

Baylor Health Care System Dallas, Texas

***Vision 2015: Transforming Health Care
at a Faith-Based, Voluntary Non-Profit
Health System***

To be trusted as the best place to give and to receive
safe, quality, compassionate health care

- 15 owned, leased, affiliated hospitals
- Six short-stay hospitals
- 18,000 employees
- 485 employed physicians (HealthTexas Provider Network)
- 3,000 independent physicians connected to us

35 total programs

- 18 BUMC sponsored ACGME Approved
- 3 shared with UTSW
- 10 TMB/ADA/Board Specialty Approved

210 current house staff

- 191 ACGME/ADA Approved
- 7 Shared with UTSW
- 12 TMB Approved



Prevention: Primary, Secondary, Tertiary
Risk appraisal;
Preventive schedules;
Health information;
Patient access to medical record;
New therapy information;
Protocol review

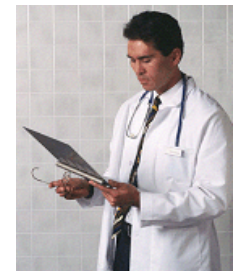


Post Acute:
Skilled Home Care
Complication prevention
protocols; Placement
support; Portal
communication across
clinicians

Health Care that is:
Safe
Timely
Effective
Efficient
Equitable
Patient-Centered

Outpatient Care: Primary &
Specialty
Seamless access to scheduling, Payer
support, Rx refills, Specialty Referrals;
Pre-operative education; Embedded
leading practices; Staff workflow
tools; Reminders; Medication list
sharing; Results sharing

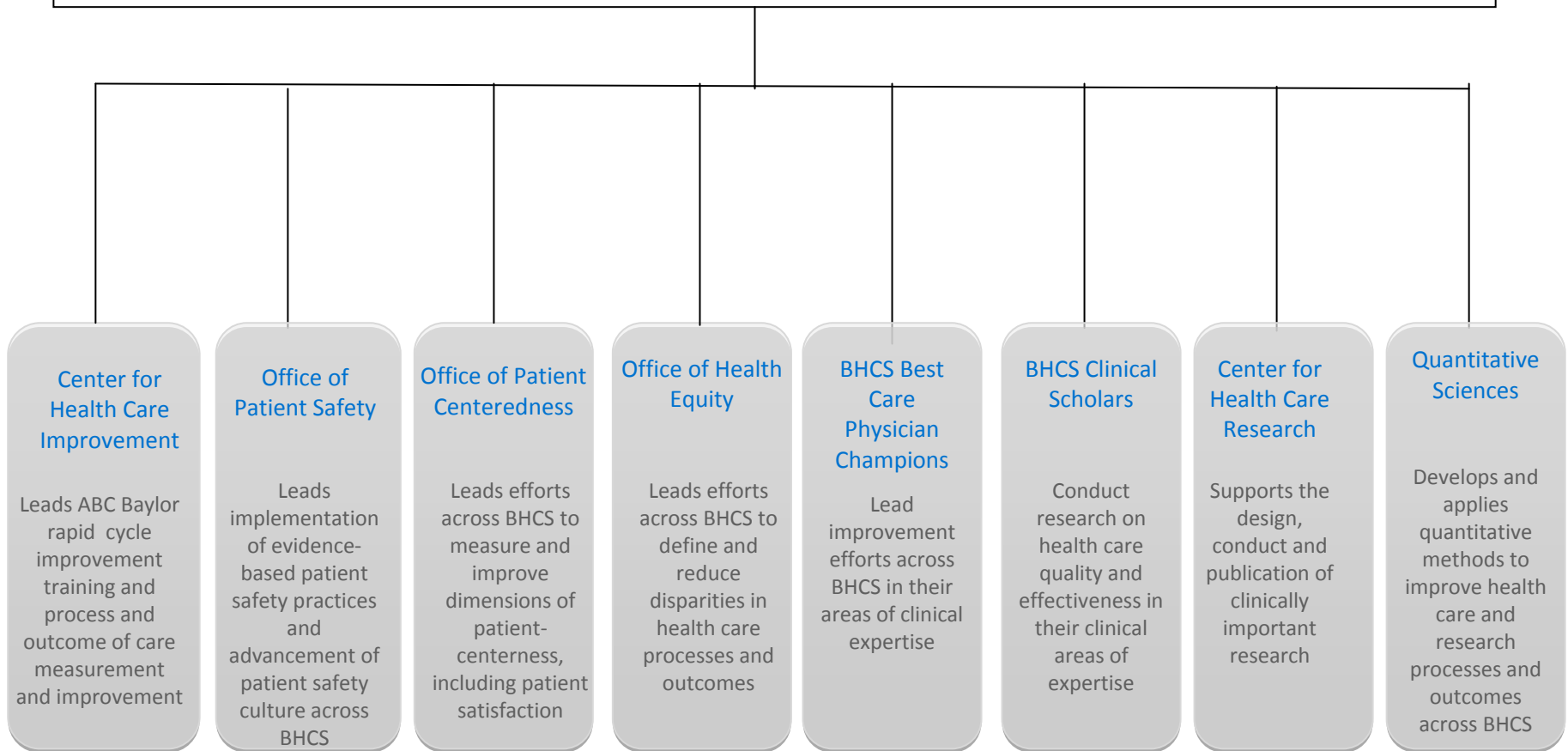
Inpatient care: Emergency, Elective
Easy registration;
Reduced redundancy;
Home med clarification pre and post
hospitalization;
Patient/family care maps; Improved consultant
communication; Best practice care management;
Embedded leading practices



