

Bertrand Chaffee Hospital

2010 Annual Quality Report



Bertrand Chaffee Hospital gets
great quality and satisfaction marks
once again!

Have a look at the pages to follow at what external
healthcare agencies are saying about the care at
Bertrand Chaffee Hospital...

What is Quality Healthcare ?

- Healthcare that is timely and appropriate
- Healthcare that represents the best in medical practice
- Healthcare that provides the patient with their health-related information in a clear and respectful manner
- Healthcare that delivers the best outcome for the patient



Making the Human Connection

Communication is an important measure of “Make the Human Connection,” demonstrating how well providers establish rapport with the patient, build an emotional and empathetic connection, attend to the patient’s needs and account for the patient’s culture, values and preferences.*

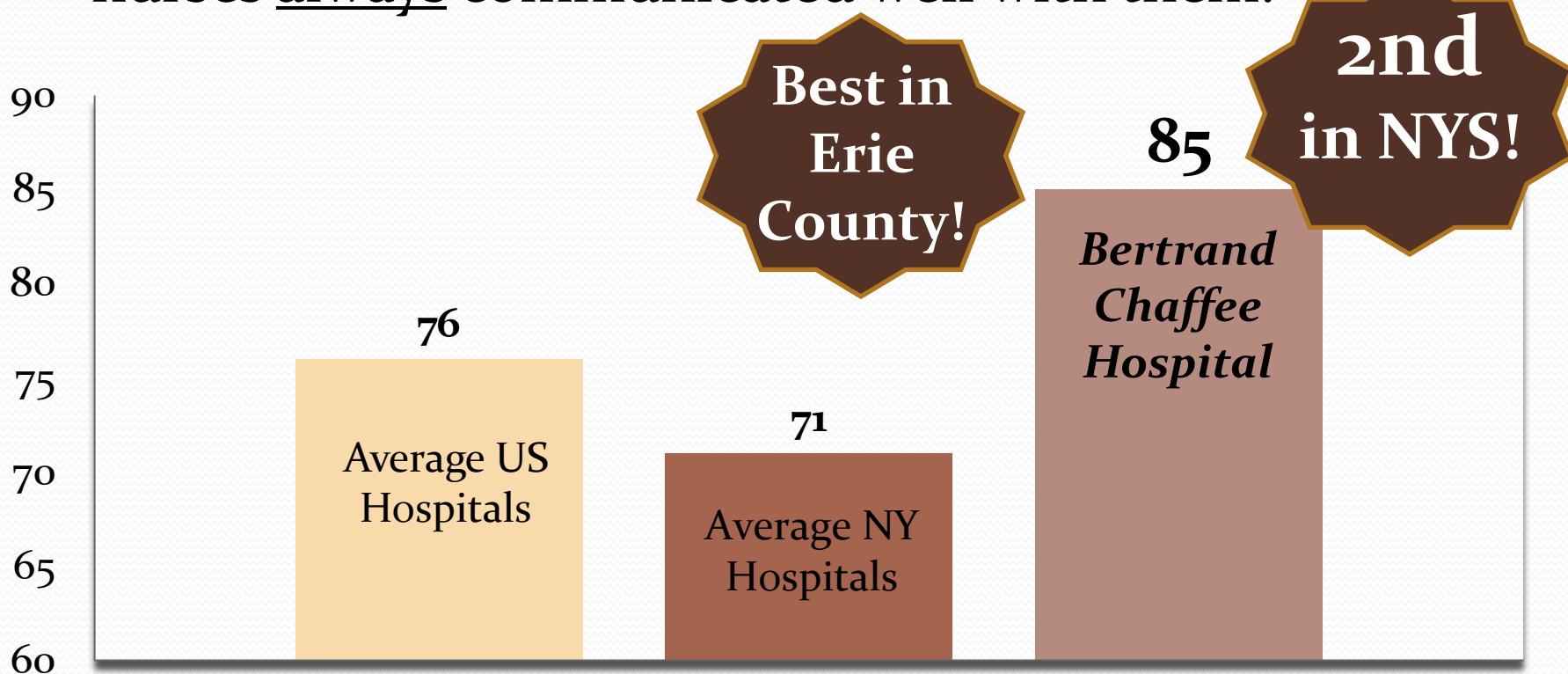
These next few pages show how well Bertrand Chaffee Hospital staff and physicians communicate with their patients.

*excerpt from “Reaching for Excellence” website



Nurse-Patient Communication

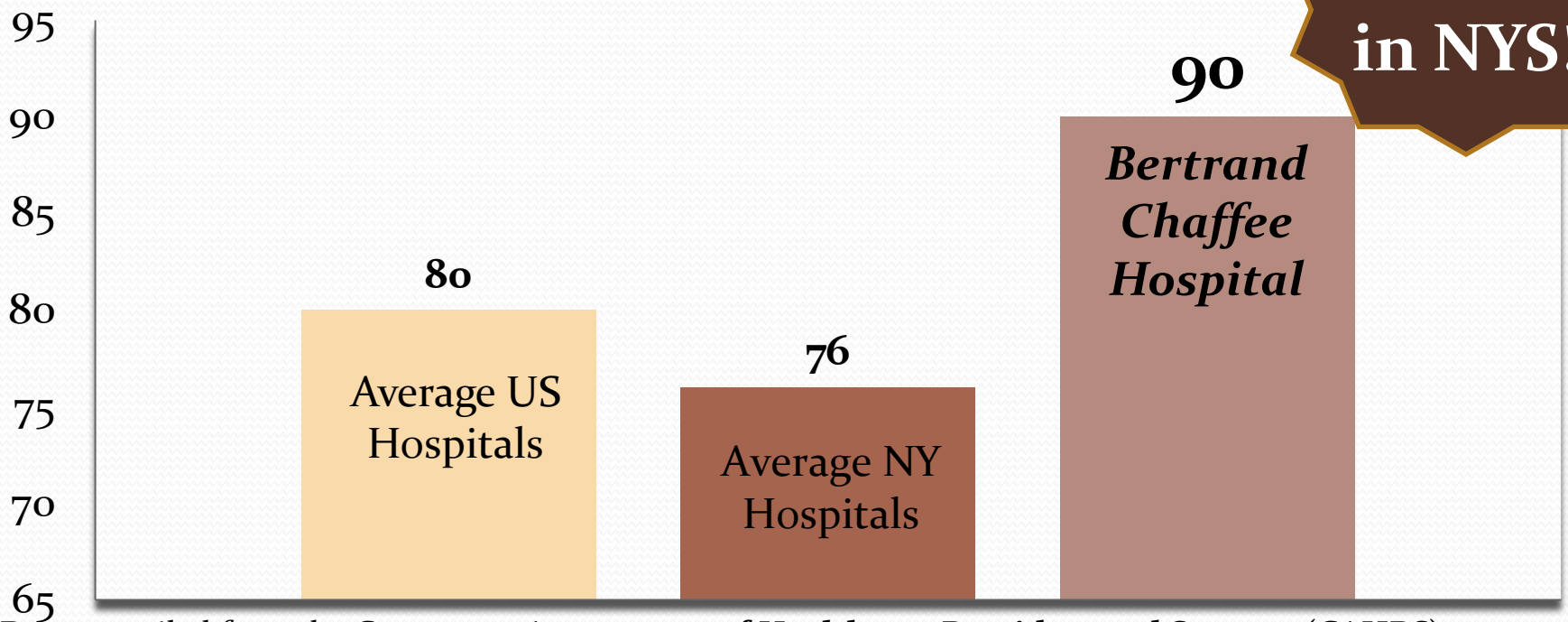
- This indicator measures what percent of patients at Bertrand Chaffee Hospital reported that the nurses always communicated well with them.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients 1/1-12/31/09, including 19 hospitals in WNY.

