



# 2015 QUALITY REPORT



# Quality care starts with quality partnerships

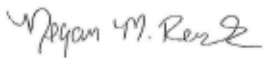
Good health requires strong partnership, between patients and their care teams, between clinics and hospitals, and between health care organizations and the communities they serve. At Regions Hospital, partnership is the foundation of everything we do. We're proud to work collaboratively with groups like Saint Paul Fire to provide the best follow-up care to patients experiencing heart failure (p. 11) and with rural medical centers in western Wisconsin to study ways to prevent geriatric falls (p. 27).

In 2014, Regions admitted close to 26,000 patients, the most patients of any hospital in St. Paul. Thanks to our dedicated team of physicians, nurses and all 5,100 employees who work here, we've received numerous awards and recognition for clinical excellence and quality care, from being named Minnesota's first Comprehensive Stroke Center (p. 5) to earning a seventh consecutive "Grade A" in The Leapfrog Group's Hospital Safety Score (p. 14).

This report highlights many of these accomplishments, but it also shares some of the stories that remind us why this work is so important. Patients like Blake, who went through 28 surgeries after a car accident (p. 13) and Rochelle, who provides companionship and encouragement to other stroke survivors (p. 17) are the true measure of success. At Regions Hospital, providing high-quality care also means doing it in a way that is caring and compassionate. It means health care that is simpler and easier to use. It means supporting research and innovations that will improve the health of the community.

It means when you say "Take Me to Regions," you can be confident you're getting the best care possible.

Sincerely,



Megan Remark  
President and CEO  
Regions Hospital



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# Quality care

## TERESA'S STORY

As a hospice nurse, it's Teresa's job to help other people. But recently, she was the one who needed help. Teresa often got headaches, but one day she knew something was really wrong. She was having trouble thinking and focusing. At one point, she looked down and could not make her left arm or left hand move. Her husband insisted they call an ambulance and she was brought to Regions Hospital within 10 minutes.

When a person has a stroke, every second counts. In the emergency room, it was immediately clear there was a blood clot in the artery in Teresa's brain. Doctors put a catheter in the artery and took the blood clot out. Shortly after, Teresa's hand began to open up and she was able to move her arm and foot again. If it wasn't for her care team's quick actions, Teresa could have had a very different result.

"I'm living proof you can have a good outcome after a severe stroke," Teresa says. "I've been able to go back to work, drive a car and see my patients. I'm so thankful for the whole team at Regions for giving me my life back."





## First Comprehensive Stroke Center in Minnesota

In February 2014, Regions Hospital was the first hospital in Minnesota to be certified as a Comprehensive Stroke Center by the Joint Commission and the American Heart Association/American Stroke Association. This new level of certification was launched by the Joint Commission in September 2012 in an effort to recognize hospitals that have specific abilities to receive and treat the most complex stroke cases. Requirements include 24/7 neuro-critical care capabilities, neurosurgery, coordinated post-hospital care and a commitment to stroke research.

“People don’t always end up at the right hospital for the level of care they need,” says Bret Haake, MD, Neurologist and Vice President of Medical Affairs at Regions Hospital. “Regions is equipped to treat the most complicated stroke cases and provide the specialized care that can lead to better outcomes. This certification is an external validation of the exceptional care we provide our patients.”

Regions Hospital was certified by the Joint Commission as a Primary Stroke Center in 2007. In 2013, 2014 and 2015 Healthgrades placed Regions Hospital among America’s 100 Best Hospitals for Stroke Care™ based on superior outcomes in the care and treatment of stroke.

## Acute Inpatient Rehabilitation Unit expands, earns important accreditation

Regions Hospital's Acute Inpatient Rehabilitation Unit offers the highest level of care available to patients recovering from a brain injury, stroke, spinal cord injury, amputation, burn or traumatic injury. In September 2014, this unit moved into a newly renovated and expanded space that increased the number of private patient rooms from three to 17, and total beds from 16 to 21. We now offer more private rooms than any other rehab facility in the Twin Cities.