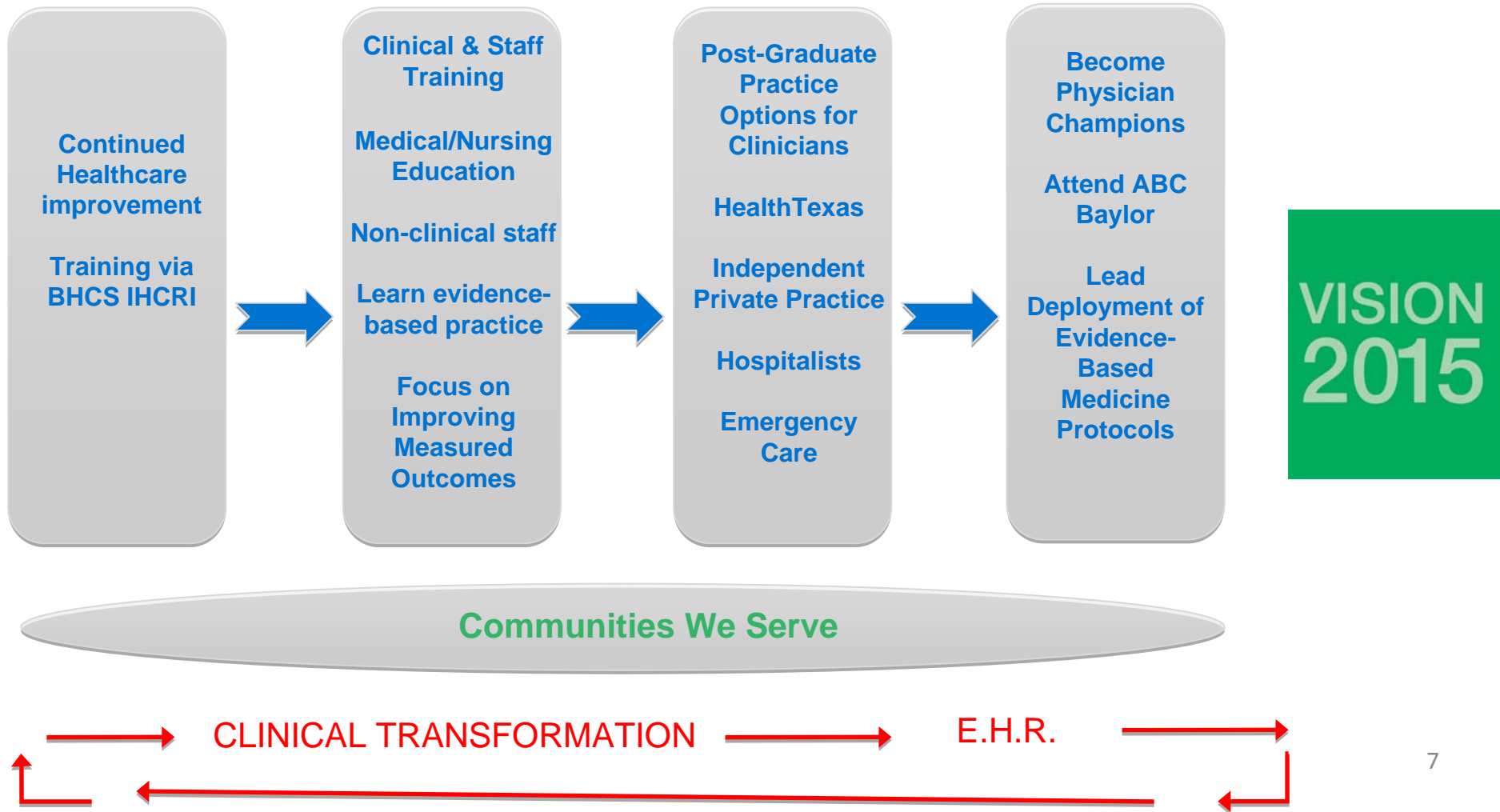
Training caregivers at Baylor to give “ideal care”

