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THEDACARE
CENTER FOR
HEALTHCARE VALUE

Targeting Value, Spreading Change

HEALTHCARE VALUE NETWORK MEMBERS SHARE NEW QUARTERLY RESULTS

LEAN PRINCIPLES AND PEER-TO-PEER LEARNING IMPROVE PATIENT VALUE

Appleton, Wis. (Nov. 12, 2014) — Members of the Healthcare Value Network (HVN) released results of their latest healthcare improvement efforts in May and again in July, and now are continuing that commitment to transparency with their latest quarterly results on the power of lean principles to drive significant improvements in care quality and value.

The HVN is part of the ThedaCare Center for Healthcare Value and consists of a peer-to-peer learning community of approximately 60 healthcare organizations across the United States and Canada. “These results show how improvement work impacts health systems and helps patients see the change and waste reduction being done to provide better care on their behalf,” said Director Mike Stoecklein.

Highlighted member results for this quarter include:

Tucson Medical Center (Arizona)

- Decreased percentage of patients leaving without being seen in the Emergency Department from 7% (2012) to 2% (2014). This effort improved patient safety by averting undiagnosed problems and improved patient experience by decreasing wait times.
- Improved medication reconciliation on admission from 62% accuracy (2012) to 78% accuracy (2014).
- Increased patient satisfaction ratings by giving patients more autonomy over when and what they eat. Percentage of “very satisfied” patients increased from 20% to 40% in just one year.
- Bettered patient safety and experience through 30-45 minute improvement in discharging patients to home.
- Cut cycle time of post-anesthesia care from 160 minutes to 65-80 minutes through a streamlined discharge process. Getting patients home sooner increased patient and employee satisfaction and the hospital’s net revenue.

Bronson Healthcare (Michigan)

- Reported a 35% decrease in length of stay, 13% decrease in direct cost and 20% increase in surgical volume for lower extremity joint replacement patients.
- Ensured that 90% of Neuro critical care and Cardiology unit patients received pain reassessment within one hour of medication delivery.
- Increased the percentage of spine patients scheduled for surgery within seven days of decision by 80%.
- Improved the percentage of Neurovascular Unit patients whose PRN bowel medication started within the first 12 hours from 29% to 100%.
- Enhanced readiness of patients arriving from Emergency Department to Cardiovascular Unit from 17% to 80%.

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- Bettered laboratory turnaround time to less than 60 minutes for Troponin tests for Emergency Department patients, 100% of the time (up from 68%).
- Improved PAP test turnaround time to less than 24 hours from 78% to 92% of the time.
- Improved mammogram rates for Internal Medicine patients from 73% to 85%.

“We get motivated and think of new ideas when we see the real work in the ICU or the Clinic or the ER,” said John Toussaint, MD, CEO of the Center. “We can all learn from each other’s stories and clinical results. As peer-to-peer learners, HVN members are students as well as teachers. That’s the magic of the HVN.”

Established in 2009, the HVN was founded by the ThedaCare Center for Healthcare Value and the Lean Enterprise Institute. It is now an integral part of the Center and its healthcare mission.

ThedaCare Center for Healthcare Value

The ThedaCare Center for Healthcare Value is an education institute that believes we must have three essential elements for sustainable change in healthcare: Delivery of care designed around the patient; Payment and incentives based upon value and outcomes; and Transparency of performance (quality and cost) throughout the healthcare system. Founded in 2008 and headquartered in Appleton, Wisconsin, we are a small not for profit with a big mission to help change the healthcare industry. Learn more at: createvalue.org.