



**HEALTH CARE  
QUALITY IMPROVEMENT  
AWARD**

## TEXAS HEALTH CARE QUALITY IMPROVEMENT AWARD OF EXCELLENCE

Mother Frances Hospital is the only hospital in east Texas and one of only 63 in the state to receive the 2007 Texas Health Care Quality Improvement Award of Excellence from the TMF Health Quality Institute, the Medicare Quality Improvement Organization for Texas. TMF established the award program in partnership with Texas Hospital Association, Texas Organization of Rural & Community Hospitals and Texas Osteopathic Medical Association.

The Texas Health Care Quality Improvement Award honors Texas hospitals that are performing quality initiatives aimed at improving outcomes in patient care by recognizing those hospitals that have improved their initial baseline performance on specific national quality measures. To earn the Award of Excellence, a hospital had to achieve or maintain performance between 90 and 100 percent on the appropriate care measure.

## 100 TOP HOSPITAL

### 100 Top Hospitals: National Benchmarks for Success, Solucient 2006

This award names hospitals that set the standard for performance across the board, achieving the highest national scores on a set of measures that represent hospital-wide performance. This means that the typical 100 Top Hospitals award winner produces solid patient outcomes, has good patient safety and provides efficient care at a reasonable cost, compared with other hospitals like it across the country. This selection was based on objective statistical measurement across five critical areas: clinical outcomes, patient safety, operational efficiency, financial stability and growth. The 14th edition of the Solucient National Benchmarks for Success study names Mother Frances Hospital as the **only hospital in east Texas, one of only two hospitals in Texas, and one of only 20 hospitals in the nation** in the Large Community Hospital Category to earn this 100 Top rating.



## ADDITIONAL AWARDS EARNED BY TRINITY MOTHER FRANCES HEALTH SYSTEM

**Top 100 Hospital for  
Performance Improvement Leadership**  
(Solucient-2005)

**Top 100 Health System**  
(Solucient-2000)

**Named one of "Top Ten" Hospitals in the U.S.**  
(The Wall Street Journal-1990)

**100 Top Hospitals Performance Leader**  
(Solucient-2004)

**"Best in the U.S." for Cardiac Services**  
(Solucient-1999)

**Named 'Business of the Year'**  
by Texas Association of Businesses  
(Texas Association of Businesses-1989)

**Top 100 Hospital for  
Stroke Management in the U.S.**  
(Solucient-2001)



**TRINITY MOTHER FRANCES  
HEALTH SYSTEM**

**We're with you for the journey.**

[www.tmfhs.org](http://www.tmfhs.org)

For more information, please call TeleCare Plus at 903-531-5678 or 800-535-9799.

IN THE  
**NEWS**

# Only<sup>The</sup>Best

## Award Winning Health Care



HealthGrades, Solucient (now known as Thomson Healthcare), National Research Corporation, Professional Research Consultants, Texas Medical Foundation and Blue Cross and Blue Shield of Texas are health care industry leaders, with many years of experience in healthcare performance measurement and improvement. These recent third-party reports validate where people go to receive critical healthcare services does make a big difference in the quality of care they receive. We are pleased our efforts are being recognized by the industry and community.

## MOTHER FRANCES HOSPITAL NAMED A 100 TOP HOSPITAL® FOR PERFORMANCE IMPROVEMENT BY THOMSON HEALTHCARE

Mother Frances Hospital was named one of the nation's 100 Top performance improvement leader large community hospitals by Thomson Healthcare, a leading provider of strategic business and clinical information for the health care industry. The Hospital previously received the recognition in 2005.

Mother Frances Hospital and its senior management team were recognized for being one of a hundred hospitals making the greatest progress in improving hospital-wide performance over five consecutive years (2001-2005).

The study looked at all U.S. hospitals licensed to treat Medicare patients. Performance measures included risk-adjusted mortality and complications, average length of stay, growth in patient volume, and risk-adjusted patient safety. Findings from the fourth edition of the Thomson 100 Top Hospitals®: Performance Improvement Leaders study appear in the August 6, 2007 issue of *Modern Healthcare* magazine.



## MOTHER FRANCES HOSPITAL

### 2007 DISTINGUISHED HOSPITAL AWARD FOR PATIENT SAFETY™

Ranked Among the Top 5% in the Nation for Patient Safety • One of Only 242 Hospitals in the Nation to Receive Award  
One of Only 17 Hospitals in Texas to Receive Award

- HealthGrades is the nation's leading healthcare ratings company, providing ratings and profiles of hospitals, physicians and nursing homes to consumers, corporations, health plans and hospitals.
- HealthGrades began the patient safety analysis four years ago with the goal of helping consumers evaluate and compare patient-safety performance at hospitals across the country.
- Analysis uses the Agency for Healthcare Research and Quality's (AHRQ) patient safety indicators (PSIs) and software application (QI Windows, version 3.0a) and the MedPAR file data from the Centers for Medicare and Medicaid Services (CMS) for all short-term acute care hospitals – 2003-2005.
- On average, patients at Distinguished Hospitals for Patient Safety are 40 percent less likely to experience an adverse, preventable event during their stay than patients treated at the bottom-performing hospitals.
- If all Medicare patients had gone to a Distinguished Hospital for Patient Safety in 2003-2005, 206,286 patient safety events and 34,393 deaths could have been avoided.

