

Health Care Quality

What you need to know

What is Quality?

Quality involves the entire patient experience: Access, continuity and timeliness of care, clinical outcomes, cost, safety, and patient satisfaction.

Transparency in Health Care

“Transparent” health care providers are open about what they do and how they do it. Recent research has identified the quality gap separating hospitals. To help patients assess a hospital, the government, health care industry and private sector have published information about health care quality. The goal of these efforts is “transparency.”

Aspirus Quality Initiatives

Aspirus Wausau Hospital constantly seeks to improve in three areas:

1. Clinical Outcomes
2. Customer Service
3. Patient Care Delivery and Safety

1 Clinical Outcomes

HealthGrades America's 50 Best

Aspirus Wausau Hospital constantly strives for clinical excellence, and was recognized in 2009 among the top 50 hospitals in the nation, according to HealthGrades.

Each year, HealthGrades identifies America's 50 Best hospitals based only on clinical performance – that is, how their patients fare. Top hospitals have clinical outcomes among the top 5 percent in the nation, not just in one medical specialty, but across 26 different procedures and diagnoses. Aspirus Wausau Hospital has maintained this superior level of care for six consecutive years.



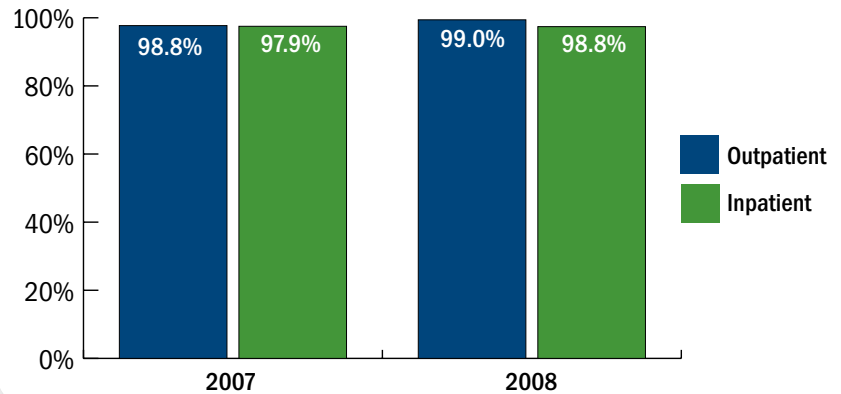
2 Customer Service

Health care quality must focus on the patient.
Aspirus views care from the patient's perspective.

Current initiatives include:

- Noise level reduction.
- Parking upgrade.
- Wayfinding improvements.
- Wireless Internet access for guests.
- Remodeled, private patient rooms.
- EZ Rider patient transport service.
- Operating room update board to keep families informed of surgical progress.

Patients who would recommend Aspirus Wausau Hospital to their family and friends



3 Patient Care Delivery and Safety

Behind-the-scenes processes and systems directly affect how patients and visitors receive care.

Two initiatives that dramatically improve safety are:

- Back to Safety initiative employing patient mobility and lift equipment
 - o Increases safety and dignity of patients.
 - o Increases safety for health care workers.
- Bedside Barcoding System to process and track medication administration
 - o Decreases risk of medication errors.
 - o Improves speed and efficiency of medication requests.

What You Can Do

You can be an active and informed member of your health care team:

1. Speak up if you have questions or concerns.
2. Keep a list of all your current medications.
3. Make sure you get the results of any test or procedure.
4. For all hospital stays, pay attention to the care you receive.
5. Make sure you understand what will happen if you need surgery.

Consumer Resources

The following tools can help you better understand the health providers in your area. The health care quality reporting movement is still new, so tools use different criteria and methods to evaluate health providers. Be sure to read about methodology, currency and completeness of data, and to consider sources in combination.

Center for Medicare and Medicaid Services: hospitalcompare.hhs.gov

Thomson Reuters: 100tophospitals.com

Wisconsin Hospital Association

CheckPoint: wicheckpoint.org

PricePoint wipricepoint.org

ServePoint wiservepoint.org

HealthGrades: healthgrades.com

LeapFrog: leapfroggroup.org

Joint Commission: qualitycheck.org

For additional information
contact Aspirus Quality
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