

QUALITY REPORT CARD SPRING 2009



When choosing healthcare, quality is the most important factor to consider. Finding quality healthcare involves more than just choosing a physician or hospital from an insurance list or the yellow pages. Since the medical care you choose will have a direct impact on your outcome, it is important to compare quality scores before seeking treatment.



Cape Fear Valley has earned The Joint Commission's Gold Seal of Approval™

Cape Fear Valley is fully accredited by **The Joint Commission**, the premiere healthcare-accrediting body in the world. It evaluates nearly 16,000 healthcare organizations throughout the United States, including more than 8,500 U.S. hospitals and home care providers. To learn more about Cape Fear Valley's accreditation by the Joint Commission, click [here](#).



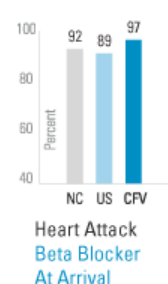
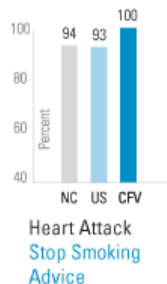
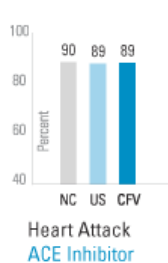
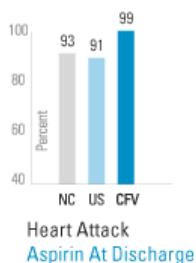
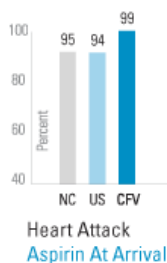
Click the PDF logo to the left to download a printer-friendly version of all the scores

