

WALLA WALLA GENERAL HOSPITAL

*f o c u s   o n   q u a l i t y*





**IMAGINE A HOSPITAL** *where every employee constantly*

*thinks about how to* **IMPROVE PATIENT CARE.**

*At Walla Walla General Hospital we've been relentlessly*

**FOCUSED ON QUALITY** *and the results are remarkable.*

INFORMATION IN THE QUALITY REPORT IS FROM 2010 DATA.

The Joint Commission – our primary accrediting body – has identified Core Measures to evaluate the quality of hospital care. The more appropriate care a hospital provides for each of these conditions, the higher its rating. Elements in each category are based upon scientifically proven, evidence-based care. Four of these measures are applicable to Walla Walla General Hospital: **Heart Attack Care, Heart Failure, Community Acquired Pneumonia, and Surgical Care Improvement Project.**

# QUALITY

97.2%

## HEART ATTACK CARE (Acute Myocardial Infarction)

Cardiovascular disease, including AMI (commonly called heart attack), is the leading cause of death in the United States. Each year, 900,000 Americans are diagnosed with AMI and 225,000 cases lead to death.



100%

99%

### HEART FAILURE

Heart failure is a weakening of the heart's pumping power. About five million patients in the United States have HF, and more than 550,000 patients are newly diagnosed with HF each year. It is primarily a condition of the elderly; more Medicare dollars are spent for the diagnosis and treatment of HF than for any other diagnosis.

95.1%

### COMMUNITY ACQUIRED PNEUMONIA

Pneumonia is a serious lung infection that causes difficulty breathing, fever, cough and fatigue. Community-acquired pneumonia (CAP) is the sixth most common cause of death in the United States. Every year, there are an estimated two to three million cases of CAP resulting in 500,000 hospitalizations and 45,000 deaths.

99.2%

### SURGICAL CARE IMPROVEMENT PROJECT

Hospitals can reduce the risk of wound infection after surgery by making sure patients get the right medicines at the right time on the day of their surgery. Surgical site infections account for 15 percent of all hospital-acquired infections.

**CORE MEASURE  
2010 COMPOSITE SCORES**

[WWGH.COM/QR-FOCUS](http://WWGH.COM/QR-FOCUS)

INFORMATION IN THE QUALITY REPORT IS FROM 2010 DATA.

Patient safety is the cornerstone of quality care at WWGH. Ensuring patient safety requires a **Culture of Safety** built on the foundation that quality, and therefore safety, is everyone's responsibility and must be a collaborative effort.

We use several national benchmarking studies and participate in statewide and system-wide initiatives to ensure the quality of our patient care remains extraordinary. Here are a few of the ways we chart our progress:

- ▶ The Institute of Healthcare Improvement's (IHI) national campaign to save lives involve process improvement projects—called bundles—focused on hospital acquired infections associated with surgery, ventilators and centrally placed IV lines. They have also focused on the treatment of heart attacks and the development of Rapid Response teams to assist with prevention of catastrophic events. [WWGH has successfully implemented all of the IHI bundles.](#)
- ▶ Our hospital is actively involved in the Washington State Hospital Association (WSHA) Patient Safety Program, which promotes safety through consistency and standardization. [WWGH has fully implemented all three standardization projects: Emergency Code Calls, Isolation Precaution Signage, and Wristbands.](#)
- ▶ We also actively participate in these additional WSHA Patient Safety Programs:

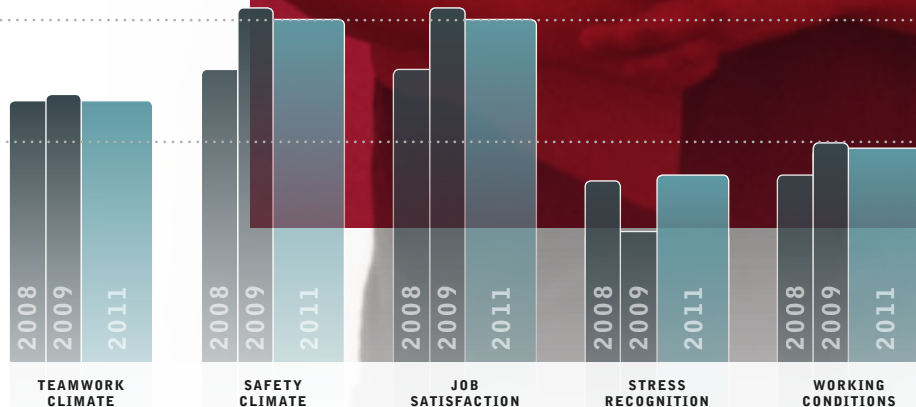
**ELIMINATE HOSPITAL ACQUIRED INFECTION**

Washington Hospital's In Safe Hands Initiative has set a goal to eliminate hospital-acquired infections by 2012. We have taken aggressive steps in this direction and report ongoing results to our staff, leaders, governing board and state regarding hospital acquired Central Line Infections, Ventilator Associated Pneumonia, Catheter Associated Urinary Tract Infections, and Methicillin-resistant Staphylococcus aureus (MRSA).