Doctor-Patient Communication

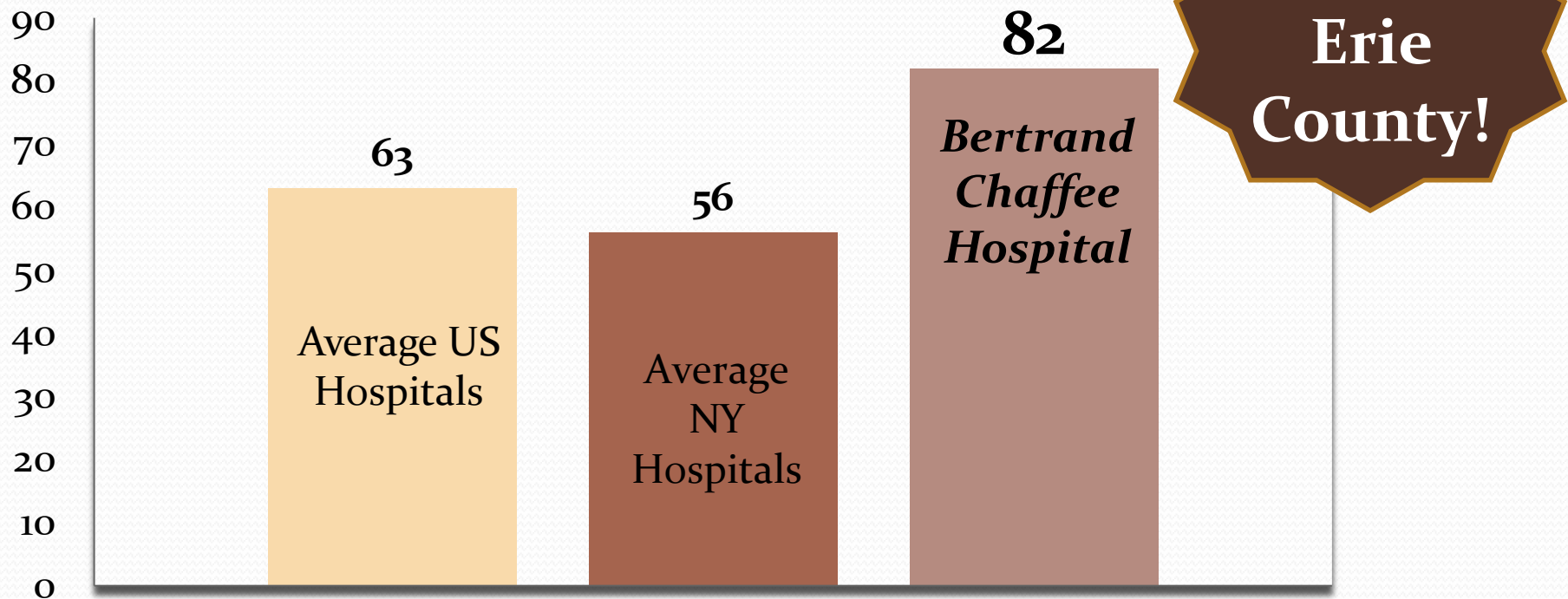
- This indicator measures what percent of patients stated their doctor at Bertrand Chaffee Hospital always communicated well with them.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients 1/1-12/31/09, including 19 hospitals in WNY.

Responsiveness of Staff

- This indicator measures what percent of patients stated that they “always” received help as soon as they wanted.

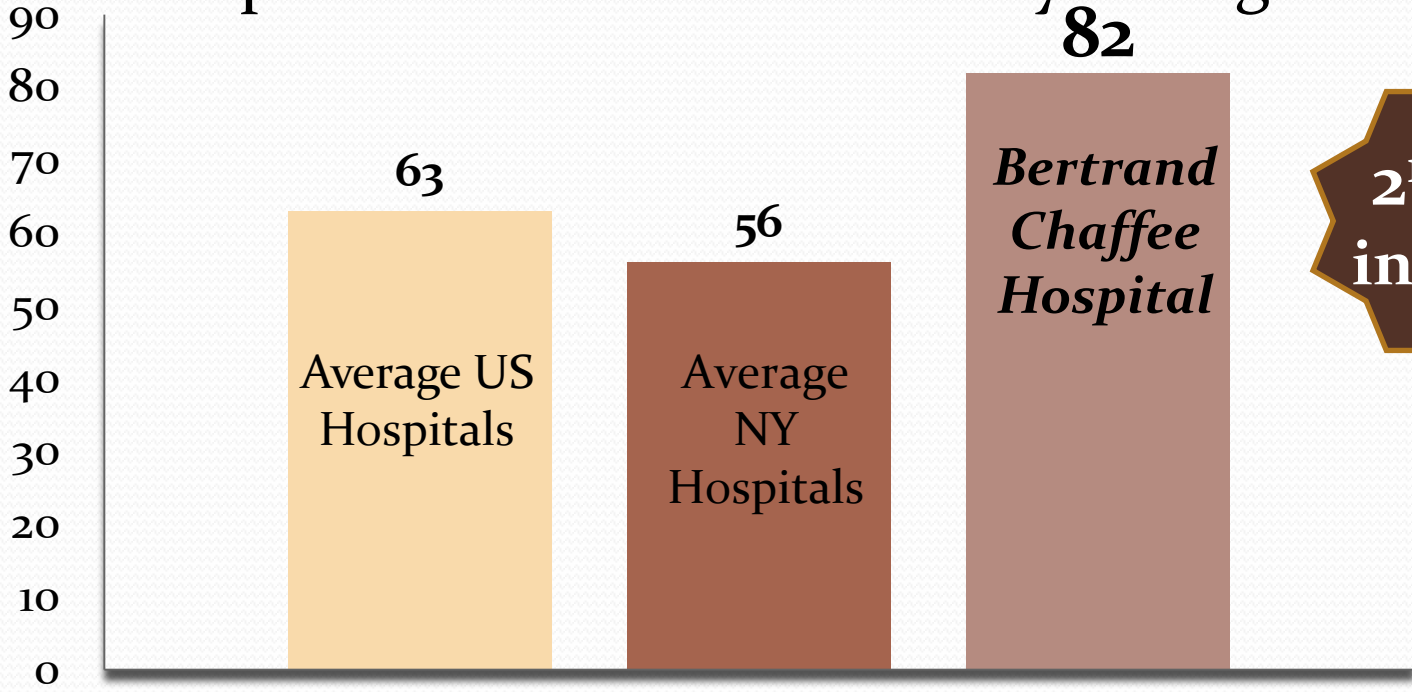


*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients 1/1-12/31/09, including 19 hospitals in WNY.

