

DEFINING QUALITY FOR

perinatal

A U L T M A N H E A L T H F O U N D A T I O N

- *Health care isn't something most of us think about ... until we need it. So it's hard to judge "quality" in health care if you don't know how it's measured.*
- *The Aultman Health Foundation is here to help. We'll educate you on important credentials and quality measurements that will enable you to find the hospital, physicians and services that best meet your medical needs.*
- *Let Aultman show you what "defining quality" is all about, so you can become a more informed health-care consumer.*

QUALITY SNAPSHOT

Consider these important quality measures when researching hospitals, major programs and medical staff:

» *Patient Satisfaction*

Ask to see a hospital's patient satisfaction survey results. You'll learn how previous patients rated their overall experiences, from medical care and treatment to the quality of the hospital facilities.

» *Volumes of Key Procedures*

The "practice makes perfect" adage is true, even in health care. Hospitals track the number of major surgeries and procedures performed each year, so find out how much experience a health-care provider has with the procedure you need. Compare those statistics with other hospitals to determine which facilities and physicians have the most expertise.

» *Accreditation and Certification*

Hospitals and major programs such as heart and cancer centers often use independent

organizations to measure the effectiveness of policies and procedures. Accreditations and certifications are then awarded when a health-care organization meets/exceeds the authorizing agency's performance standards and quality expectations.

The best place to start is The Joint Commission. It's the nation's top standard-setting body in health care. Accreditation from this organization is a critical measurement of a hospital's quality.

» *Board Certification*

Board certification is available for most physician specialties and many related medical professions. To obtain board certification, medical professionals must undergo extensive training, pass a national exam and take steps to maintain board-certified status. Board certification, or the international equivalent, shows that medical professionals are going the extra mile to sharpen their skills.



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ADDITIONAL WAYS TO RATE A HOSPITAL

» *Local, State and National Recognition*

Data from reputable research organizations such as J.D. Power and Associates and the National Research Corporation (NRC) can provide valuable insight when you're making a health-care decision. Look for findings from these and other reputable organizations that use actual patient feedback in their research.

» *Medical Education*

"Teaching hospitals" that support medical education are more likely to incorporate the latest medical advancements into their care. Due to their roles as researchers and trainers, physicians/staff at teaching hospitals are required to continue their education and training.

» *Technology and Recovery Services*

Most complex conditions require the use of advanced technology, along with follow-up services such as rehabilitation. Ask your doctor about the tests, surgical procedures and recovery services you'll need. Then, find out if everything is available within the hospital's health-care system.

CHOOSING THE RIGHT DOCTORS

From a professional standpoint, it's important to check out your physician's medical education and experience. Remember to ask about the volume of procedures performed, along with board certifications the physician has earned.

Another essential element that impacts the quality of your health care is communication. Your doctor should take time to explain procedures – and encourage you and your family to ask questions. Find a physician with the education and expertise you require, along with the communication skills that boost your comfort level.

DEFINING QUALITY

At Aultman Health Foundation, our goal is to provide you with the information you need to make wise choices about your health care. We offer a variety of resources including our Web site (www.aultman.org), the Health Talk speaker series and the Sharon Lane Health Information Center. We invite you to do the research – and see for yourself how Aultman is "defining quality."

FOR MORE INFORMATION

» *The Joint Commission*

<http://www.qualitycheck.org>

» *J.D. Power and Associates*

www.jdpower.com

» *HealthGrades*

www.healthgrades.com

» *National Research Corporation*

www.nationalresearch.com

» *American Board of Medical Specialties*

(to see if your physician is board-certified) www.ABMS.org



QUALITY INDICATORS: PERINATAL

Now that we have highlighted how to rate overall hospital quality, take a look at quality indicators for Aultman perinatal services.

PATIENT SATISFACTION

Patient Satisfaction with Services and Hospital
as of December 2006 84%
U.S. Hospitals Over 600 Beds 82%

VOLUMES OF KEY PROCEDURES (For 2006)

Number of Vaginal Deliveries Performed . . . 1,577
Number of C-Sections Performed 984

ACCREDITATION, LICENSING and CERTIFICATION

Accredited by The Joint Commission with Full Standards Compliance for Aultman Hospital, Aultman North, Aultman West, Home Health, North Central Medical Resources, Aultman Carrollton, Aultman Dialysis Center, Aultman Family Practice Hills & Dales, Aultman Louisville Therapy, Aultman Tusc Therapy, Aultman Woodlawn, AultWorks, Family Practice Center of Aultman - Waynesburg.

AULTMAN BIRTH CENTER Opened in 2006, designed around the needs and preferences of mothers and their families

AULTMAN CENTER FOR PAIN MANAGEMENT Centers for Medicare and Medicaid Services (CMS), Ohio State Board of Pharmacy, Ohio State Board of Radiology, Drug Enforcement Administration, The Joint Commission

AULTMAN BLOOD PROGRAM Certified by American Association of Blood Banks, Accredited by College of American Pathologists, FDA-Registered and Clinical Laboratory Improvement Amendment Certification of Accreditation

AULTMAN EXPANSION 2010 provides new Trauma and Emergency Department; Cardiovascular Surgery; Cardiovascular Surgical Intensive Care; Coronary Care Unit; and Cardiac Same Day. New Birth Center; Labor-Delivery-Recovery-Postpartum and Newborn Intensive Care. Breast Care Center

CHEST PAIN CENTER Society of Chest Pain Centers

COMMUNITY HOSPITAL COMPREHENSIVE CANCER PROGRAM
American College of Surgeons – Commission on Cancer

HOME HEALTH CARE, HOSPICE AND TRANSITIONAL CARE UNIT Certified by the Ohio Department of Health

