

**02/08/2011**

## **Focusing on Health Care Role Models**

*Posted by Dawn Marie Bailey*



With health care reform currently a hot news topic across the country, I wish there was more of a national spotlight on some of the role models of the U.S. health care industry—those organizations that are proving every day that patient care comes first and that such care can be delivered effectively. These role models certainly exist and have been honored as recipients of the Malcolm Baldrige National Quality Award, the nation's highest honor for overall [performance excellence](#).

In 2010, [Advocate Good Samaritan Hospital](#), an acute-care medical facility in Illinois, received such an honor by focusing on "funding the future" and demonstrating clinical outcomes in the top decile for all U.S. hospitals. For example, "Good Sam's" overall patient satisfaction exceeds top-decile ratings from [Press Ganey](#), the largest national surveyor for patient satisfaction, for the following patient segments: outpatient, emergency, ambulatory surgery, and convenient care, as well as top-quartile performance for inpatient. In addition, measures for pneumonia, heart failure, and heart attack are equal to, approaching, or better than the top-decile level, and they meet or exceed the levels of local competitors as measured by the Healthcare Quality Association (HQA).

[The Baldrige Program](#) can help the nation focus on other [U.S. health care role models](#) that have increased patient outcomes and loyalty, physician and workforce satisfaction and engagement, charity care, and overall cost savings, among other outcomes.

Wouldn't the current health care debate be more productive if we could focus on such role models? And the marvelous thing about these Baldrige health care role models is that they share their best practices and strategies at conferences such as the [Quest for Excellence](#) and regional conferences. What would the current health care landscape look like if all providers emulated Baldrige role models? How much better would our national health care system be?

Posted by Dawn Bailey on 02/08/2011 at 11:07 AM in [Baldrige Award Recipients](#), [Baldrige Criteria](#), [Health Care](#), [Performance Results](#) | [Permalink](#) [ShareThis](#)