**FLU IMMUNIZATION**

We strongly encourage all of our health care workers to receive the Flu Immunization each year, and [continue to see increased compliance among our staff and physicians.](#)

● GOAL (80%)  
▼ DANGER ZONE (<60%)



**HOW SAFE IS OUR CULTURE?**



► In addition to national and statewide safety programs, as a part of Adventist Health—a 17-hospital system on the West Coast—WWGH participates in programs selected for special focus by our corporation:

#### HAND HYGIENE CAMPAIGN

What if 15 seconds could save a life? Adventist Health's Hand Hygiene Campaign aims to increase awareness among staff, physicians, visitors and patients regarding the significance of hand washing and the use of alcohol-based hand sanitizers.

#### PRESSURE ULCER CAMPAIGN

According to the Agency of Healthcare Research and Quality, the incidence of pressure ulcers among hospital patients increased steadily between 1993 and 2006. The goal of Adventist Health's Pressure Ulcer Campaign is to eliminate hospital-acquired pressure ulcers. *It's working for us—the number of reportable hospital-acquired pressure ulcers remains at zero.*

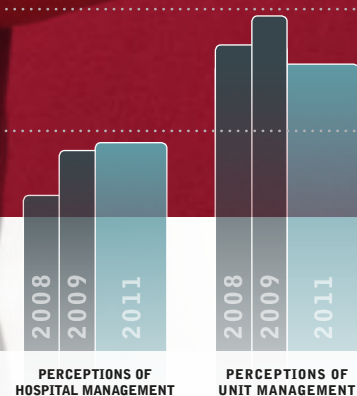
#### EMERGENCY DEPARTMENT COLLABORATIVE

Emergency Departments are often the front door into a hospital and we are working hard to ensure that door is open, welcoming and quickly addresses your needs. We are currently participating in a yearlong Emergency Department Collaborative. Our current Emergency Department Collaborative focuses on patient flow (wait times, door to admit times, processes, etc.) patient satisfaction and the quality of patient care. *As a result, our average length of stay is already one hour shorter than it used to be and our quality of care is still the highest among our system of 17 hospitals.*

#### CULTURE OF SAFETY

We have teamed up with Bryan Sexton, Ph.D., from Duke University Health System on a groundbreaking quality initiative. Launched in January 2008, the hospital continues working with Dr. Sexton on a Culture of Teamwork and Safety Improvement Process. The project uses a survey instrument filled out by frontline staff to identify specific areas of concern. Dr. Sexton then reviews the survey results and provides insights and recommendations for how to address improvement. The graph below shows more details.

# KEEPING PATIENTS SAFE



*We are committed to continued improvement, focusing on all seven domains while paying special attention to scores that are 60% or lower.*

FOCUS ON QUALITY WALLA WALLA GENERAL HOSPITAL

OF PATIENTS  
ARE SATISFIED  
WITH WWGH

75%

66%  
STATE  
AVERAGE

67%  
NATIONAL  
AVERAGE

77%

72%  
STATE  
AVERAGE

69%  
NATIONAL  
AVERAGE


OF PATIENTS  
WOULD  
RECOMMEND  
WWGH

WWGH IS AT OR ABOVE STATE  
AND NATIONAL AVERAGE IN 9  
OUT OF 10 HCAHPS MEASURES

In an effort to capture our patients' perceptions of our entire range of care, we participate in a standardized survey developed by the Centers for Medicare and Medicaid Services. The survey—which we call the HCAHPS survey—asks patients to rate their experiences of overall care and whether they would recommend Walla Walla General Hospital to their family and friends.

# MEET PATIENT

*"I came to meet you at a very difficult time in my life. I just want to thank you for the excellent care and love you showed to my wife. My family and I appreciate so very much your genuine care."*



Our employees do more than take care of medical needs. We also teach, comfort, and explain what patients and families need to know about their situation. We are also committed to our community, donating our expertise and funds through a variety of programs.

#### **THE “NEW” WALLA WALLA GENERAL HOSPITAL**

We are launching a major construction project that will completely change the look and flow of the hospital. Specifically, the remodel will include the Emergency Department, the main entrance and front lobby, areas for patient registration, and the cafeteria. Our physician office buildings will also be included in this massive overhaul.

#### **CARDIAC CATH LAB**

We are also in the process of constructing a cardiac cath lab to further enhance WWGH’s comprehensive cardiac care program and improve the level of cardiac care provided to patients in Walla Walla. The lab will also serve as a multi-use area for vascular studies, interventional radiology and interventional pain procedures.