Regions Acute Inpatient Rehabilitation program also earned an important accreditation from the Commission on Accreditation of Rehabilitation Facilities. Regions earned the maximum accreditation of three years in the following areas:

- Comprehensive Inpatient Rehabilitation – Adults
- Stroke Specialty Program – Adults
- Brain Injury Specialty Program – Adults

This was the first time Regions Brain Injury Specialty Program had been accredited. In their results, surveyors highlighted several strengths, including the experienced and passionate employees, leadership's commitment to the program, commitment to evidence-based care and the construction and expansion of the new unit.





## Healthy Brain Program aims to prevent delirium in vulnerable patients

In April 2014, Regions Hospital received a \$315,000 grant from the Saint Paul Foundation to develop a more robust delirium prevention program.

Delirium can have a profound effect on some of the hospital's most vulnerable patients, especially the elderly and newly frail. Patients with delirium often take longer to recover and lose some of their ability to function in everyday life. This can lead to readmissions, an inability to live independently and increased mortality.

By working to prevent delirium, we want to help our patients maintain their cognitive function throughout their hospitalization and once they leave the hospital. Patients at risk are put on our vulnerable brain protocol. Interventions include socializing with the patient, keeping them properly oriented to day and night, using sensory aids such as hearing aids and glasses to maintain their connection with the world, encouraging patients to stand and move when possible, and maintaining proper nutrition and hydration.

The grant is helping us identify, prevent and treat delirium in even more patients. We've hired a clinical nurse specialist to coordinate our Healthy Brain Program, oversee the education and training of hospital employees and develop a specially-trained pool of volunteers who can work with patients at risk of delirium to keep them fully engaged and in the present moment.

## Birth Center earns international recognition from Baby-Friendly USA

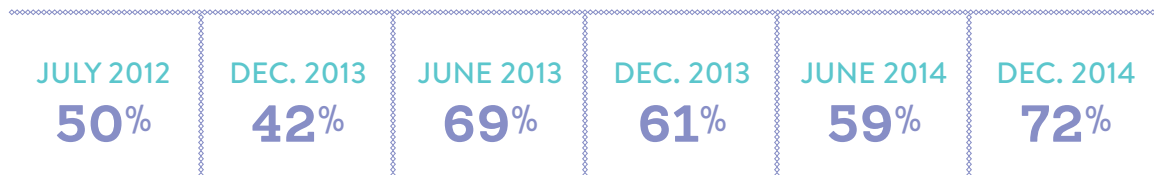
Research shows that one in three mothers who want to breastfeed will stop early if they don't have hospital support. For the past three years, Regions Hospital's Birth Center has been working to better support moms wishing to breastfeed. In January 2015, Regions was designated as a Baby-Friendly birth facility by Baby-Friendly USA, Inc. This international accreditation recognizes birth centers that offer optimal care for breastfeeding mothers. Regions Hospital is the sixth hospital in Minnesota to earn the Baby-Friendly designation.

Regions has taken these steps, and many more, to earn this recognition: Making sure the mother and baby have skin-to-skin contact directly after birth, making sure mothers and babies are together in the same room during their hospital stay, and educating Birth Center patients and employees about the benefits of breastfeeding and the best ways to support it.

Since implementing Baby-Friendly best practices, The Birth Center has seen its exclusive breastfeeding rates in the hospital increase from 40 percent to more than 70 percent.



### REGIONS HOSPITAL EXCLUSIVE BREASTFEEDING RATES





## Twin Cities first two-helipad system

As a Level I Pediatric and Adult Trauma Center and Burn Center, Regions Hospital is a regional leader when it comes to caring for the most seriously-injured patients. With a new two-helipad system on the top of the hospital's south tower, Regions now has one of the most efficient heliport systems in the state.

