

Physician MEMO

To | All Providers
From | Stephen Wallenhaupt, MD
Chief Medical Officer
Date | May 13, 2011
Re | VHA Recognizes Novant Health Facilities for Outstanding Quality of Care

Each year, the VHA identifies member organizations that have differentiated themselves by demonstrating extraordinary levels of performance in clinical excellence. This year, three Novant facilities top the VHA list as winners of the **2011 VHA Leadership Award for Clinical Excellence**.

Forsyth Medical Center (FMC), Presbyterian Hospital (PH) and Rowan Regional Medical Center (RRMC) were among 28 hospitals nationwide, and the only hospitals in the Carolinas, recognized for **achieving top performance in clinical core measures and HCAHPS**. This recognition is based on a comparison of 2008 and 2009 performance in the areas of acute myocardial infarction (AMI), heart failure (HF), pneumonia (PN) and surgical care improvement (SCIP).

While **Medical Park Hospital (MPH)** scored in the top decile on both the clinical indicators (SCIP) and HCAHPS, the hospital is not eligible for VHA recognition. It is a specialty hospital that does not report scores in all four core clinical categories as required by VHA for this award. While not officially recognized by VHA, I believe it is important to congratulate MPH as well. Theirs were the highest scores among all Novant facilities.

Novant facilities are well-known throughout VHA for achieving clinical excellence:

- 2011: Presbyterian Hospital Huntersville (PHH) and Thomasville Medical Center (TMC) earned the VHA Gold Award for maintaining at least an 80 percent reduction in MRSA rates over a three-year period.
- 2010: Brunswick Community Hospital (BCH), PHH and FMC were recognized with the 2009 Excellence in MRSA Reduction award. PHH had zero MRSA infections, while BCH and FMC saw at least a 50 percent reduction in MRSA rates over the prior year.
- 2009: FMC and PH earned VHA Leadership Awards for Clinical Excellence and Novant Health supply chain received the VHA President's Award of Honor for supply chain management.
- 2008: FMC and PH won Superior System Performance awards for excellence in the four core measures. TMC earned a Clinical Excellence award for AMI, while PHH, RRMC and Presbyterian Hospital Matthews were recognized with Superior Safety awards for having zero ventilator assisted pneumonia cases in a 12-month period.

Novant is a member of VHA, Inc., which includes more than 1,350 not-for-profit hospitals and 30,000 non-acute healthcare organizations in the U.S. VHA provides supply chain management services and supports the formation of networks to help members improve clinical and economic performance.

I congratulate each and every one of you for helping make Novant Health such a wonderful place to receive healthcare services. Your teamwork and dedication to outstanding quality of care have established a strong foundation for achieving our vision to deliver the most remarkable patient experience, in every dimension, every time.