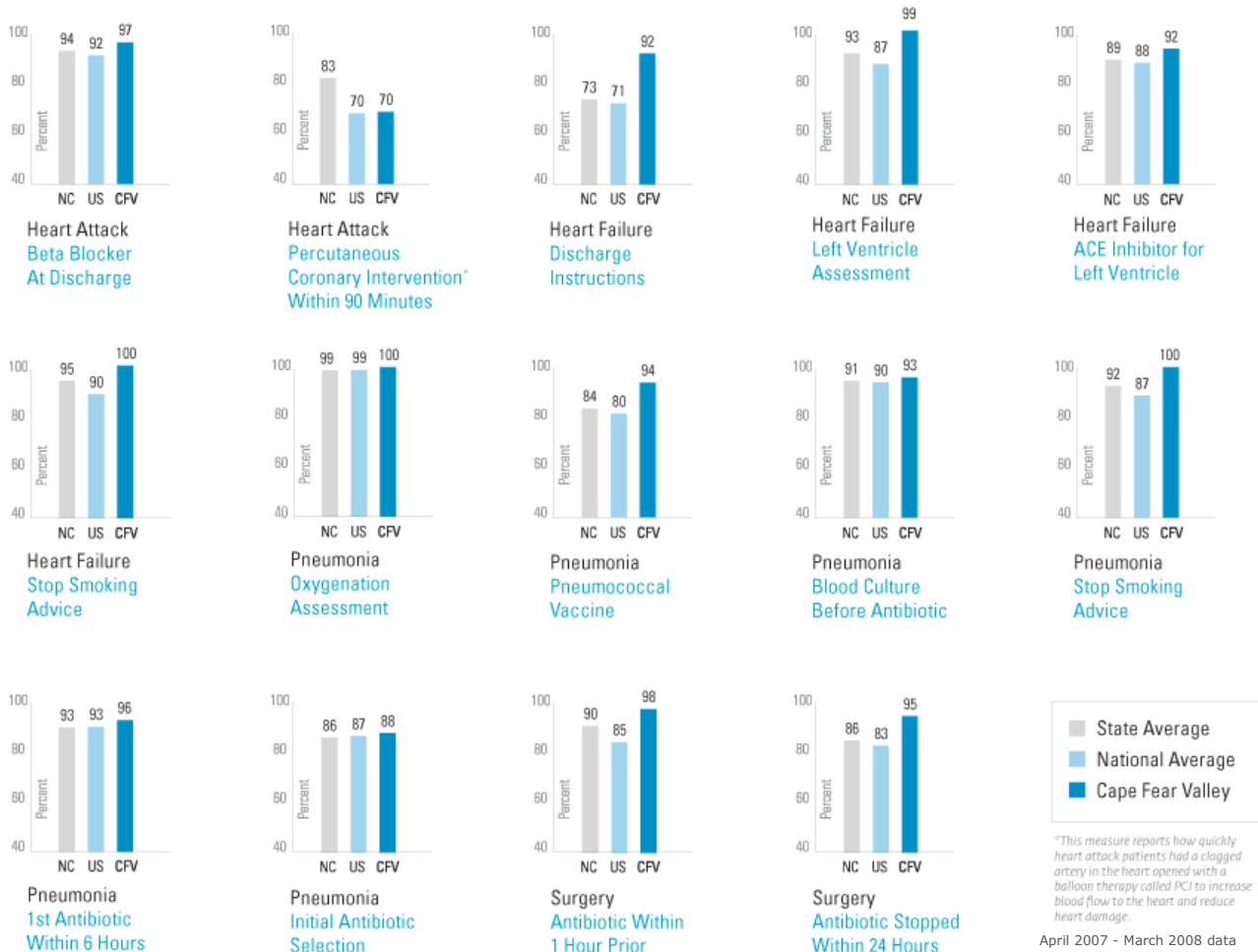
HOSPITAL COMPARE SCORES

How do you know you're getting quality care? The Centers for Medicare and Medicaid Services has made it easy to compare hospital quality delivered to Medicare patients on its new website, called "Hospital Compare."

Located at www.hospitalcompare.hhs.gov, the site was launched in 2005 to provide consumers with an easy way to gauge a hospital's efforts to improve care.

The latest results, through March 2008, show that Cape Fear Valley is on the right track. In fact, we are scoring above state and/or national averages on 17 out of 19 indicators. Patients without internet access can call 1-800-MEDICARE for the latest results.



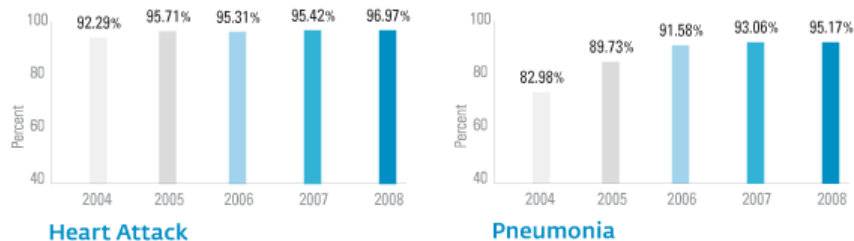


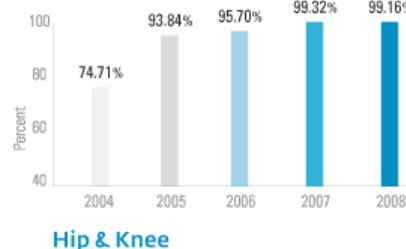
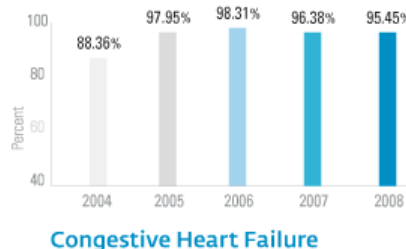
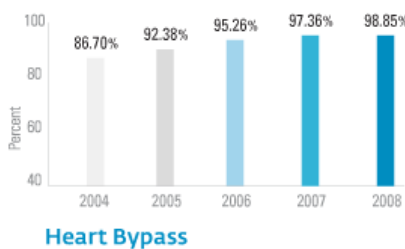
HOSPITAL QUALITY INCENTIVE RANKINGS

The Hospital Quality Incentive is a six-year demonstration project of Medicare, in partnership with Premier Inc. It is designed to incentivize hospitals to improve quality. Cape Fear Valley is one of approximately 270 hospitals nationwide that volunteered to participate in the project. You can get additional information about our scores at www.hospitalcompare.hhs.gov.

INDICATOR	SCORE
Heart Failure	94.94%
Hip & Knee	98.48%
Heart Attack	94.64%
Bypass Surgery	98.36%
Pneumonia	95.19%
SCIP*	95.19%