- Demand for this information among consumers is high. Over 2.5 million consumers visit HealthGrades.com every month searching for quality information on healthcare providers.
- These achievements speak well to the overall quality of care at Mother Frances Hospital. The recognitions are a testimony to the leadership and staff at Mother Frances Hospital, and an important benefit to the people they touch.



\* Hospitals are compared against more than 4,971 non-government, acute care hospitals across the nation.

## PRC CONSUMER RESEARCH

### Shows Mother Frances Hospital Is Preferred Provider

For the past 16 years, Mother Frances Hospital has been the area's most preferred hospital. The most current research conducted by Professional Research Consultants, Inc. (PRC) in November 2006 shows that **Mother Frances Hospital-Tyler is the market share leader** for the primary and secondary markets and the preferred provider for inpatient, outpatient and physician care. Both Trinity Clinic and Mother Frances Hospital hold the leadership position in Top of Mind Recall, which is a measure of brand strength. In addition, both Trinity Clinic and Mother Frances Hospital hold the reputation leadership position and are considered the quality leaders.

- Mother Frances Hospital is perceived as providing the "Best" Care for various medical treatments:
 

– Cardiac Problems	– Emergency Services	– Neurological Disorders	– Urology
– Maternity Care	– Cancer	– Orthopaedics	– Diabetes Treatment
– Pediatrics			– Sports Medicine
- Mother Frances Hospital is considered the leader in these areas:
 

– Range of Cardiac Service	– Staff with Best Attitude	– Best Nursing	– Easiest to reach from home
– Best Reputation	– Best Facility	– Fastest Service in the ER	– Competitive prices
- Trinity Clinic holds the leadership position regarding reputation and utilization.
- Trinity Mother Frances Health System holds the leadership position for preference, brand awareness and reputation.



## BLUE DISTINCTION CENTERS™ FOR CARDIAC SERVICES AND BLUE DISTINCTION CENTERS™ FOR BARIATRIC SURGERY

Blue Cross and Blue Shield of Texas has named Mother Frances Hospital - Tyler as a Blue Distinction Center™ for both Cardiac Services and Bariatric Surgery. Blue Distinction is the Blue Cross and Blue Shield companies' nationwide program that will create an unprecedented level of transparency with two goals: engaging consumers to enable more informed healthcare decisions and collaborating with physicians and hospitals to improve quality outcomes and affordability. A key component of Blue Distinction is a specialty center program that offers the best practices and standards of care in bariatric surgery, cardiac care and transplant services.

"The Blue Distinction for both cardiac care and bariatric surgery at Mother Frances lets the community know that we are truly committed to providing our patients and their families with the accessibility and quality of care they need and expect to receive at our Health System," said Laura Owen, Senior Vice President, Trinity Mother Frances Health System.

"The Blue Cardiac Distinction recognizes cardiac programs that meet or exceed certain criteria that demonstrate reliability in delivering cardiac care and better overall outcomes for patients," said Michael J. Vintges,

vice president of cardiac services, Trinity Mother Frances Health System. "For over 20 years, Trinity Mother Frances Health System has led the region in cardiac excellence and we are proud that Blue Cross Blue Shield has recognized and rewarded our efforts. It means a great deal for an organization with the stature of Blue Cross Blue Shield to give our program their stamp of approval."

The process used to select Blue Distinction Centers™ is based on clinical data supplied by hospitals. Each facility's structure, processes and care outcomes are rigorously evaluated. The criteria for designation include nationally endorsed quality measures, developed in collaboration with medical experts and professional organizations.

"Blue Distinction puts a high value on research and evidenced-based health and medical information," said Allan Korn, MD, Blue Cross and Blue Shield Association chief medical officer. "These centers show our commitment to working with doctors and hospitals in communities across the country to identify leading institutions that meet clinically validated quality standards and deliver better outcomes in patient care."

## NATIONAL RESEARCH CONSUMER CHOICE AWARD 2006



Mother Frances Hospital received this award which names the nation's top hospitals and identifies hospitals which healthcare consumers have chosen as having the highest quality and image. NRC Chief Executive Officer Michael Hays said winners are determined by consumer perceptions on multiple quality and image ratings. "These organizations are selected for the Consumer Choice Awards by the community residents they serve; we are pleased to honor these facilities for their dedication to quality healthcare in the eyes of their patients."

National Research Corporation conducts a survey across the nation of over 200,000 households. The winning organizations are selected for the Consumer Choice Awards by the community residents they serve. This award honors these facilities for their dedication to quality in the eyes of their patients.