



Reid Hospital & Health Care Services

Caring • Healing • Leading™

Reid About Value

Safety and Quality

October 2007

Dear Community Leader:

Reid Hospital has won several national awards in 2007 that reflect that patients in this region have care that is not only high in quality but administered in a safe manner.

In July, *Hospitals & Health Magazine* announced that Reid, once again, was named a “Most Wired” rural hospital. Why is that important?

Based on the analysis of the ninth annual Most Wired Survey and Benchmarking Study results, hospitals are embracing technology as a key tool for health care quality improvements. Said another way, hospitals who have invested in a long-term information systems strategy and implemented that strategy are safer hospitals. The magazine reports that “Most Wired” hospitals such as Reid show better outcomes in four key areas:

- Mortality rates
- Patient Safety
- Measures such as heart attack, heart failure, surgical care from national Hospital Compare project
- Average length of stay

Reid also has been the recipient of several national awards including VHA's (formerly Volunteer Hospitals of America) Clinical Excellence Awards in 2005, 2006 and 2007. These national awards cited Reid's work in rapid response teams and pneumonia. In the Strive for Perfection category, Reid was honored for quality work in congestive heart failure and surgical complications and infection prevention. In the Strive for Excellence area, Reid received an award for acute myocardial infarction. Another national rating agency has given Reid a distinctive patient safety award for three years in a row.

With our heart program in place and growing, we are especially proud of the measures that rank our heart care among the top 1 percent in the state and the top 5 percent nationally.

Reaching and maintaining these high standards is not easy. It requires time, attention, diligence and a rigid commitment to the pursuit of clinical excellence. Reid has staff members, physicians, individuals, teams and committees, such as the Quality Committee, who constantly monitor various clinical indicators. Reid is a shining example of what can be achieved when a hospital's actions are guided by the pursuit of clinical excellence.

The variety of awards Reid has earned validate the dedicated focus of our clinical staff and physicians to provide excellent care to our patients. The sacred bond between patients and hospitals requires a foundation and focus on clinical excellence. Patients expect that, and we want to deliver it, not only because it is the right thing to do but because it is the standard of care we would want for our family members.

When it comes to quality, safety technology and clinical excellence more than you know, is closer than you think.

Sincerely,

Barry S. MacDowell
President