Latest available September 2008 data
*Surgical Care Improvement



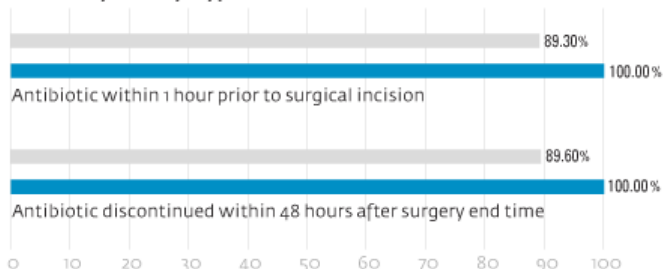


June 2008 latest available data

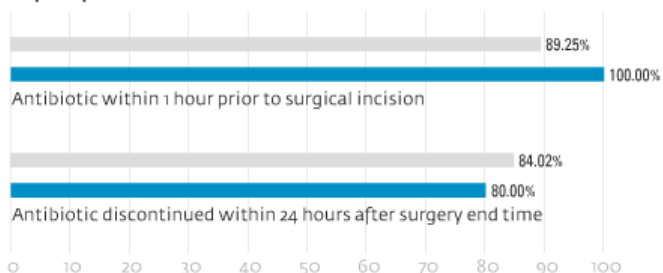
SURGICAL CARE IMPROVEMENT SCORES

Cape Fear Valley is participating in the national Surgical Care Improvement Project (SCIP) to improve the surgical care patients receive and reduce preventable surgical deaths by complying with three steps: choosing the correct antibiotic to help prevent surgical infection; giving patients the antibiotic within one hour prior to surgical incision; and discontinuing the antibiotic within 24 – 48 hours after surgery, depending on the surgery. The graphs below show Cape Fear Valley's overall compliance.

