

# Baylor Health Care System Dallas, Texas

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

## Baylor's vision is simple

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

### Medical Residents & Fellows

## 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



## What is the ideal care process?





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:

S afe

T imely

**E** ffective

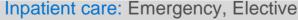
E fficient

**E** quitable

P atient-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



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









### **Ideal Care**

# 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)



### **IHCRI**

### Components of the Institute for Health Care Research and Improvement

#### Center for Health Care Improvement

Leads ABC Baylor rapid cycle improvement training and process and outcome of care measurement and improvement

## Office of Patient Safety

Leads
implementation
of evidencebased patient
safety practices
and
advancement of
patient safety
culture across
BHCS

#### Office of Patient Centeredness

Leads efforts
across BHCS to
measure and
improve
dimensions of
patientcenterness,
including patient
satisfaction

#### Office of Health Equity

Leads efforts across BHCS to define and reduce disparities in health care processes and outcomes

#### BHCS Best Care Physician Champions

Lead improvement efforts across BHCS in their areas of clinical expertise

## BHCS Clinical Scholars

Conduct research on health care quality and effectiveness in their clinical areas of expertise

#### Center for Health Care Research

Supports the design, conduct and publication of clinically important research

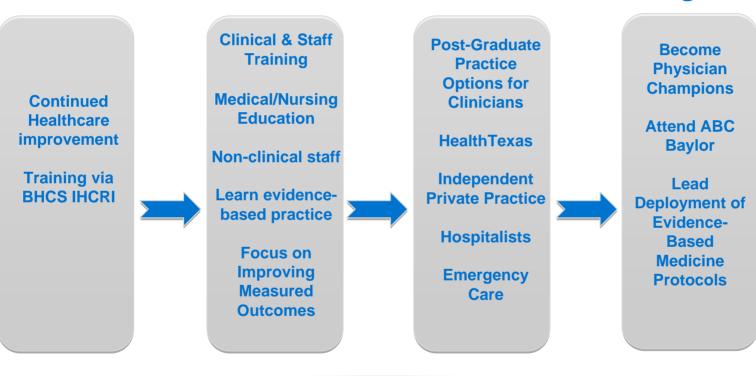
### Quantitative Sciences

Develops and applies quantitative methods to improve health care and research processes and outcomes across BHCS



### **New Model**

## New model of education for caregivers



VISION **2015** 

**Communities We Serve** 

**CLINICAL TRANSFORMATION** 

E.H.R.



### Investment

- \$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 60hour 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



### Results

- 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%



### Awards



2008 National Quality Healthcare Award – National Quality Forum



2007 Leapfrog Patient-Centered Care Award – The Leapfrog Group





- 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

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