



BON SECOURS
ST. FRANCIS HEALTH SYSTEM

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Results Released for Hospital Quality Improvement/ Lowered Patient Costs: BON SECOURS ST. FRANCIS HEALTH SYSTEM

Greenville SC – As policymakers struggle to find solutions that improve healthcare quality and control spending, Bon Secours St. Francis Health System is already demonstrating specific ways that hospitals can deliver higher quality care, save lives and lower costs.

Results announced today reflect outcomes of a voluntary, three-year project from 157 not-for-profit hospitals across 31 states with three targeted goals:

- **Safely reduce the cost of care:** Reduce the costs for each patient's hospitalization
- **Deliver the most reliable and effective care:** Ensure that patients receive every recommended evidence-based care measure.
- **Save lives:** Eliminate avoidable hospital mortalities.

Based on first-year results from the project, Bon Secours St. Francis Health System received recognition for top performance **on all of the project's performance goals:**

*"This project is creating a blueprint for the future of exceptional care," says **Mary Jo Cagle MD, Chief Medical Officer, Bon Secours St. Francis Health System.** "We have challenged ourselves as a health team to go beyond accepting 'status quo' to setting very high goals in patient outcomes that bring transformational differences. These are real results in real settings."*

Dr. Cagle continued that the St. Francis three-year project focused on recognition and treatment of sepsis – blood and tissue infections that can develop quickly, cause a cascading number of patient complications and often become fatal.

"This has been a focus to design innovative ways bringing together "best practice" care plans for treatment of sepsis across entire patient care paths. We've identified new ways to monitor for this condition then use results to continually re-engineer our process for improvement. One of the significant successes has been to realize great improvements in communication and coordination between all the care-givers for a patient," adds Dr. Cagle.

Since setting the three-year goals at the baseline, QUEST hospitals have saved an estimated total of 8,043 lives and \$577 million in one year, according to first-year results. Of the approximately 2.3 million patients treated annually in hospitals, 24,818 received treatments that met the highest-quality patient care standards when compared to baseline performance at the outset of the project.

Cost of care was reduced by an average of \$343 per patient and the delivery of every recommended patient care measure increased by 8.74 percentage points to deliver perfect care an average of 86.3 percent of the time. At the same time, QUEST hospitals achieved a 14 percent reduction in observed mortality when compared to what was expected.

According to an analysis of these Year One results, if all hospitals not participating in QUEST were to achieve the improvements found among the participants, they could save an estimated 52,760 lives and \$1.16 billion in costs. In addition, 27,771 more patients could receive all recommended care.

*“These remarkable results highlight what can be achieved when hospitals focus on continuous improvement,” said **Susan DeVore, Premier president and CEO.** “QUEST hospitals are outpacing the performance of others, proving that when hospitals work together in a collaborative forum, they bring the depth of their shared knowledge to the table. Such collaboration helps participants to reliably deliver the most efficient, effective and caring hospital experience for each and every patient, every single time.”*

About QUEST

Developed in partnership with the Institute for Healthcare Improvement, QUEST is designed to springboard hospitals to new levels of performance and inform public policies with tangible results. To accomplish this, QUEST benchmarked participating facilities using data from Premier’s clinical database to determine the “baseline” level of performance in cost, mortality and evidence-based care delivery. Hospitals were then challenged to overcome the main factors that lead to deaths, errors and excessive costs, and measure themselves against one another to achieve top performance.

QUEST also benefits from an Advisory Panel of experts from 20 of the country's top healthcare organizations, such as the Centers for Medicare & Medicaid Services, National Quality Forum, and Agency for Healthcare Research and Quality.

Moving forward for years two and three of the program, additional performance metrics will be added to QUEST, including:

- **Improve patient safety:** Prevent incidents of harm in more than 30 categories, including healthcare-acquired infections and birth injuries.
- **Increase satisfaction:** Improve the patient's overall care experience and loyalty to the care providing facility.

About Bon Secours St. Francis Health System

Founded in 1932, Bon Secours St. Francis Health System is a community of caregivers devoted to bringing compassion to healthcare and good help to those in need through the ministry of Jesus Christ. St. Francis has a variety of services including: Cardiac Care, Cancer Treatment, Orthopedic and Spine Services, Surgical Services, Women's Health Services, St. Francis HomeCare, Open Arms Hospice, Community Ministries Outreach Services, St. Francis Foundation Philanthropic Services and Business health services.

To learn more about Bon Secours St. Francis Health System, a top performer in the nation for patient satisfaction, visit **www.stfrancishealth.org**

About Premier Inc., 2006 Malcolm Baldrige National Quality Award recipient

The [Premier healthcare alliance](#) is more than 2,200 U.S. hospitals and 63,000-plus other healthcare sites working together to improve healthcare quality and affordability. Owned by not-for-profit hospitals, Premier maintains the nation's most comprehensive repository of clinical, financial and outcomes information and operates a leading healthcare purchasing network. A world leader in helping deliver measurable improvements in care, Premier works with the Centers for Medicare & Medicaid Services and the United Kingdom's National Health Service North West to improve hospital performance. Premier has offices in San Diego, Charlotte, N.C., Philadelphia and Washington. Follow Premier on [Twitter](#).