

## BAYSTATE HEALTH

# AWARDS - 2011

### Baystate Health

**Hospital & Health Networks (HHN) Most Wired Health Systems** – recognized by *Wired Magazine* for ability to present patient documentation as structured data, one of the major criteria required for meaningful use under the American Recovery and Reinvestment Act (ARRA).

**Human Rights Campaign's Healthcare Equality Index (HEI)** – Top performer: recognized for health care policies and practices related to lesbian, gay, bisexual and transgender people focused on four key policy areas: patient non-discrimination; visitation; cultural competency training; and employment non-discrimination. (Entities recognized: Baystate's three hospitals, three health centers, BVNAH, and BRCP)

**SDI Top Integrated Health Network** – focused on innovations in health care analytics and based on performance and degrees of integration. The rating system is a means for identifying the SDI Top 100 IHNs based on critical success factors including: integration; integrated technology; financial stability; hospital utilization; services and access; contract capabilities; outpatient utilization; and physicians.

**Professional Research Consultants** – 15 national patient experience awards: for BH providers, practices, units and hospitals for excellence in patient satisfaction (including 12 five-star awards).

### Baystate Medical Center

**Leapfrog - Top Hospital** – recognized for Quality and Safety and Efficiency.

**US News Most Connected Hospitals** – recognized as having earned the designation of "high-performing" in one or more medical specialties and as a leader in electronic medical records, according to HIMSS Analytics.

**US News Best Regional Hospitals** Diabetes & Endocrinology; Ear, Nose & Throat; Gastroenterology; +7 other specialties with factors that included patient safety, death rates, and hospital reputation.

**Thomson Reuters Top 50 Cardiovascular Hospitals** recognized for achieving the best performance on the scorecard of performance measures.

**Thomson Reuters Top 100 Hospitals** based on superior quality and safety outcomes.

**American Heart Association (AHA) Get With the Guidelines Gold Plus Performance Achievement for Stroke** – recognized for systems of care for patients with ST-elevation myocardial infarction (STEMI) and streamlined and coordinated processes that help speed the delivery of appropriate treatment.

**Cleverly & Associates – Community Value Index - Top 100 Hospital** – based on financial viability and plant reinvestment, cost structure, charge position, and quality indicators.

### Baystate Mary Lane Hospital

**Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Top Performer on Key Quality Measures** – honored for consistently demonstrating excellent performance on evidence-based processes of health care.

### Baystate Franklin Medical Center

**American Stroke Association, American Heart Association, and SCORE Collaborative – "Get with the Guidelines Gold Plus Award"** – in addition to the SCORE defect free care award - recognized for systems of care for patients with ST-elevation myocardial infarction (STEMI) and streamlined and coordinated processes that help speed the delivery of appropriate treatment.

### Baystate Medical Practices

**National Committee for Quality Assurance (NCQA) - Level 3 Patient-Centered Medical Home (PCMH) recognition (highest attainable recognition)** – based on work flow at medical practices that is redesigned to emphasize a team-based approach to care, with new processes focusing on coordination of care, quality, safety and preventive care, and are supported by the use of health information technology tools such as electronic health records, electronic prescribing, an electronic patient registry, and clinical decision support.



### Health New England

**US News & World Report and National Committee for Quality Assurance (NCQA) – Top Insurer** – based on more than 100 aspects of prevention, treatment, and consumer experience.



## Baystate Health on YouTube

YouTube is a website where viewers can view, share, and upload videos for free. It was created in 2005, and in May of this year, it was reported to be serving two billion video views a day, which is twice the combined prime-time audience of all three major TV networks. It's easy to say YouTube is popular, and with that popularity it has created a venue to see a variety of videos including videos created specifically for Baystate Health. To make it even easier to view videos,

Baystate Health has a gallery on YouTube so that all the videos can be found in one place. Included in the gallery are recent videos such as, Senior Class Picnics in August, and video portraits of many of our physicians who discuss their patient care philosophy. Log on to [Youtube.com/baystatehealth](http://Youtube.com/baystatehealth) to go directly to the gallery link and join the YouTube viewers.

## You count on us...we count on you too!

You know you can always count on Baystate Home Infusion and Respiratory Services, Baystate Visiting Nurse Association & Hospice, and Baystate Health Ambulance to be there for you. However, winter is approaching fast, and with it, increased slip and fall hazards from ice and snow. Help us help you stay safe and healthy this winter by making sure your driveways, sidewalks, and entryways to your home are clear of snow and ice.

Keeping access to your home free of hazards helps not only to ensure the safety of our employees and your family and friends, but also your local fire, police, and EMS. If you have any questions about our services, please call: Baystate Home Infusion and Respiratory Services at 413-794-4663; Baystate Visiting Nurse Association & Hospice at 413-781-5070. Have a safe and healthy holiday season from your friends at Baystate.