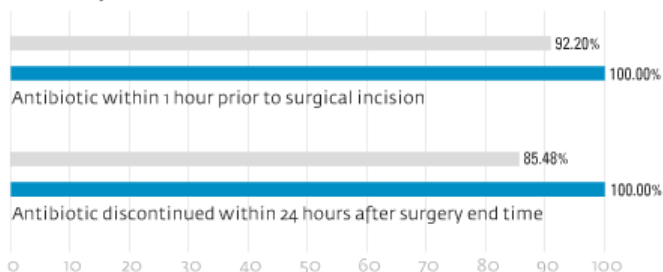
Coronary Artery Bypass



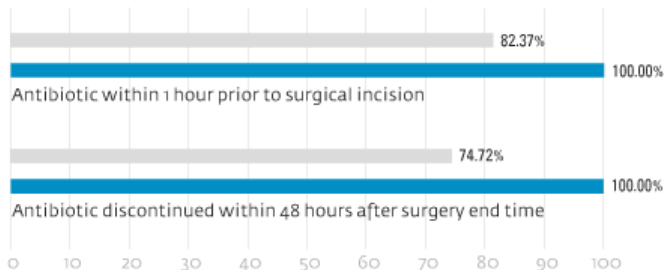
Hip Replacement



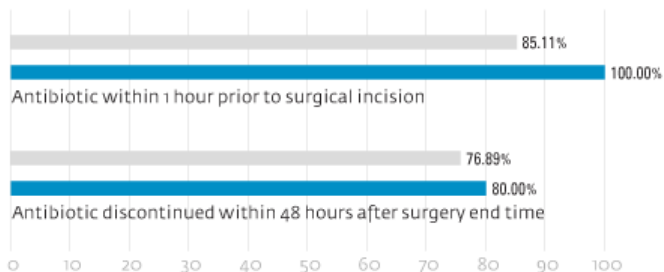
Knee Replacement



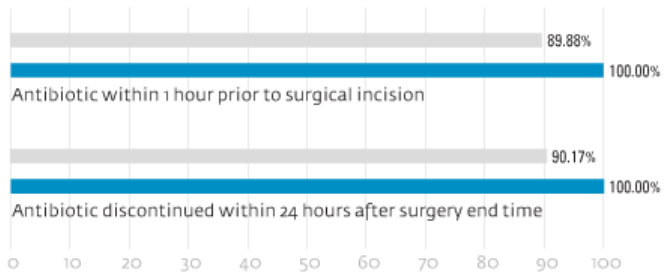
Colon



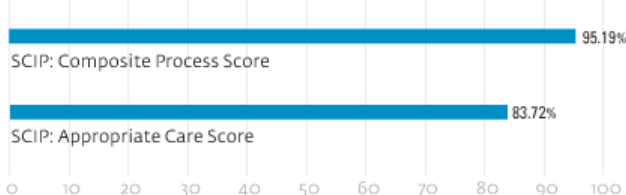
Vascular



Hysterectomy



Overall Cape Fear Valley Scores



■ The Joint Commission National Average

■ Cape Fear Valley Medical Center

* Percentage of compliance with process measures

** Percentage of patients who received 100% of evidence-based care as appropriate.

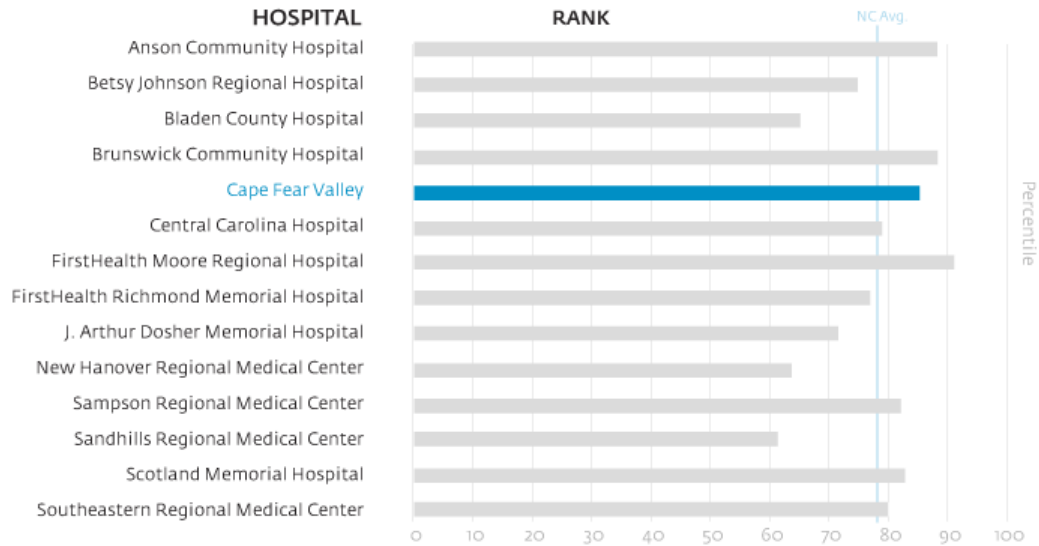
September 2008 latest available data

NC HOSPITAL QUALITY PERFORMANCE REPORT

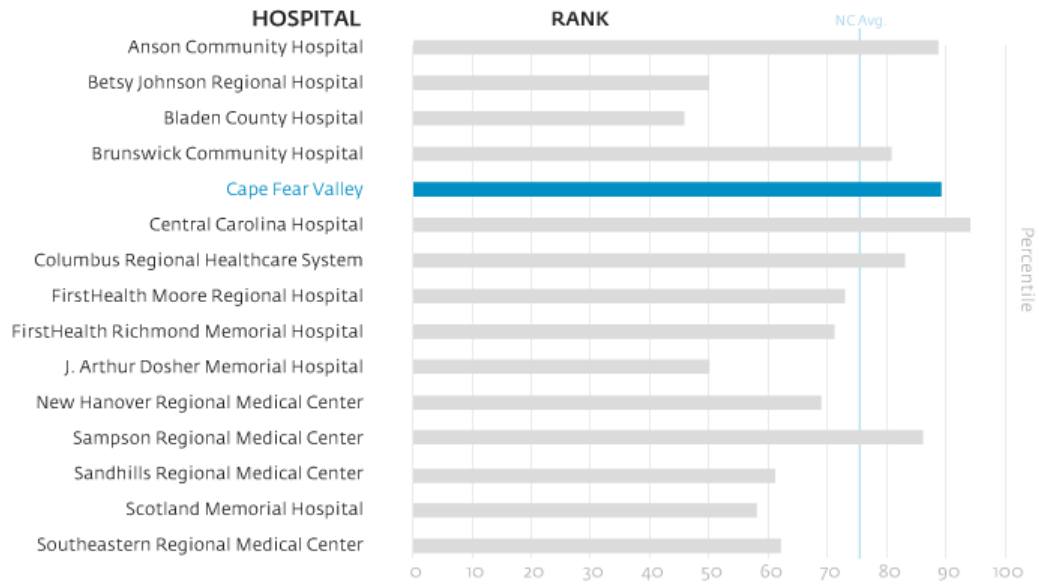
The North Carolina Hospital Quality Performance Report is a joint initiative of the North Carolina Hospital Association (NCHA) and NC Center for Hospital Quality and Patient Safety, in an effort to voluntarily collect and report quality performance information. The effort is consistent with a similar reporting initiative run by the national Hospital Quality Alliance (HQA). You can learn more about our

performance scores at <http://www.nchospitalquality.org/>.