Communication to Patients about their medications

Best in Erie County!

- This indicator measures what percent of patients stated that they “always” had their medications explained to them before they were given.

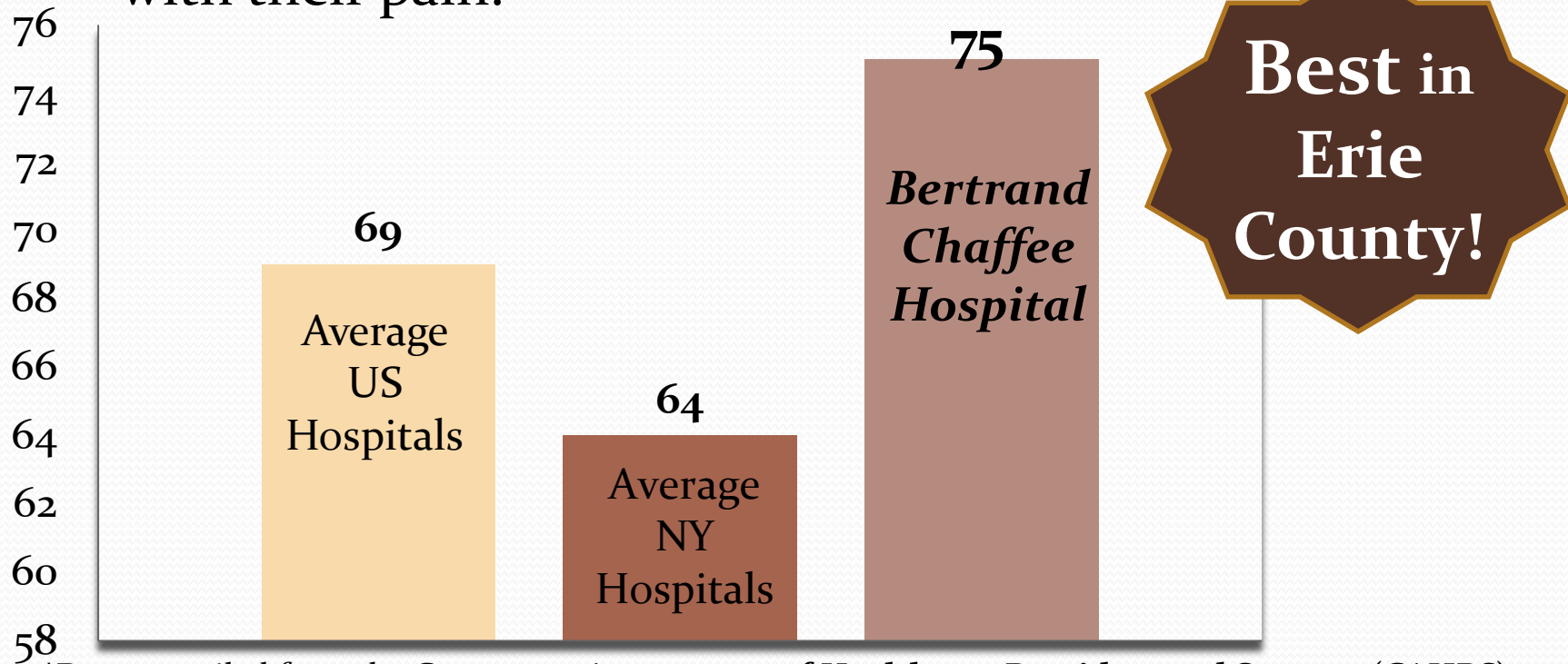


2nd Best in all NYS!

*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients 1/1-12/31/09, including 19 hospitals in WNY.

Pain Management at Bertrand Chaffee Hospital

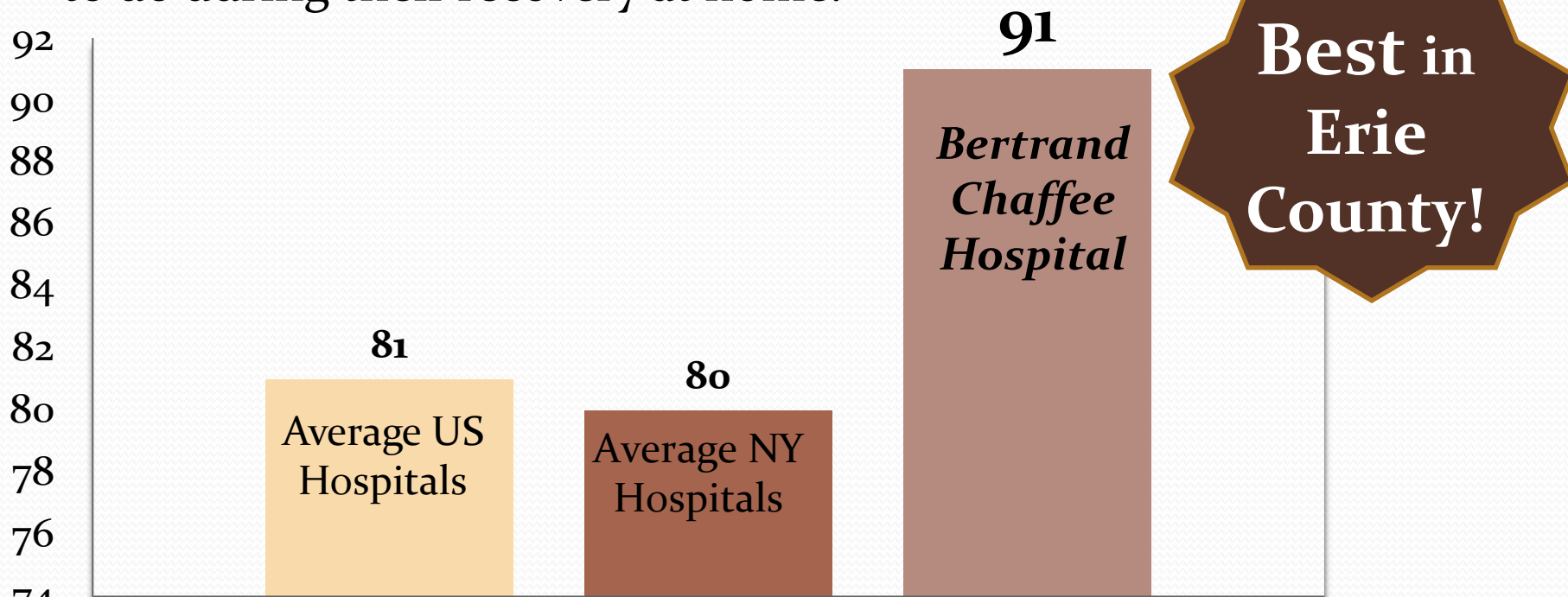
- This indicator tracked the percentage of hospital patients in WNY who reported their pain was “always” well controlled with the hospital staff doing everything they could to help with their pain.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients 1/1-12/31/09, including 19 hospitals in WNY.

