IASIS Focus on Quality

Patients and their families know and understand the meaning of quality healthcare. The attitude and responsiveness of their nurse, the doctor’s bedside manner, the overall appearance and cleanliness of the hospital are all factors that influence how a patient feels about the quality of their healthcare experience.

Delivering the highest quality care is the top priority of every IASIS hospital. We participate in several national initiatives focused on improving healthcare outcomes, and we have created strategies and systems specific to our hospitals to create a quality strategy and infrastructure that aligns our clinical, quality and financial operations.

National and State Quality Initiatives

Across the IASIS Healthcare system, our hospitals have been reporting their hospital quality measures and we have been meeting or exceeding the national average. We fully participate in sharing our hospital quality and outcomes data with these national and state organizations as well as utilize their information to help improve performance.

- National Hospital Quality Measures
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
- Joint Commission on the Accreditation of Healthcare Organizations (JCAHO)
- Det Norske Veritas (DNV) Hospital Accreditation Program
- Institute for Healthcare Improvement (IHI)
- Publically reported State data
- Managed Care and Third Party Payors

IASIS Quality Initiatives

Hospital Medical Management and Quality Program (HMMQP):

As part of its commitment to operational excellence and safe, quality healthcare for our patients, IASIS Healthcare set out to create a quality strategy and infrastructure that will help continually improve the clinical operations of its hospitals. The HMMQP strategy utilizes evidence-based medicine techniques from within IASIS and other healthcare providers and scholars to maximize efficiencies and improve patient outcomes. Key areas of focus for this program include:

- Admission process guidelines and order sets
- Focus on NHQM for AMI, Pneumonia, HF, and SCIP
- Mortality rates for AMI, Pneumonia, and HF
- Readmission rates for AMI, Pneumonia, and HF
- Collection and reporting of the Agency for Healthcare Research and Quality (AHRQ) inpatient quality indicators and patient safety indicators
- Early discharge time and patient through-put optimization
- Clinical documentation improvement
- Identification and preventions of HAC’s
- Resource/efficiency management of clinical pharmacy, imaging, ICU, ED and surgical services
- Patient experience and satisfaction
- Hospitalists program
- Case management modeling
- Clinical risk management and patient safety strategies
- Infection prevention strategies
- Regulatory and accreditation continuous readiness assessment

Unique Technologies

- IASIS Advanced Clinical System which includes an EHR, computerized charting, bar-code scanning and physician portal that has full inter-department integration
- Horizon Enterprise Imaging Picture Archiving and Communications System (PACS) that brings together images from multiple modalities with clinical patient data.

STAR Customer Service Program

In May of 2009, IASIS Healthcare introduced a formal, system wide customer service program called STAR Power, designed to promote continual HCAHPS score improvement through the adoption of a hospital wide customer service culture. Each facility employs a customer service champion who oversees the customer service implementation of customer service initiatives such as scripting, rounding, ongoing training and employee recognition.

All IASIS hospitals use JL Morgan and Associates to conduct our patient satisfaction surveys. The telephone calling methodology coupled with faster reporting allows the opportunity for faster service recovery and results reporting back to the employees.
HealthGrades

IASIS hospitals have a long history of winning quality accolades for their excellent outcomes. Recent achievements awarded by HealthGrades include:

Davis Hospital & Medical Center
- General Surgery Excellence Award – 2011
- Ranked Among the Top 5 or 10 in State for Spine Surgery (Ranked 3 in 2011)
- Five-Star Rated for Back and Neck Surgery (Spinal Fusion) – 2011
- Ranked Among the Top 5 or 10 in State for Treatment of Stroke ( Ranked 3 in 2011)
- Five-Star Rated for Treatment of Stroke – 2011
- Five-Star Rated for Treatment of Sepsis – 2011
- Ranked Among the Top 10% in the Nation for General Surgery – 2011
- Ranked Among the Top 5 or 10 in State for General Surgery (Ranked 2 in 2011)
- Five-Star Rated for Appendectomy – 2011

Glenwood Regional Medical Center
- Distinguished Hospital Award for Patient Safety – 2007 and 2008
- Cardiac Surgery Excellence Award – 2007, 2008, 2009
- Joint Replacement Excellence Award – 2008
- Ranked Among the Top 5 or 10 in State for Overall Cardiac Services For 6 Years in a Row (2006-2011) (Ranked 6 in 2011)
- Ranked Among the Top 5 or 10 in State for Cardiology Services For 3 Years in a Row (2009-2011) (Ranked 7 in 2011)
- Five-Star Rated for Treatment of Heart Failure For 3 Years in a Row (2009-2011)

Jordan Valley Medical Center
- Ranked Among the Top 5 or 10 in State for Overall Pulmonary Services (Ranked 7 in 2011)
- Five-Star Rated for Treatment of Pneumonia – 2011

Memorial Hospital of Tampa
- Gastrointestinal Surgery Excellence Award – 2008
- Pulmonary Care Excellence Award – 2007
- Five-Star Rated for Treatment of Heart Attack – 2011
- Five-Star Rated for GI Procedures and Surgeries – 2011
- Five-Star Rated for Treatment of Bowel Obstruction – 2011
- Five-Star Rated for Treatment of Respiratory Failure – 2011