#### **ENHANCING THE HEALING ENVIRONMENT**

Another construction project is underway in our Med/Surg unit. This project increases the size of our patient rooms and upgrades our in-room equipment, computers, furnishings and décor.

#### **INLAND IMAGING**

A partnership with Inland Imaging— regional experts in radiology—has greatly improved the speed, reliability and quality of our imaging studies. The group also offers subspecialty reads and provides consistent 24/7 coverage.

#### **ONLINE BILL PAY**

We instituted an online bill pay system to make payments more convenient for our patients.

#### **ADDING NEW PHYSICIANS**

In our ongoing effort to provide the appropriate care for the Walla Walla area, we added a neurologist, two OB/ GYNs, and two general surgeons to our medical group.

NG  
EDS

### **GIVING BACK TO OUR COMMUNITY**

Every day we give back to our community in the form of free health care, donations, prevention and wellness activities, and subsidized programs that we choose to operate at a loss simply because they are needed. We also pick up the cost of numerous services that Medicare, Medicaid and other government-sponsored programs fail to cover.

#### **IN ADDITION, IN 2010:**

► We held 308 community health education events attended by more than 9,750 people and conducted 1,770 free or low-cost health screenings.

- We launched a free smartphone application called iTriage that puts on-the-go health care information right into people’s hands.
- We supplied educational materials and screenings at community events throughout the year, including at the well-attended local Farmer’s Market.
- Our employees gave back to the community through personal donations to a variety of organizations, as well as through volunteer leadership in organizations like Rotary, Exchange Club, United Way, American Red Cross, Chamber of Commerce, and the Lincoln School-based Clinic.

We were named a 2011 5-Star Quality of Care Hospital by Professional Research Consultants, Inc., an independent healthcare research company, based on our most recent physician satisfaction survey scores. We received nine awards in total—for overall quality of care, nursing care, and as a place to practice medicine, as well as for six individual departments.

**BEST IN VALUE AWARD**

Our hospital was recognized with a 2009-2010 Best in Value Award, as a result of the study conducted by a national health care measurement organization. WWGH ranked among the top tier of all hospitals nationwide, achieving high marks in quality, affordability and efficiency, and patient satisfaction.

**COMMONWEALTH ARTICLE**

Walla Walla General Hospital was featured in a study by The Commonwealth Fund entitled "Walla Walla General Hospital: Setting Staff Up for Success in Pneumonia Care." The study describes the strategies and factors that contribute to the hospital's consistent 99th percentile ranking in caring for patients with pneumonia.

**HOME CARE ELITE AWARD**

Adventist Health/*Home Care Services* is the recipient of the 2010 HomeCare Elite award. The annual award honors home health agencies who rank in the top 25 percent of agencies nationwide. We were the only agency in the Walla Walla area to receive this distinction.

**WASHINGTON TOP PERFORMER**

Named a Top Performer by the Washington Hospitals Workers' Compensation Trust in 2010 and received \$5,000 for our safe patient handling program.

# AWARDS & RECOGNITION

*"You did an excellent job of taking care of me. I've felt God's love coming through all the people who work here at the General."*

A portrait of Monty E. Knittel, President and CEO of Walla Walla General Hospital. He is a middle-aged man with grey hair, a mustache, and glasses, wearing a dark suit, a light blue shirt, and a patterned tie. He is smiling and has his hands clasped in front of him. The background is white. A dark red horizontal bar is at the top of the page. A large white word, partially visible as 'ITION', is overlaid on the bottom left of the image.

# ITION

**WE ARE PASSIONATE** about quality and safety—as our ongoing efforts demonstrate. Our employees and physicians really care, and it shows not only in how they do their jobs, but how they live their lives. I’m proud of the quality of care we’ve achieved and of the processes we’ve put in place for continuous improvement. We are committed to providing consistently excellent care in a safe, healing environment while nurturing the physical, emotional, and spiritual needs of our patients. This year we are dedicated to improving our hospital environment through three large construction projects that will improve the accessibility, flow, and environment of our services. We’re quietly doing great things here at Walla Walla General Hospital, and I’m proud to work in such a place, with such caring and quality-focused people.

**MONTY E. KNITTEL**  
PRESIDENT AND CEO  
WALLA WALLA GENERAL HOSPITAL



*Walla Walla  
General Hospital*

Peace. Hope. Health. *It's our mission.*

QUALITY IMPROVEMENT COMMITTEE MEMBERS

Brian Anderson, Vice President, Physician Services

Alan Coffey, Member, Governing Board

Gerald Craig, MD, Medical Director, Quality

Jackie Fullerton, RN, Vice President, Patient Care

Monty E. Knittel, President and CEO

Duane Meidinger, Vice President, Finance

Douglas Newton, MD, Chief, Medical Staff

Teresa Price, Director, Quality Management

Gary T. Underhill, MD, Vice Chief, Medical Staff

Ron Wilkinson, Member, Governing Board