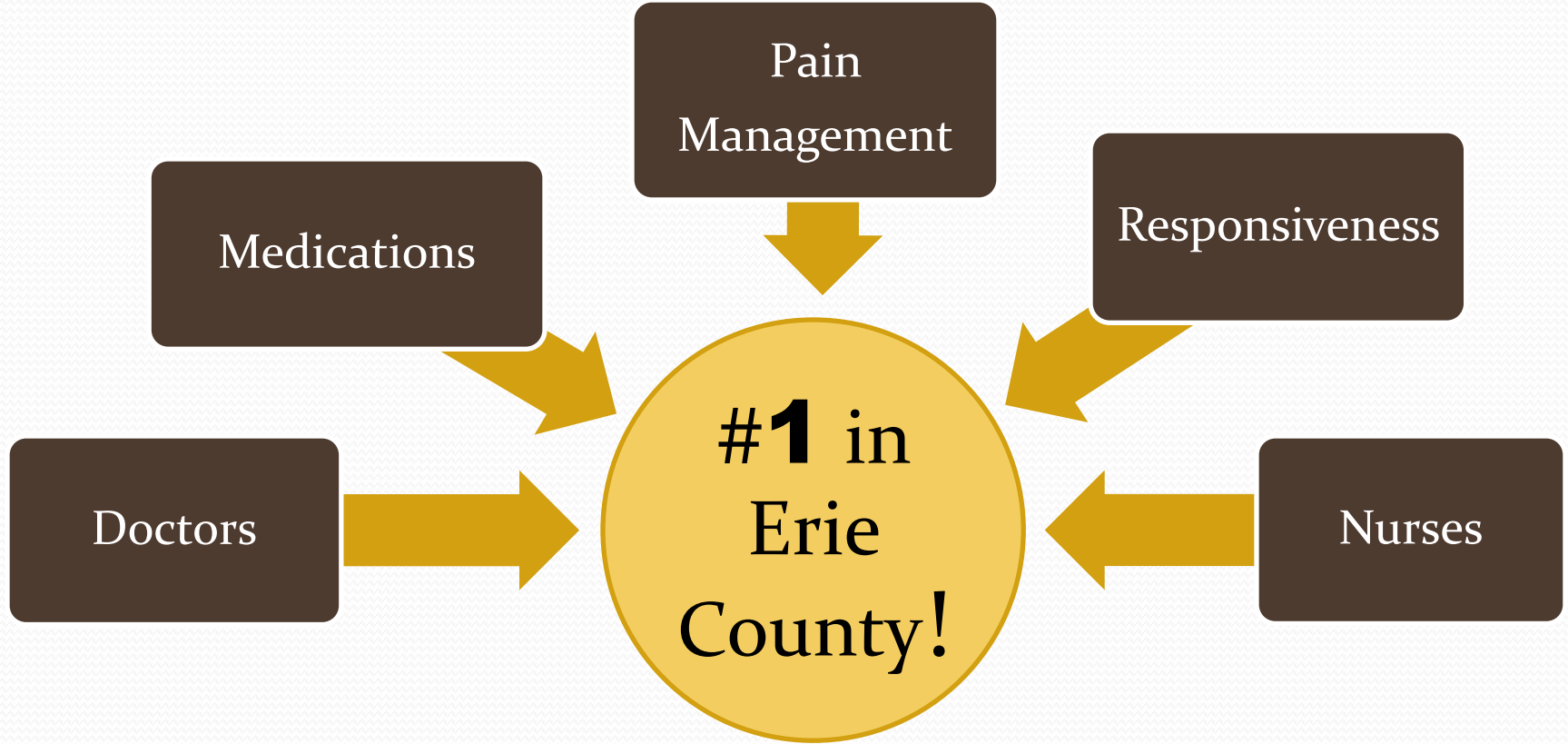
Patients Provided with Instructions at Discharge

- This indicator measures what percent of patients at Bertrand Chaffee Hospital were **definitely** given information about what to do during their recovery at home.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients from 1/1-12/31/09, including 19 hospitals in WNY.

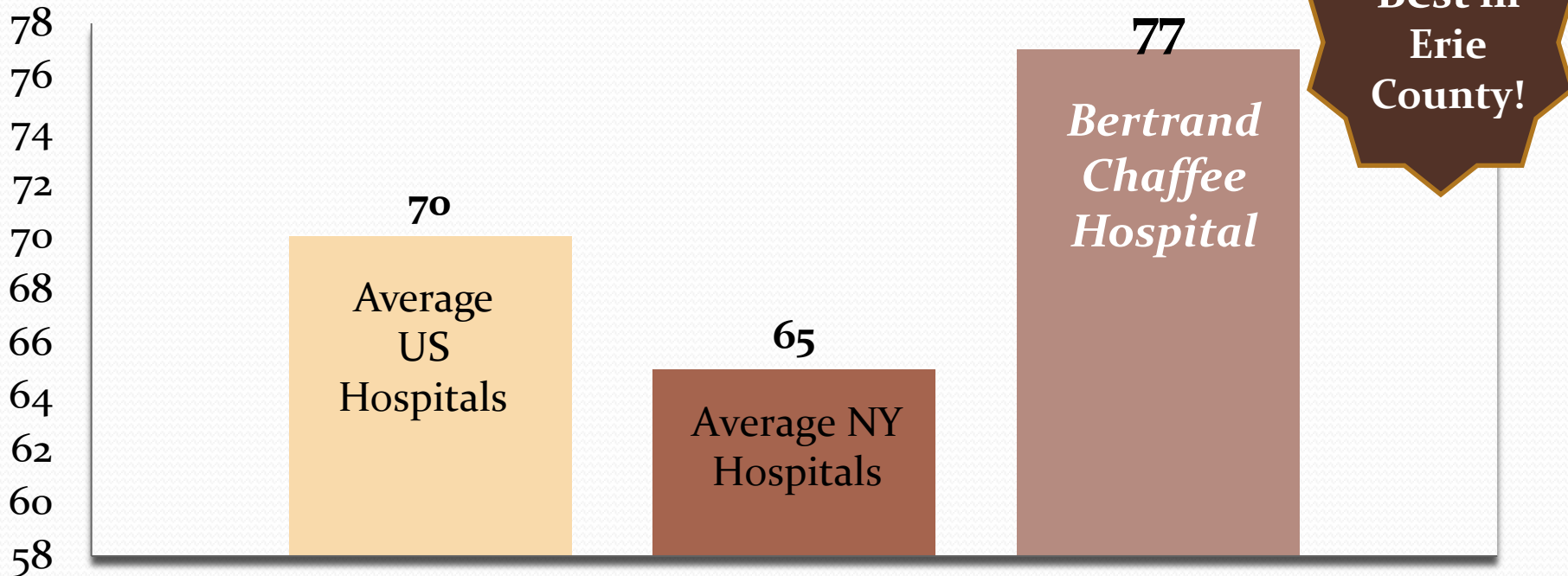
Bertrand Chaffee Hospital Communications in Review...



