

# Indicators of a Quality Hospital

## Sturgis Hospital Achievements

### Independent surveys for quality:

- Joint Commission Association of Health Organizations (JACHO)—*the gold standard of Hospital surveys*--Full Three-Year Accreditation
- Michigan Hospital Association's (MHA) insurance company did an extensive review of safety measures, policies, documentation and physician credentialing resulting in a 20% reduction to our malpractice insurance premiums
- American College of Radiology Accreditation for Ultrasound, Mammography, Vascular, and CT
- COLA survey of lab received full accreditation
- CLIA certification completed for lab with 100% compliance
- Superior score by Health Department of the Hospital Food Service
- Annual financial audit commends Hospital for its record-keeping processes and issues an "unqualified opinion" on its financial statements—the highest level of assurance (commendation) possible.

### Recognition and awards for quality:

- Governor's Award for Patient Safety Bedside Medication Verification (BMV) – less than 10% of hospitals nationwide have BMV
- MHA Keystone Quality and Patient Safety Project
- 2006 CareScience award for quality patient care for Pneumonia.
- Hospital's Certified (State of Michigan) Diabetic Education Program was Nationally recognized for quality

### Hospital Industry Benchmarks:

- Top 100 Hospitals of the Community Value Index by Cleverley & Associates for the past two years
- Sturgis Home Health Care named a Top 500 Agency out of 8000 agencies nationwide
- Patient Satisfaction Scores average 92.5%
- Full Compliance with National Patient Safety Goals established by JCAHO
- Higher productivity than 85% of QHR hospitals
- Employee turnover well below the national average
- Surgical infection rates well below the national average
- Patient falls below national averages based on insurance company data