INFECTION CONTROL Certified by the Board of Infection Control and Epidemiology

LABORATORY Accredited by the College of American Pathologists and Centers for Medicare and Medicaid Services (CMS)

LEVEL II TRAUMA CENTER Certified by the American College of Surgeons

LEVEL III PERINATAL CENTER Licensed by the State of Ohio, Department of Health: 2007. Emergency Medical Services Program Since 1975, accredited through the Ohio Department of Public Safety, EMS Division-Certificate of Registration

LONG-TERM ACUTE CARE SPECIALTY HOSPITAL
Certified by Centers for Medicare and Medicaid Services, Joint Commission accredited

MAMMOGRAPHY and ULTRASOUND
American College of Radiology, the FDA and the Ohio Department of Health

MATERNAL - FETAL MEDICINE State of Ohio, Department of Health: 2007

PSYCHIATRIC SERVICES Licensed by the Ohio Department of Mental Health

RADIOLOGY DEPARTMENT - ALL SERVICES Ohio Department of Health

REHABILITATION FACILITIES
Commission on Accreditation of Rehabilitation Facilities (CARF)

RENAL DIALYSIS CENTER Licensed by the Ohio Department of Health

STROKE PROGRAM Primary Stroke Center, certified by The Joint Commission

WOUND CARE CENTER Opened 2006

LOCAL, STATE and NATIONAL RECOGNITION

MOST PREFERRED HOSPITAL National Research Corp., 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006

OHIO AWARD OF EXCELLENCE Tier 1, 2002; Tier 2, 2003; Tier 3, 2004

TOP 100 HOSPITALS IN U.S. Solucient, 1998, 1999, 2000

AULTCARE'S PRIMETIME MEDICARE + HMO Most highly rated Medicare+Choice HMO in Ohio for 1999, 2000, 2001, 2002, 2003, 2005

OHIO HOSPITAL ASSOCIATION SAFETY AWARD for 2003

AMERICAN NURSES CREDENTIALING CENTER (ANCC) MAGNET AWARD
recognizing excellence in nursing, April 2006

OHIO NURSES AWARD FOR INFUSION THERAPY 2007

COMMUNITY SALUTE AWARD OF APPRECIATION for 2002 from Canton Regional Chamber of Commerce

AULTMAN HEART CENTER recognized by American College of Cardiovascular Nursing as having the most board-certified cardiovascular nurses in the nation

J.D. POWER & ASSOCIATES DISTINGUISHED HOSPITAL AWARD 2004, 2005, 2006

MEDICAL EDUCATION

Aultman College of Nursing and Health Sciences – Two-year Associate Degree accredited by the National League for Nursing Accrediting Commission, Approved by the Ohio Board of Nursing: Certification by the Ohio Board of Regents and Accredited by the Higher Learning Commission North Central Association

AULTMAN COLLEGE OF NURSING and HEALTH SCIENCES Two-year Associate Degree, National League of Nursing and Ohio Board of Nursing affiliated with Northeastern Ohio Universities Colleges of Medicine and Pharmacy since 1975

GRADUATE MEDICAL EDUCATION RESIDENCY PROGRAMS Aultman Hospital is a major teaching site for the Consortium Graduate Medical Education residency programs in Family Medicine, Internal Medicine, OB/GYN, Radiology and Transitional Year.

EMERGENCY MEDICAL SERVICES PROGRAM SINCE 1975 Accredited through the Ohio Department of Public Safety, EMS Division – Certificate of Registration

DIABETES Certified by the Ohio Department of Health as having a Model Diabetes Education Program

AULTMAN SCHOOL OF NUCLEAR MEDICINE TECHNOLOGY
Joint Review Committee on Education Programs in Nuclear Medicine

AULTMAN SCHOOL OF RADIATION THERAPY
Joint Review Committee on Education in Radiologic Technology

RATING THE DOCTOR/MEDICAL STAFF CREDENTIALS

Specialty	% Board-Certified	# Years on Staff				
		0-5	6-10	11-15	16-20	21+
Anesthesiologists	100%	33%	27%	40%	0%	0%
Maternal-Fetal Medicine	67%	33%	0%	67%	0%	0%
Neonatology	100%	29%	14%	14%	14%	29%
Ob / Gyn	92%	16%	28%	12%	12%	32%
Pediatrics	93%	26%	33%	9%	9%	23%
Radiology	96%	36%	16%	8%	12%	28%
Reproductive Endocrinology	100%	33%	67%	0%	0%	0%

Source: Medical Affairs (6/27/2007)



PERINATAL QUALITY INDICATORS

S E R V I C E S A N D T E C H N O L O G Y

» *Maternal Fetal Medicine*

Consult and Care for High-Risk, Sick or Premature Infants

» *Neonatology*

Consult and Care for High-Risk, Sick or Premature Infants
Developmental Clinic for follow-up on NICU Discharges
and for Community Referrals

» *Lactation Consultants for Breastfeeding*

» *Questions or Assistance*

» *Breastfeeding Mothers Support Group*

» *Prenatal Education Program*

» *Bereavement Program for Infant and Pregnancy Losses*

» *Outreach Education Program*

» *Amish Program*

» *Hospitalist Program for Pediatrics*

» *Apnea Clinic Program for Home Monitoring
of Infants with Heart and Breathing Problems*



To receive more information on perinatal-related
medical topics, please call the Sharon Lane Health
Information Center at:

3 3 0 - 3 6 3 - 3 3 3 3



Aultman Hospital • 2600 Sixth St. SW • Canton, Ohio 44710

www.aultman.org



A U L T M A N H E A L T H F O U N D A T I O N