Two years in a row!!!!

Patients rate how often their room & bathroom were clean

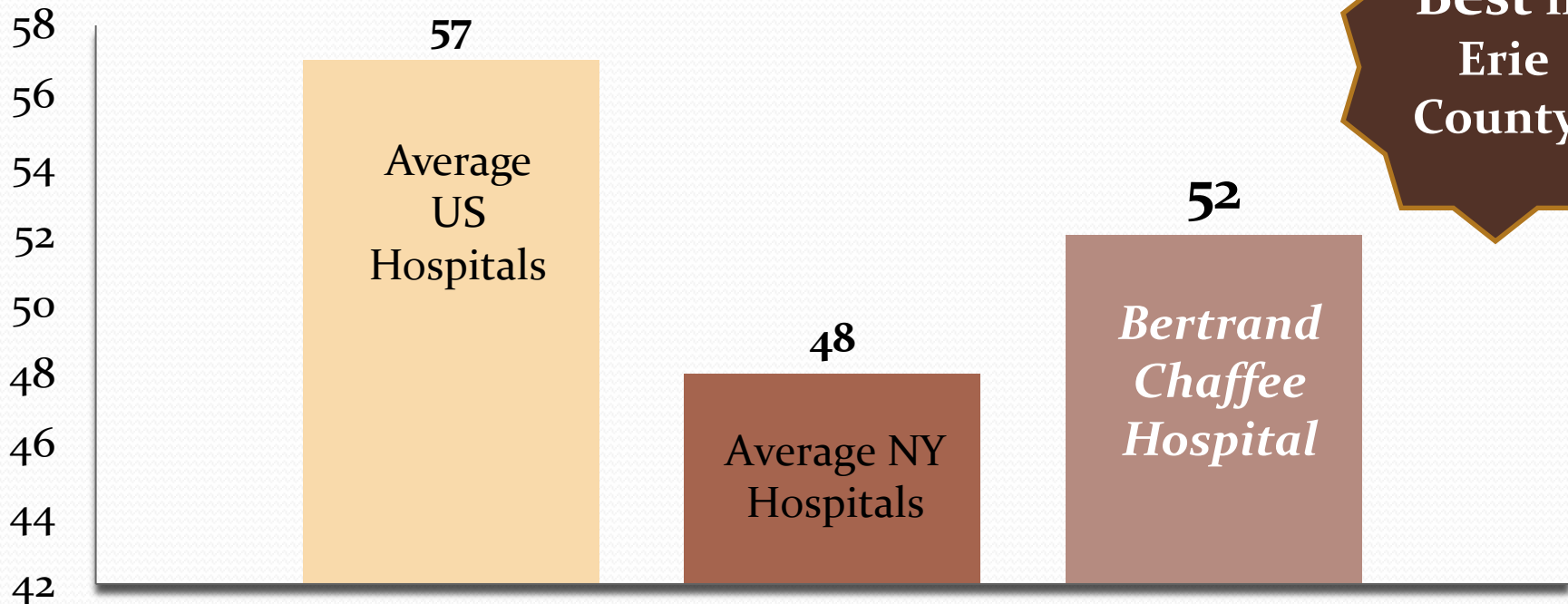
- This indicator measures how often patients reported that their hospital room & bathroom were “always” kept clean.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients from 1/1-12/31/09 including 19 hospitals in WNY.

Patients rate how often it was quiet at night

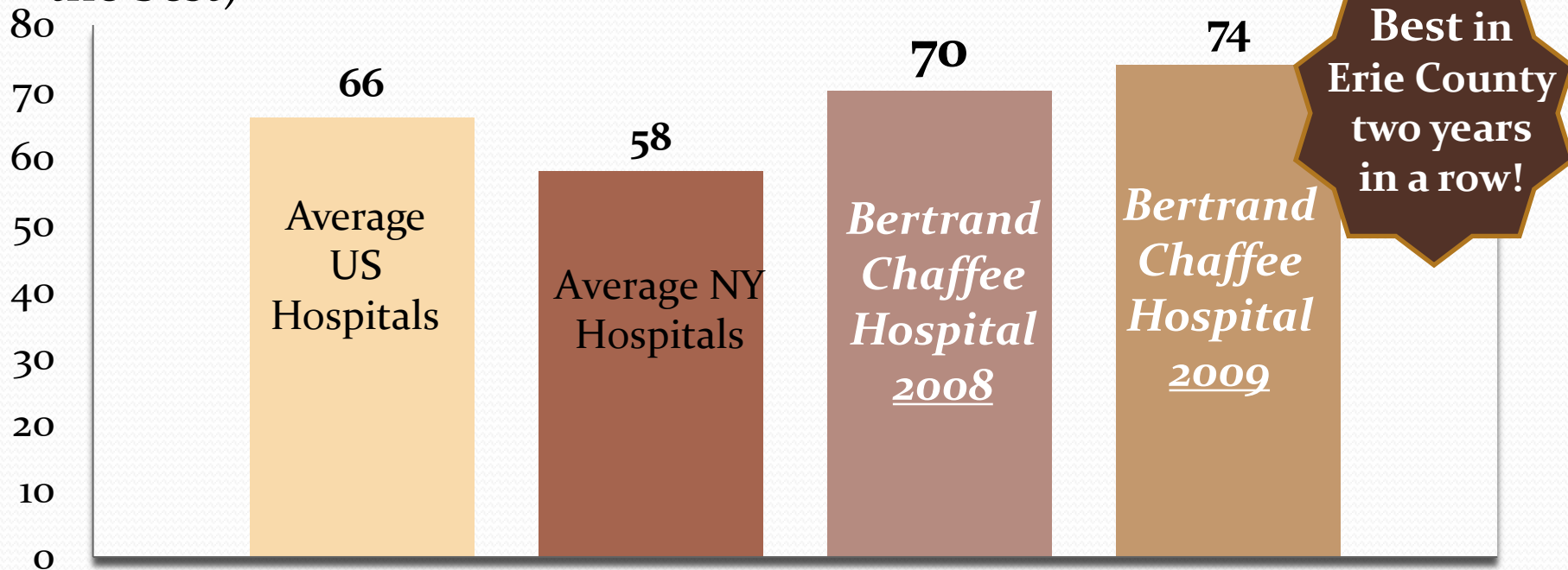
- This indicator measures how often patients reported that area around their room was “always” quiet at night.



