

Jordan FastFacts 2009



OUR VISION

Peter Holden
President and CEO

Quality improvement is woven into the culture at Jordan Hospital. It is the strategy that drives everything we do. Nothing matters more to us than our patients and the patient experience.

To be a Quality Leader, we must change and enhance the way health care is delivered. Our concept of quality is all-encompassing, including both clinical outcomes and the service components of all interactions with patients and their families.

Best clinical practice is demonstrated with best clinical results. The best clinical outcomes cannot be achieved without establishing the safest possible environment in which to deliver care. Caring for patients safely is a cornerstone for Jordan's vision to be the Quality Leader; therefore patient safety is one of Jordan Hospital's organizational goals.

Performance Improvement: Best Practices for Best Clinical Outcomes

During the past year, Jordan has instituted innovative changes in management, culture and philosophy as part of our vision to be the Quality leader in health care for our region.

- We've intensified our focus on quality, patient safety, accountability, and the adoption of best practices.
- We've adopted system-wide procedures proven to save more lives and, in the process, have realized an even higher standard of care for our patients.
- We've established a Patient Safety Council that meets weekly to tackle all instances of actual or potential patient harm that we identify. This is indicative of our profound commitment to performance improvement for best clinical outcomes.
- As we continue pursuing our mission of meeting your health care needs, this commitment will never change. Like all high performing hospitals, our goal is to be even better.

Early results:

- As a result of a concerted re-design effort by Jordan's entire emergency department staff, patient wait times for admission through the Emergency Department have been reduced by 50%. Further, the average time between arrival to and departure from the ED for non-urgent care has been reduced by 80%, to under one hour.
- In the case of clinical pathways for pneumonia, heart failure and alcohol withdrawal put in place at Jordan over the past six months, early results indicate that patients on these pathways are achieving the desired health care quality status in less time, thereby returning home more quickly with no increased risk for readmission.
- Early indicators show an immediate decline in mortality rate down to 0% for patients with pneumonia.
- We have also noted that our heart failure readmission rate of 8% is significantly less than the healthcare industry average of 20% with the inception of this clinical pathway.

Who We Are

Jordan Hospital is a not-for-profit, full service, 155-bed acute care community hospital providing comprehensive health care ranging from primary and preventive care to specialty services. We put patients first.

We serve over 220,000 residents over twelve towns in Plymouth and Barnstable counties, and are accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), the Commission of Laboratory Accreditation of the College of American Pathologists, the American College of Surgeons Commission on Cancer, and the American College of Radiology.

Our Mission

Our mission is to provide health and wellness services with excellence.

We are focused on quality care, patient safety, accountability, and the adoption of best practices. Our approach also focuses on the principles of reducing waste and creating efficiencies that improve patient safety and the delivery of quality care.

Our Staff:

- Approximately 2,000 staff work at Jordan Hospital
- More than 200 physicians serve our community
- More than 350 volunteers donated over 55,000 hours of service in 2008

2008 Patient Volume

- 53,000 emergency department visits
- 6,600 surgical procedures
- 11,000 inpatient admissions
- 400,000 outpatient visits
- 13,500 cancer patients treated annually
- 40,000 visits to our physical rehabilitation program
- More than 5,500 cardiac rehabilitation program visits
- 700 babies born at The BirthPlace
- 350 patients cared for by our Cranberry Hospice

Featured Programs

The Jordan Hospital Club Cancer Center

More than simply a diagnosis and treatment facility for patients, the Cancer Center provides a team of physicians, nurses, physicists, therapists, pharmacists, dietitians, social workers and clerical staff, all committed to one goal: providing the highest level of clinical expertise coupled with unrivaled compassion and respect. Board-certified oncologists, radiation oncologists, and oncology certified nurses along with other staff members work closely together to develop a personalized treatment plan for each patient. Services include: cancer detection, surgical oncology, on-site and home chemotherapy, on-site radiation therapy, and access to nationally-sponsored clinical trials through our affiliation with Boston Medical Center. In Fall 2009, we will be opening The Jordan Breast Center — a state-of-the-art multidisciplinary diagnosis and treatment center encompassing the entire spectrum of breast health care.

