoses and other health-related factors. The lower the score, the better the hospital's rating.

An external organization, the University HealthSystem Consortium (UHC), calculates the mortality index and updates hospitals' scores monthly. This is what the risk-adjusted mortality index numbers mean:

- Equal to 1.0 – No difference between a hospital's mortality rate and the expected average rate
- More than 1.0 – Mortality rate is higher than the expected average rate
- Less than 1.0 – Mortality rate is lower than the expected average rate

A low risk-adjusted mortality index can indicate a hospital's overall success at responding to life-threatening conditions.

show us where we are succeeding and where we can improve. They will help us become even better."

So when you see the Measuring Up logo, you will find the hospital's most up-to-date patient satisfaction and mortality scores.



Why Measuring Up?

"We believe patient satisfaction and mortality measures are the truest indicators of a hospital's quality of care," Peterman explained. By using these universal barometers, people can make meaningful comparisons and determine which hospital will provide the best possible care.

Measuring Up will illustrate to the world the hospital's commitment to continued improvement through measurement.

"As well as providing a service to the public, we are holding ourselves accountable to provide the highest quality health care," said Peterman. "The numbers

The patient satisfaction and mortality scores will be updated regularly. Find out:

- What quality reporting means
- Why we measure
- Why this information is important
- What patients should do with the information
- How the hospital achieves its numbers
- What awards validate the outcomes

"We constantly challenge ourselves to provide the best care possible, and our patient satisfaction and mortality scores prove it," Peterman said. "I can't wait to show everyone how we measure up with our continuing story of achievement."