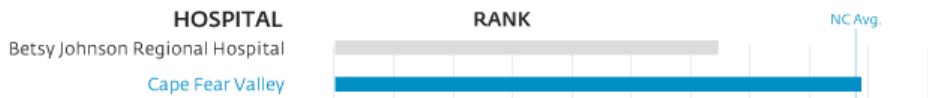
PNEUMONIA



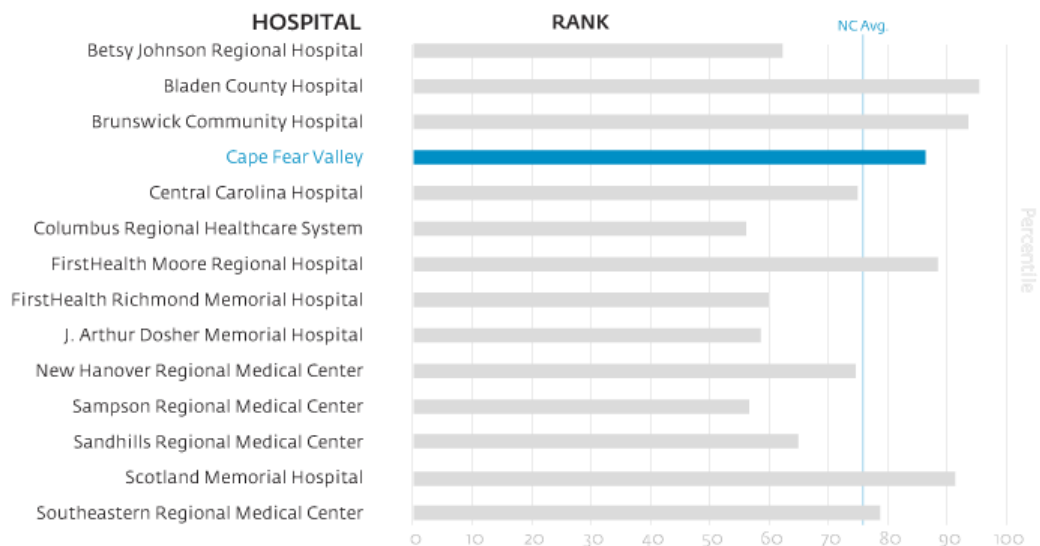
HEART FAILURE



HEART ATTACK



SURGICAL INFECTION PREVENTION



January - June 2008 data

NATIONAL PATIENT SATISFACTION SCORES

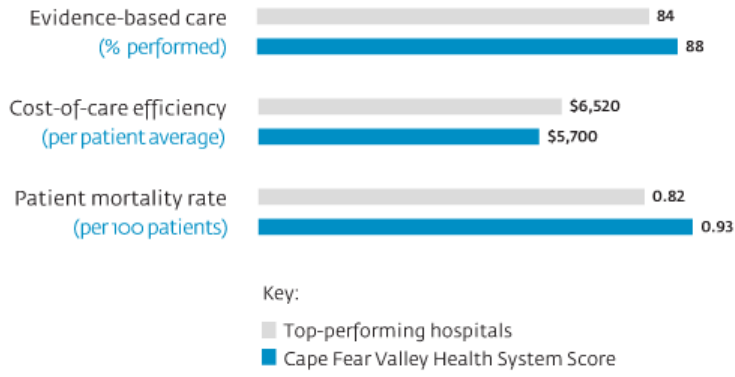
In March 2008, The Center for Medicare and Medicaid Services (CMS) released its first national patient satisfaction scorecard, called the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). The goals of the survey are to provide consumers with hospital data they can understand and compare, incentivize hospitals to improve quality of care, and increase the transparency of hospital care quality. Consumers can visit www.hospitalcompare.hhs.gov and compare up to three hospitals to each other, to the state, or national averages.



April 2007 - March 2008 data

QUEST PERFORMANCE TARGETS

Cape Fear Valley's drive for improved patient care continues in 2009 with its participation in QUEST, a new pilot program launched by Premier and the Institute for Healthcare Improvement (IHI). QUEST is a voluntary, three-year project involving just 166 U.S. hospitals with the goal of setting distinct, but aggressive, performance targets and then allowing the hospitals to share best practices to reach quality improvement goals. Target goals include saving lives, safely reducing cost of care, delivering the most reliable and effective care, improving patient safety over two years, and increasing patient satisfaction over two years. Cape Fear Valley has chosen to focus on three areas: evidence-based care, cost-of-care efficiency and patient mortality.



July - September 2008 data