*Data compiled from the **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** nationwide patient experience surveys of hospital patients from 1/1-12/31/09 including 19 hospitals in WNY.

Overall Patient Satisfaction Rating for Bertrand Chaffee Hospital

- This indicator measures the percent of patients that rated Bertrand Chaffee Hospital as a 9 or 10 on a scale of 10 (10 being the best)



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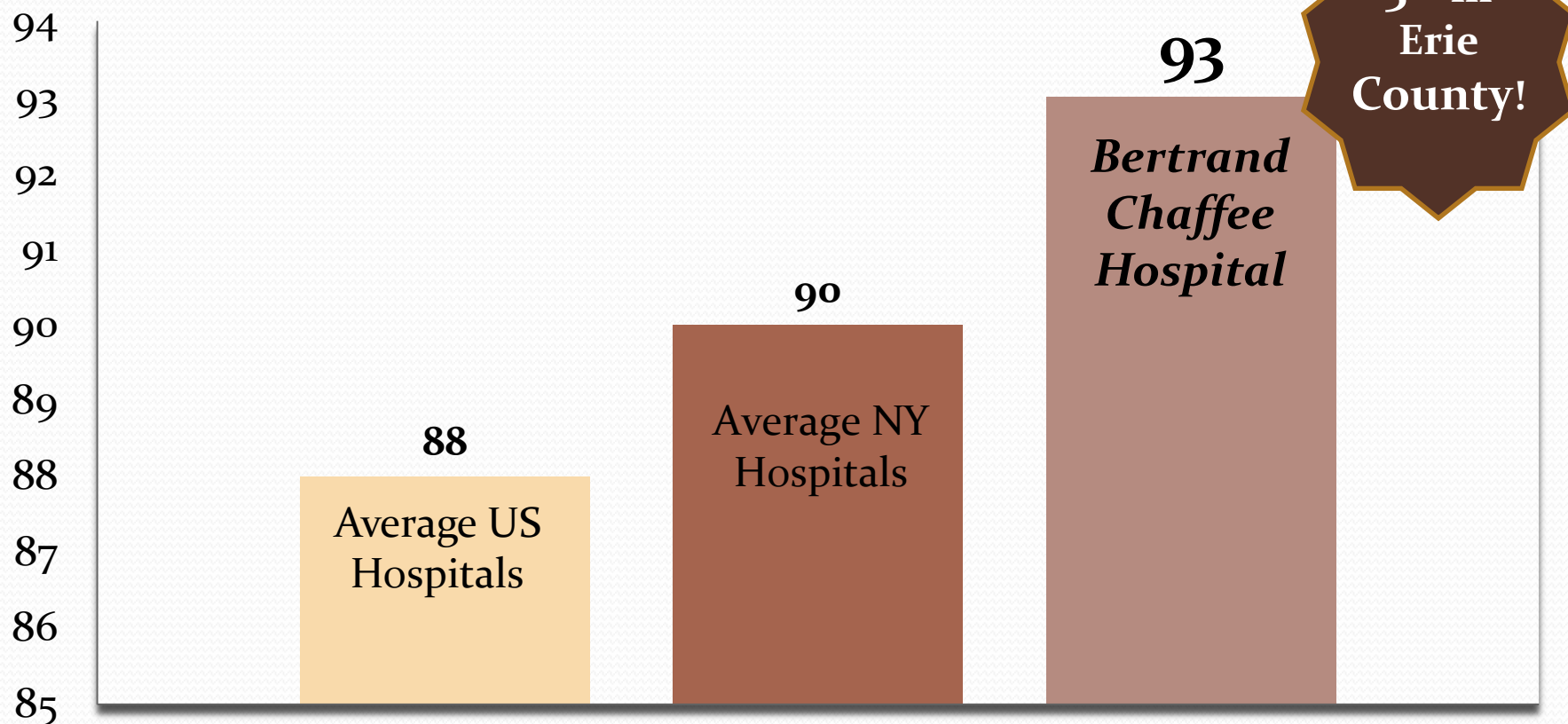
More Quality Measures

- The next few pages are a collection of specific quality measures regarding Bertrand Chaffee Hospital's care and treatment of pneumonia. These measures are available online at www.HospitalCompare.hhs.gov.



