

Improving Quality



A Relentless Pursuit of Quality

This is not unusual at PinnacleHealth. “It’s the nature of people who choose the profession, and it’s part of an ethical stance healthcare providers take to do no harm,” says Joan Silver, PinnacleHealth’s vice president for organizational quality and performance improvement.

But what does PinnacleHealth’s highly successful commitment to quality healthcare mean to the community?

“There’s confidence and assurance that your healthcare providers have heightened sensitivity to quality and follow proven protocols and evidence-based practices to deliver optimum care,” says Silver. “It often means you’ll spend less time recovering in the hospital and get back to the activities you enjoy more quickly.”

From a practical standpoint, high quality lowers healthcare costs for individuals, employers and the community. Patients have fewer out-of-pocket medical expenses, and employers’ costs for health insurance and lost productivity due to missed work days are minimized.

Mistakes are quite costly to the healthcare industry, too. A study commissioned by the Society of Actuaries (SOA) found the average cost for a medical injury due to medical error was \$13,000 in 2008. It’s estimated that the U.S. healthcare system spent roughly \$19.5 billion in inpatient, outpatient, prescription drug and other services due to medical errors that same year. Among the top five most expensive errors was postoperative infections (\$3.7 million). That is additional money that could be spent on patients, services and advanced technology.

PinnacleHealth ranked among only 16 hospitals in the state and was the only hospital system in central Pennsylvania recognized by the Commonwealth and The Joint Commission as a leader in preventing hospital acquired infections.

PinnacleHealth’s number one strategic priority has been to provide high quality, safe care to our patients. Our progress continues to be validated by the receipt of numerous awards and designations from objective, independent sources based on the quality and safety of our services and care provision.

- Magnet Designation for Nursing Excellence
- Thompson Reuters 100 Top Hospitals®: Cardiovascular Benchmarks for Success recognition
- Chest Pain Center accreditation
- Silver and Gold “Get with the Guidelines” awards for coronary artery disease and heart failure