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West Florida Healthcare Reaches Two Milestones for Patient Safety in Leapfrog's Fall 2016 Hospital Safety Grade

West Florida Healthcare is the area's only hospital to have earned an "A" rating during the most recent reporting period and to have earned this rating for three consecutive times.



October 31, 2016 (Pensacola, FL) – An announcement released nationally by the independent hospital watchdog The Leapfrog Group indicates that hospital safety breakdowns, including patient injuries, accidents and infections, kill more than 200,000 Americans each year, making these errors the third leading cause of death in the U.S. But

not all hospitals are alike. A national, independent nonprofit, The Leapfrog Group today announced its Fall 2016 Leapfrog Hospital Safety Grade (formerly known as the Hospital Safety Score), a program which assigns A, B, C, D and F letter grades to more than 2,600 U.S. hospitals bi-annually and is the gold standard measure of patient safety in the United States. Of the 2,633 hospitals evaluated, 844 earned an "A," 658 earned a "B," 954 earned a "C," 157 earned a "D" and 20 earned an "F."

West Florida Healthcare is proud to be the only hospital in Escambia and Santa Rosa Counties to have earned an "A" in this elite national ratings program, recognizing their strong commitment to patient safety. To make this accomplishment even more impressive, this is the third consecutive time that West Florida Healthcare has earned an "A" rating, the only area hospital to have done so. As further evidence of their commitment to patient safety and quality care, West Florida Healthcare is also the only hospital in the area to have earned the "100 Top Hospitals in the Nation" by Truven Health Analytics for two years in a row.



To receive this “A” grade, West Florida Healthcare has remained focused on transforming the health care experience. The vision is for highly-competent professionals to work in a collaborative environment to provide patient and family-centered care using evidence-based clinical practice standards. This collaborative team of nurses, physicians, support staff, and volunteers are all committed to the patient and family-centered model of care which has resulted in consistently high patient experience

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scores. In addition, the West Florida Hospital culture of safety and safe practice is embedded throughout the entire organization.

Another important differentiator is the professional development support that West Florida Hospital provides for their nurses. For example, they have created a nursing structure which includes Shared Governance, a model that features unit-based and facility clinical practice councils. Examples of these councils include: the nurse quality council, the nurse executive council, the fall prevention committee, the nursing patient satisfaction committee, and the nursing peer review committee, all of which meet on a regular basis to discuss how to improve patient quality and patient satisfaction.

By creating multidisciplinary teams, West Florida Healthcare has dedicated itself to serving as the quality leader in Northwest Florida by supporting the use of valid, reliable data to assure the delivery of optimal patient care to reduce medical errors. These multidisciplinary teams of physicians, nurses, clinicians, educators, and support staff who follow evidence-based care practices, process improvement techniques, and systems are able to enhance the patient’s quality of care.

“Receiving an “A” on hospital safety is a reflection of our dedication to providing evidence-based medicine that reduces variation in our delivery of care,” said **Christopher Dorvault, M.D.**, Chief of Staff, West Florida Healthcare. “Empowering our clinical staff to have a voice in the design of our processes in a collaborative way has a direct impact on our operations, clinical practice, patient care outcomes, and patient experience.”

The Leapfrog Hospital Safety Grade is calculated by top patient safety experts, peer reviewed, fully transparent and free to the public. A full description of the data and methodology used in determining grades is available online at <http://www.hospitalsafetygrade.org>. Visitors to the website can also find videos, tips for patients and a Leapfrog Hospital Safety Grade mobile app for IOS and Android devices. The Leapfrog Hospital Safety Grade is designed to give consumers information they can use to protect themselves and their families when facing a hospital stay. Patients



can also review their hospital's past safety performance alongside its current grade on the Hospital Safety Grade site, allowing them to determine which local hospitals have the best track record in patient safety and which have demonstrated consistent improvement.

"As a 100 Top Hospital in the Nation, receiving an "A" rating, particularly for three times in a row, is a reflection of the countless hours that our dedicated nurses, employees,

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physicians and volunteers spend improving our quality which results in better outcomes for our patients," said **Brian Baumgardner**, president and CEO of West Florida Healthcare. "From creating processes that have led to the area's shortest ER wait times and door-to-balloon times that beat the national average, to our focus on improving surgical outcomes and reducing infection, our team is leading the way in improving quality care for our community."

"Our entire community can be proud of West Florida Healthcare's "A" rating in patient safety by Leapfrog," said **Jim Cronley**, Chairman of West Florida Healthcare's Board of Trustees. "This "A" rating is a powerful reminder of West Florida Healthcare's commitment to putting patient safety above all else."

To see West Florida Healthcare's full score, and to access consumer-friendly tips for patients and loved ones visiting the hospital, visit www.hospitalsafetygrade.org.

About The Leapfrog Group

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Leapfrog Hospital Safety Grade, Leapfrog's other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.



About West Florida Healthcare

The first hospital in the area to offer all private rooms, West Florida Healthcare proudly provides market-leading quality outcomes performance. Named for the second year in a row as one of the “100 Top Hospitals” in the nation by Truven Health Analytics, the facility has also been recognized as a Top Performer on Key Quality Measures for five years in a row by The Joint Commission. The area’s first Accredited Chest Pain Center and Breast Imaging Center of Excellence, West Florida Hospital is also the first hospital in the state of Florida to have earned Atrial Fibrillation with Electrophysiology Services

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Accreditation. The hospital is also an Advanced Primary Stroke Center and offers specialized Emergency Department services tailored specifically to the needs of seniors as well as a Kids’ ER dedicated to serving the emergency medical needs of children. The West Florida Healthcare campus includes the all private room acute care hospital, the area’s only comprehensive, CARF-accredited physical rehabilitation hospital, and a mental health facility. Affiliated with HCA, the nation’s leading provider of healthcare, West Florida Healthcare meets the community’s healthcare needs in major services such as cardiology, cardiovascular surgery, oncology, orthopedics, robotic-assisted surgery, critical care, neurology/neurosurgery, emergency care, urology, behavioral health, gastroenterology, obstetrics, pulmonary, and rehabilitative medicine. For more information, visit www.westfloridahospital.com or call (850) 494-3212.

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