

## **Good Shepherd Medical Center achieves top performance in nationwide collaborative addressing healthcare reform goals of improving quality while reducing costs**

LONGVIEW, TX (October 26, 2009) – As policymakers struggle to find solutions that improve healthcare quality and control spending, Good Shepherd Medical Center is showing that higher quality care can lead to a lower cost of care through its participation in a national hospital improvement collaborative.

Good Shepherd Medical Center saved on average \$1,090 per patient as a participant in the Premier Inc. healthcare alliance QUEST: High Performing Hospitals, a voluntary, three-year project made up of 157 not-for-profit hospitals across 31 states, including urban/rural, large/small and teaching/non-teaching facilities. Good Shepherd Medical Center also improved the delivery of recommended evidence-based care measures, or provided “perfect” care, by eight percent.

Based on first-year results from the project, Good Shepherd Medical Center received awards for top performance on the following performance goals:

- **Save lives:** Eliminate avoidable hospital mortalities.
- **Safely reduce the cost of care:** Reduce the costs for each patient's hospitalization.

“As participants in QUEST, we are taking the next steps to achieve the reliable delivery of the best clinical, financial and satisfaction outcomes,” stated Ruby Brewer, Vice President. “Through collaboration, data transparency and best practice sharing, participants will further secure their position as industry leaders, creating a competitive advantage.”

Since setting the three-year goals at the baseline, QUEST hospitals have saved an estimated total of 8,043 lives and \$577 million in one year, according to first-year results. Of the approximately 2.3 million patients treated annually in hospitals, 24,818 received treatments that met the highest-quality patient care standards when compared to baseline performance at the outset of the project.

“These results highlight what can be achieved when hospitals set high goals and focus on continuous improvement,” said Susan DeVore, Premier president and CEO. “QUEST hospitals are outpacing the performance of others, proving that when hospitals work together in a collaborative forum, they bring the depth of their shared knowledge to the table. Such collaboration helps participants to reliably deliver the most efficient, effective and caring hospital experience for each and every patient, every single time.”

Cost of care was reduced by an average of \$343 per patient and the delivery of every recommended patient care measure increased by 8.74 percentage points to deliver perfect

care an average of 86.3 percent of the time. At the same time, QUEST hospitals achieved a 14 percent reduction in observed mortality when compared to what was expected.

“Imagine if the remaining 97 percent of U.S. hospitals not participating in QUEST could replicate these results – cost reductions and quality improvements would be significant,” DeVore said.

### **About QUEST**

Developed in partnership with the [Institute for Healthcare Improvement](#), QUEST is designed to springboard hospitals to new levels of performance and inform public policies with tangible results. To accomplish this, QUEST benchmarked participating facilities using data from Premier’s clinical database to determine the “baseline” level of performance in cost, mortality and evidence-based care delivery. Hospitals were then challenged to overcome the main factors that lead to deaths, errors and excessive costs, and measure themselves against one another to achieve top performance.

QUEST also benefits from an [Advisory Panel](#) of experts from 20 of the country's top healthcare organizations, such as the Centers for Medicare & Medicaid Services, National Quality Forum, and Agency for Healthcare Research and Quality.

Moving forward for years two and three of the program, additional performance metrics will be added to QUEST, including:

- **Improve patient safety:** Prevent incidents of harm in more than 30 categories, including healthcare-acquired infections and birth injuries.
- **Increase satisfaction:** Improve the patient's overall care experience and loyalty to the care providing facility.

### **About Premier Inc., 2006 Malcolm Baldrige National Quality Award recipient**

The [Premier healthcare alliance](#) is more than 2,200 U.S. hospitals and 63,000-plus other healthcare sites working together to improve healthcare quality and affordability. Owned by not-for-profit hospitals, Premier maintains the nation's most comprehensive repository of clinical, financial and outcomes information and operates a leading healthcare purchasing network. A world leader in helping deliver measurable improvements in care, Premier works with the Centers for Medicare & Medicaid Services and the United Kingdom's National Health Service North West to improve hospital performance. Headquartered in Charlotte, Premier also has offices in San Diego, Philadelphia and Washington.