Mountain Vista Medical Center
- Pulmonary Care Excellence Award – 2011
- Five-Star Rated for Treatment of Heart Failure For 2 Years in a Row (2010-2011)
- Five-Star Rated for Treatment of Stroke For 2 Years in a Row (2010-2011)
- Ranked Among the Top 5% in the Nation for Overall Pulmonary Services – 2011
- Ranked Among the Top 5 or 10 in State for Overall Pulmonary Services in 2011 (Ranked 5 in 2011)
- Five-Star Rated for Overall Pulmonary Services – 2011
- Five-Star Rated for Treatment of Chronic Obstructive Pulmonary Disease – 2011
- Five-Star Rated for Treatment of Pneumonia For 2 Years in a Row (2010-2011)
- Ranked Among the Top 5 or 10 in State for GI Services in 2011 (Ranked 7 in 2011)
- Ranked Among the Top 5 or 10 in State for GI Surgery in 2011 (Ranked 6 in 2011)
- Ranked Among the Top 5 or 10 in State for GI Medical Treatment in 2011 (Ranked 9 in 2011)
- Five-Star Rated for GI Procedures and Surgeries – 2011
- Five-Star Rated for Treatment of GI Bleed – 2011
- Five-Star Rated for Treatment of Pancreatitis – 2011
- Five-Star Rated for Treatment of Sepsis – 2011

North Vista Hospital
- Bariatric Surgery Excellence Award – 2008
- Maternity Care Excellence Award – 2007, 2008 and 2009
- Ranked Among the Top 5 or 10 in State for Overall Pulmonary Services For 4 Years in a Row (2008-2011) ( Ranked 7 in 2011)
- Five-Star Rated for Treatment of Pneumonia For 4 Years in a Row (2008-2011)

Odessa Regional Medical Center
- Maternity Care Excellence Award – 2008 and 2009
- Five-Star Rated for Treatment of Pneumonia – 2011
- Five-Star Rated for Maternity Care For 4 Years in a Row (2007/2008-2010/2011)

Palms of Pasadena Hospital
- Five-Star Rated for Treatment of Pneumonia For 4 Years in a Row (2008-2011)

St. Luke’s Medical Center
- Five-Star Rated for Treatment of Chronic Obstructive Pulmonary Disease – 2011
- Five-Star Rated for Treatment of Pneumonia – 2011
- Five-Star Rated for GI Procedures and Surgeries – 2011
Salt Lake Regional Medical Center
- Cardiac Care Excellence Award – 2011
- Coronary Intervention Excellence Award For 2 Years in a Row (2010-2011)
- Ranked Among the Top 5% in the Nation for Cardiology Services – 2011
- Ranked Among the Top 5% in the Nation for Coronary Interventional Procedures – 2011
- Ranked Among the Top 10% in the Nation for Overall Cardiac Services – 2011
- Ranked Among the Top 10% in the Nation for Coronary Interventional Procedures For 2 Years in a Row (2010-2011)
- Ranked #1 in State for Overall Cardiac Services – 2011
- Ranked #1 in State for Cardiology Services – 2011
- Ranked #1 in State for Coronary Interventional Procedures – 2011
- Five-Star Rated for Cardiology Services – 2011
- Five-Star Rated for Coronary Interventional Procedures For 3 Years in a Row (2009-2011)
- Five-Star Rated for Treatment of Heart Failure For 2 Years in a Row (2010-2011)
- Ranked Among the Top 5 or 10 in State for Overall Pulmonary Services For 5 Years in a Row (2007-2011) ( Ranked 6 in 2011)
- Five-Star Rated for Treatment of Chronic Obstructive Pulmonary Disease For 2 Years in a Row (2010-2011)

Southwest General Hospital
- General Surgery Excellence Award – 2007
- Maternity Care Excellence Award – 2007, 2008 and 2009
- Five-Star Rated for Treatment of Pneumonia For 2 Years in a Row (2010-2011)
- Five-Star Rated for Treatment of GI Bleed – 2011
- Five-Star Rated for Cholecystectomy For 3 Years in a Row (2009-2011)
- Five-Star Rated for Treatment of Sepsis For 2 Years in a Row (2010-2011)

The Medical Center of Southeast Texas
- Five-Star Rated for Carotid Surgery For 7 Years in a Row (2005-2011)
- Maternity Care Excellence Award for 2010/2011
- Ranked Among the Top 10% in the Nation for Maternity Care – 2011
- Five-Star Rated for Maternity Care – 2011

Town and Country Hospital
- Bariatric Surgery Excellence Award – 2008
- Stroke Care Excellence Award – 2011
- Ranked Among the Top 10% in the Nation for Treatment of Stroke – 2011
- Five-Star Rated for Treatment of Stroke – 2011
- Five-Star Rated for Treatment of Pneumonia – 2011
- Five-Star Rated for Treatment of Pulmonary Embolism – 2011

Wadley Regional Medical Center
- Cardiac Surgery Excellence Award – 2011
- Orthopedic Surgery Excellence Award – 2011

Centers of Excellence
- North Vista Hospital – ASMBS Bariatric Surgery Center of Excellence
- Palms of Pasadena Hospital – ASMBS Bariatric Surgery Center of Excellence
- Salt Lake Regional Medical Center – ASMBS Bariatric Surgery Center of Excellence
- Southwest General Hospital – ASMBS Bariatric Surgery Center of Excellence
- St. Luke’s Medical Center – ASMBS Bariatric Surgery Center of Excellence
- Tempe St. Luke’s Hospital – ASMBS Bariatric Surgery Center of Excellence

DNV Advanced Certification
- Palms of Pasadena Hospital – Stroke (Primary Stroke Center)

Joint Commission Advanced Certification
- Southwest General Hospital – Inpatient Diabetes

Additional Certifications
- Jordan Valley Medical Center – Designated Stroke Receiving Center by the Utah Department of Health
- Palms of Pasadena Hospital – ACoS Cancer Registry by the American College of Surgeons and Commendations by the Commission on Cancer
- Wadley Regional Medical Center – ICAVL Certification for Peripheral Venous, Extracranial Cardiovascular Testing and Peripheral Arterial by the Intersocietal Commission for Vascular Labs