Orthopedic Services – Bone and Joint Program

Jordan Hospital's Orthopedic Program is highly-respected and is ranked among the top 5 hospitals in Massachusetts with the best clinical outcomes for hip and knee replacement. The orthopedic program integrates all components from prevention, to diagnosis and treatment of all musculoskeletal conditions. Our surgeons use state-of-the-art computer navigation during surgery to provide leading-edge technology to patients. Our medical team is noted for their training in sports medicine and providing treatment for athletic injuries to bones, muscles, ligaments and tendons.

The Cardiovascular Center

Jordan's Cardiovascular Center treats more than 19,000 patients annually with a vast array of testing and services. Services include: EKG's, echocardiography services, vascular imaging using contrast agents, 3D echo and stress cardiograms, nuclear stress testing, and Holter-event monitoring, to name a few. Our patient-focused staff has also served approximately 300 patients for diagnostic cardiac catheterization since the catheterization lab was opened in 2007. The Cardiovascular Center also performs pacemaker implantation, advanced imaging technology, vascular ultrasound, cardiac rehabilitation, and operates an anticoagulation center.

Senior Behavioral Health Center

The Senior Behavioral Health Center (SBHC) offers hope to adults 65 years of age and older experiencing serious emotional difficulties. Treatment is provided in a friendly, safe and supportive environment that encourages involvement from family, friends, and loved ones. The SBHC evaluates depression, psychosis and basic declines in cognition that sometimes accompany aging. Beyond these neuro-psychiatric services the co-location with Jordan Hospital means that diagnostic imaging and direct clinical care are immediately available to our patients. Services include: 19-bed inpatient facility, admission assessments, co-management of chronic medical conditions, 24-hour behavioral health monitoring/supervision, medication management/education, individual and group therapy, and family education/support, to name a few.

Cranberry Hospice and Palliative Care

Cranberry Hospice understands that comprehensive, quality hospice care is a collaborative process that integrates the expertise of many disciplines with the needs, values and desires of patients and families. Our caring and compassionate team provides pain management, symptom control, psychosocial

support and spiritual care to patients, and their families, facing the end of life. In addition to traditional hospice services for patients living at home, in nursing, assisted living, and group homes, we also provide services to veterans, and pediatric palliative care through our Fragile Footprints program.

Recent Recognition and Awards

- Jordan Hospital's Orthopedics Program is ranked among the top 5 hospitals in Massachusetts with the lowest complications rate for hip and knee replacement. Source: 2007 Medicare Quality Study from The Delta Group.
- Jordan's Spine Care Program is the first community-based spine care program in Massachusetts to receive national certification from the National Center for Quality Assurance and the Back Pain Recognition Program for their commitment to quality and patient care.
- Our Stroke Team was recently awarded the American Stroke Association's Get with the Guidelines Stroke Gold Performance Achievement Award for continuous improvement in stroke care. This national award recognizes the hospital's commitment and success in implementing higher standards of stroke care.
- Our Cancer Center has received a three-year approval with commendation, the highest distinction possible from the American College of Surgeons Commission on Cancer.

The Importance of Giving

The delivery of high quality medical care requires many resources, including the most highly trained physicians, nurses and health care staff, and the most advanced technology and facilities available. Philanthropy helps support our delivery of the best treatment options, education for patients and their families, state-of-the-art equipment for diagnoses and treatment, and enhancements of patient care needs.

We are grateful to our donors, who give generously to ensure that Jordan can maintain its commitment to the highest standards of medical care, unlock new ideas in care delivery, broaden its reach in the community, and attract and retain the best medical staff today and tomorrow. Although the current economy certainly presents challenges, our donors' vital support enables us to enhance and accelerate changes we are already making to transform healthcare delivery and continuously improve patient care.

As our Hospital continues to focus on its very important mission, we ask that you continue your generous support and help lead our Hospital to excellence by staying informed and involved. With your help, we can support the patients and families who come to us for their medical care. It's all about your health...your hospital...your community.



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For more information please
visit us at www.jordanhospital.org