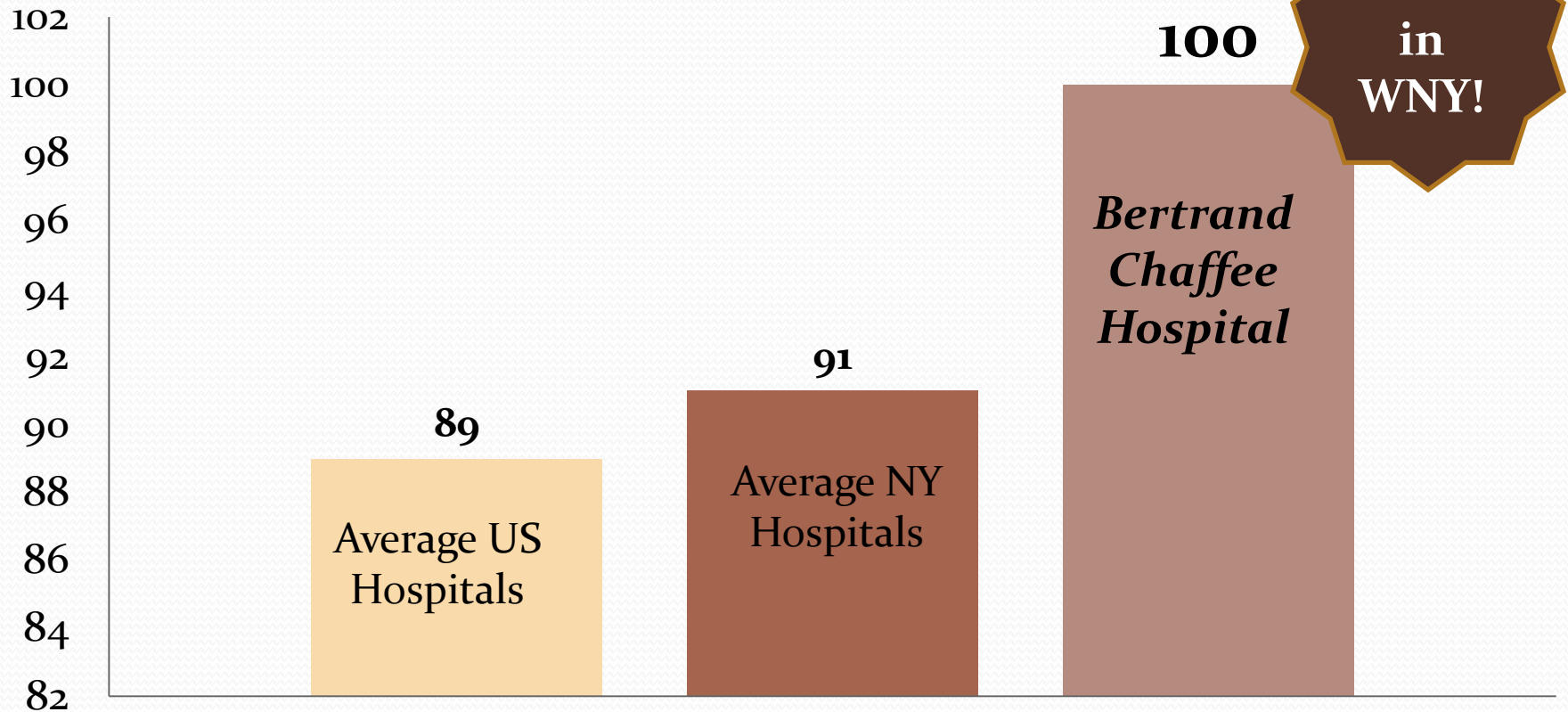
Quality of Pneumonia Care

Percent of patients at Bertrand Chaffee Hospital that were assessed and given pneumococcal vaccination



Quality of Pneumonia Care

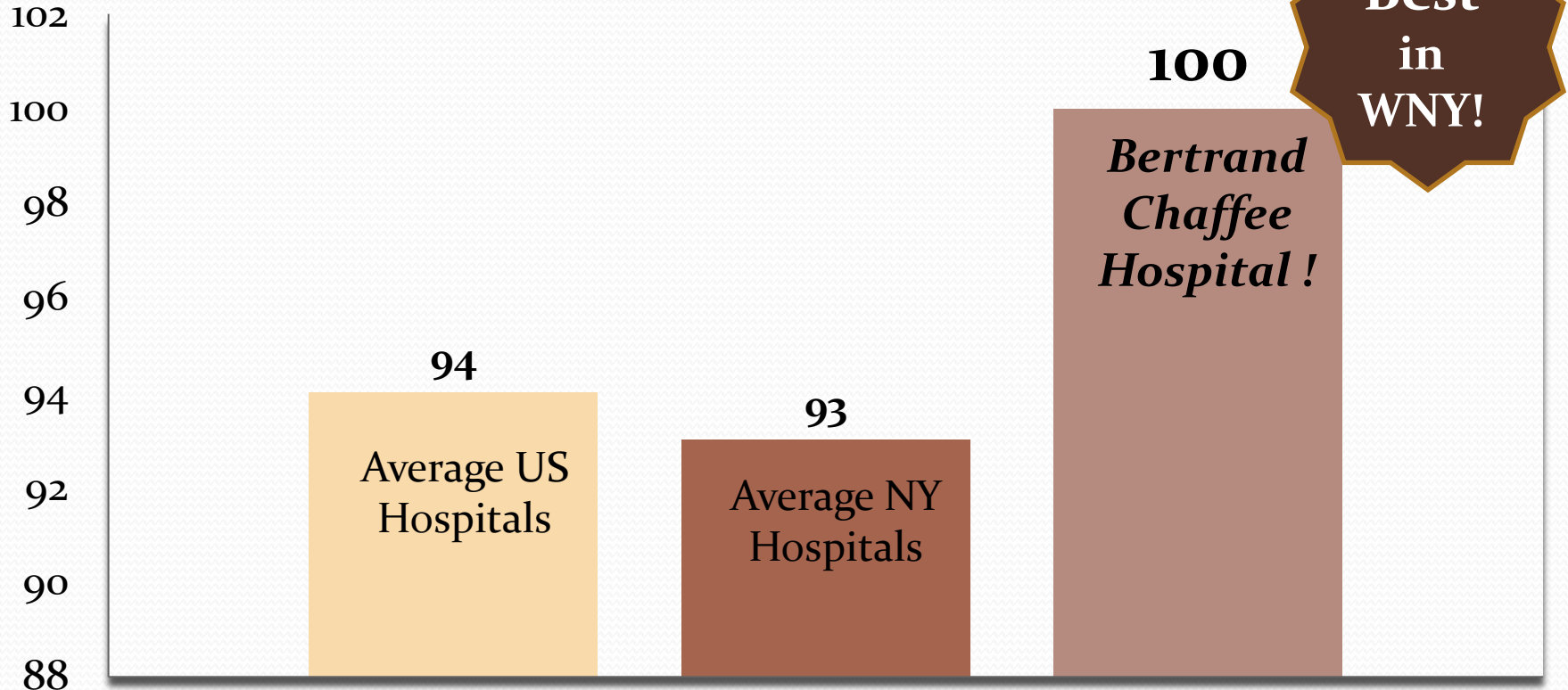
Percent of patients at Bertrand Chaffee Hospital given most appropriate initial antibiotic(s)



*Data available on hospitalcompare.hhs.gov Website

Quality of Pneumonia Care

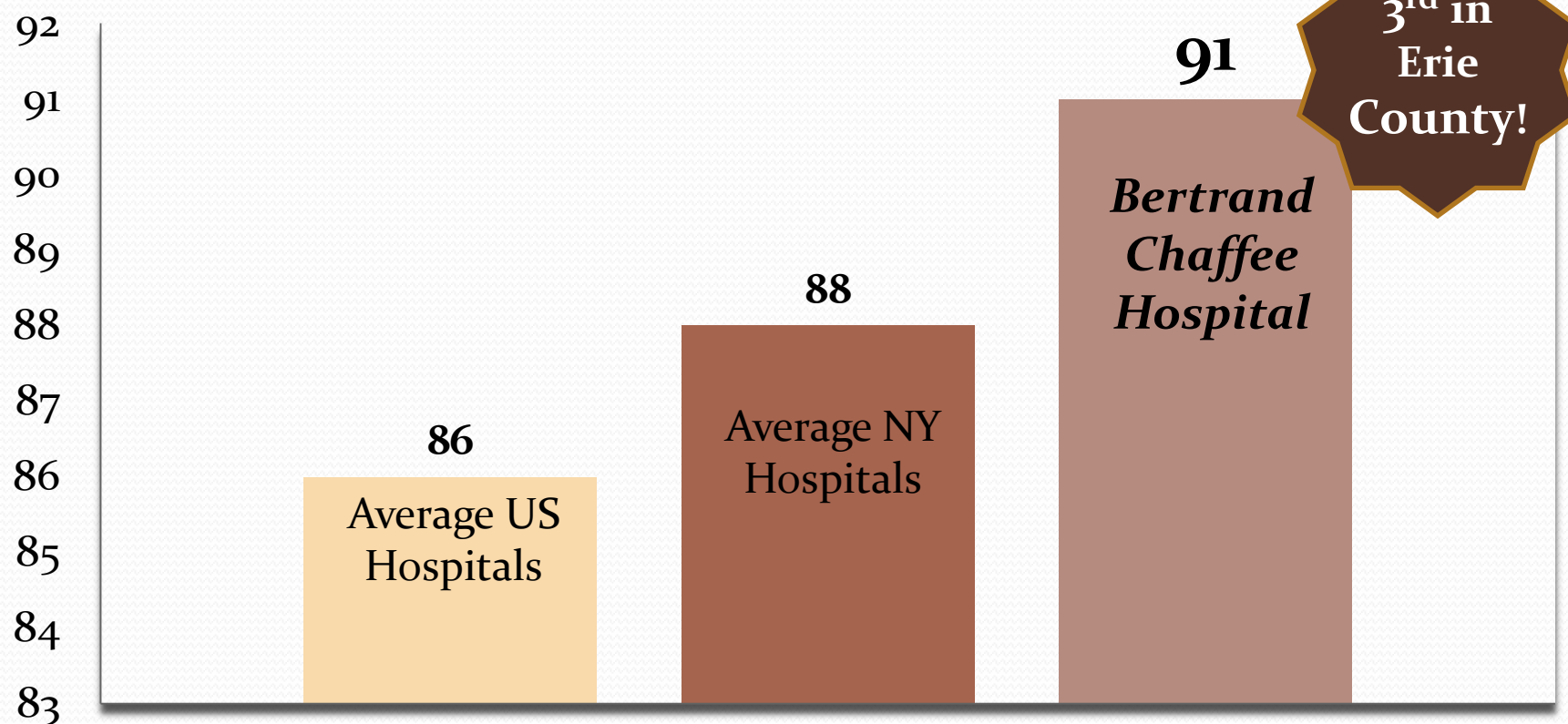
Percent of patients at Bertrand Chaffee Hospital that were given initial antibiotic(s) within 6 hours after arrival