- Hired Chief Quality Officer and created Institute for Health Care Research & Improvement (David Ballard, M.D., Ph.D. 1999)
- BHCS Board of Trustee Quality Resolution 2000
- Formed Best Care Committee 2001
- Coined “STEEEP” acronym representing 6 “aims” of Institute of Medicine 2001
- Advice and consultation with Brent James, M.D. Intermountain Health Care (2004)
- Hired Chief Medical Officer (Paul Convery, M.D. 2005)
- Hired Chief Nursing Officer (Rosemary Luquire, R.N., Ph.D. 2007)

Components of the Institute for Health Care Research and Improvement



New model of education for caregivers



- \$23 million investment in medical education
- \$10 million annual investment in Institute for Health Care Research and Improvement (\$8 million Quality; \$2 million Patient Safety)
- 800 BHCS-affiliated people have completed the 60-hour face-to-face ABC Baylor or 12-day Intermountain Health Care Advance Training Program in rapid cycle process improvement
- 80 Paid Physician Champions (30 HealthTexas Provider Network, 50 non-HTPN); \$3 million annually

- HealthTexas patients receive significantly more clinically necessary preventative services (Rising from 62% actual delivery of United States Preventive Services Task Force endorsed services in 2001 to 84% actual delivery in 2008)
- BHCS reduced its overall risk-adjusted in-hospital mortality rates by 17.2% from FY 2004 to FY 2006
- In fiscal year 2007, further improvement of 7.8%
- In fiscal year 2008, further improvement of 8.3%



2008 National Quality Healthcare Award – National Quality Forum



2007 Leapfrog Patient-Centered Care Award – The Leapfrog Group



Magnet Award for Excellence in Nursing Services – American Nurses Credentialing Center

- Baylor University Medical Center at Dallas
- Baylor Jack and Jane Hamilton Heart and Vascular Hospital



2008/2009 Consumer Choice Award, Dallas Region – National Research Corporation

- Baylor University Medical Center at Dallas



16 consecutive years in *U.S. News and World Report* “America’s Best Hospitals” Guide

- Baylor University Medical Center at Dallas ranked in five specialties
- Baylor Institute for Rehabilitation only nationally ranked rehabilitation hospital in North Texas



Texas Health Care Quality Improvement Award – TMF Health Quality Institute

- Seven Baylor hospitals awarded



The Joint Commission Gold Seal of Approval for Stroke Care

- Baylor University Medical Center at Dallas