*Data available on hospitalcompare.hhs.gov Website

Quality of Pneumonia Care

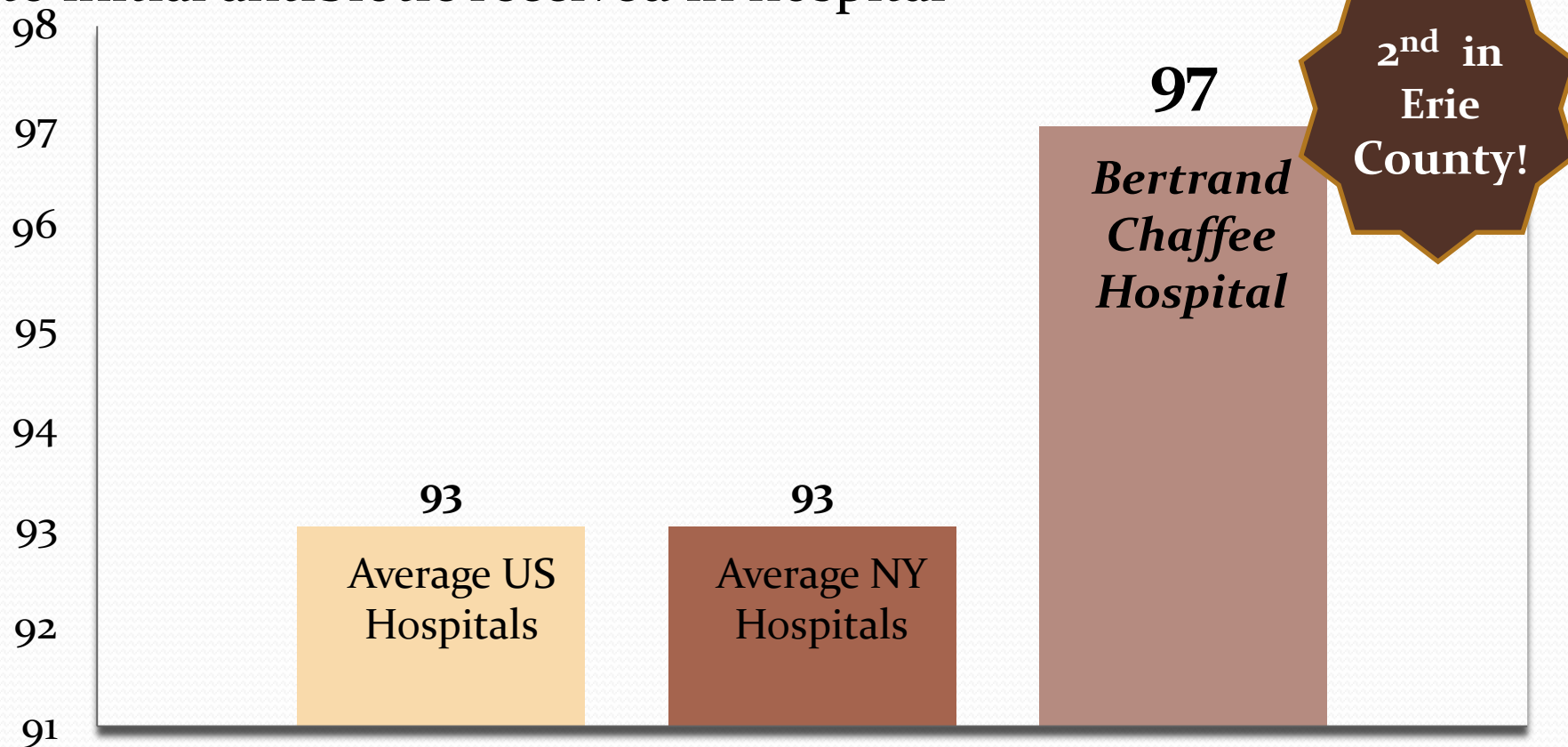
Percent of patients at Bertrand Chaffee Hospital that were assessed and given the influenza vaccination



*Data available on hospitalcompare.hhs.gov Website

Quality of Pneumonia Care

Percent of patients at Bertrand Chaffee Hospital that blood cultures were performed in the Emergency Department prior to initial antibiotic received in hospital



*Data available on hospitalcompare.hhs.gov Website

Did you know...

- That Bertrand Chaffee Hospital is currently accredited in **Computerized Tomography (CT)** by the American College of Radiology (ACR)?
- The **ACR awards accreditation** to facilities for the achievement of **high practice standards**. Evaluations are conducted by board-certified physicians and medical physicists who are experts in the field.
- The ACR accreditation sites provide a high level of confidence for patients and referring physicians that only the **highest quality** care is being provided.



Did you know...

how fortunate we are to have access to a hospital in our community that is so highly rated?

These great results would not have been possible without the steadfast commitment of Bertrand Chaffee Hospital's physicians, nurses and staff.

We remain ever-thankful for the dedication that these healthcare professionals have for their vocation, and for the caring professionalism they demonstrate on behalf of our patients and this community.

Nils Gunnensen, CEO 