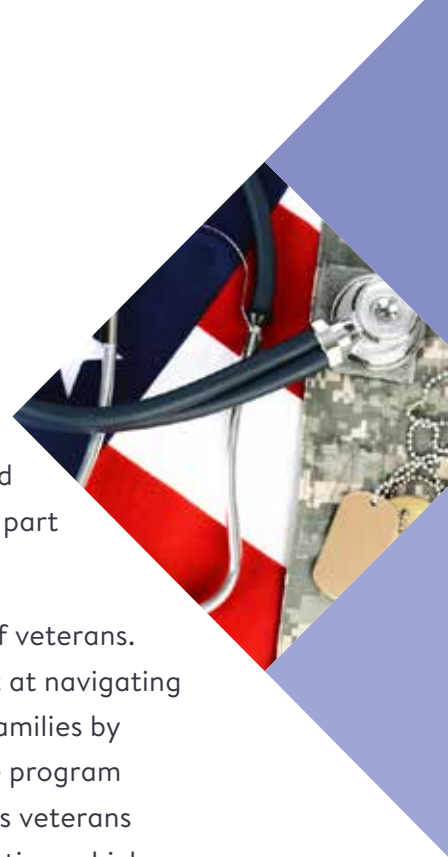
On average, one helicopter lands each day at Regions Hospital. The rooftop location streamlines patient entry into the hospital and provides a safer landing and takeoff for pilots.

## New mental health program supports military veterans

The Lee & Penny Anderson HeroCare Program for Veterans supports military veterans recovering from the psychological effects of combat adjust to their civilian lives. The program coordinates care for current and former service members while they are inpatients at Regions Hospital or part of the hospital's partial hospitalization program.

HeroCare offers evidence-based treatment to meet the specific needs of veterans. The program includes a specialist who is a military veteran and an expert at navigating military benefits and resources. The specialist assists patients and their families by connecting them with financial, housing and employment assistance. The program also focuses on therapies that help manage the symptoms and challenges veterans experience associated with mental illnesses. This includes sensory integration, which helps the brain's ability to process different sensory messages that occur all the time. The therapy is especially beneficial to patients who experience PTSD and helps reduce stress, anxiety and improve sleep.

The Lee & Penny Anderson HeroCare Program served 183 veterans in its first year.





## Regions Hospital named one of America's 100 Best Hospitals

Healthgrades, the nation's leading independent health care ratings organization, has named Regions Hospital one of America's 100 Best Hospitals™ for the second year in a row and a Distinguished Hospital for Clinical Excellence™ for the fifth year in a row. These prestigious distinctions place Regions among the top hospitals in the nation for clinical performance and comprehensive quality over time. In addition, Healthgrades also recognized Regions Hospital and HealthPartners for providing the highest quality care to patients with congestive heart failure. They interviewed several leaders from Regions cardiology service line in order to share our best practices with other hospitals around the country. Here are some of the ways we help patients with heart failure manage their condition:

- We have a heart failure clinic in our Heart Center dedicated to helping these patients
- Our Cardiology, Hospital Medicine and Emergency Medicine teams collaborate to come up with new and better ways to care for these patients
- Through our new Community Paramedic Program, we make house calls to patients with heart failure who have recently left the hospital

## Joint Commission Top Performer

For the third year in a row, Regions Hospital was recognized for delivering the highest quality care in four areas (heart attack, heart failure, pneumonia and surgical care) in the Joint Commission's *Top Performer on Key Quality Measures* report. Examples of quality and safety measures include providing needed interventions for heart attack patients within 90 minutes, providing the most appropriate antibiotics for pneumonia care and maintaining the temperature and blood sugar at normal levels after surgery.

# Patient safety

## BLAKE'S STORY

Blake, 20, arrived at Regions Hospital in September 2013 via helicopter. He'd been in a serious car accident and his injuries were extensive. You could count the surgeries in his medical record by the dozen: leg repair with cadaver bone and bone graft, craniectomy, colostomy, repair of fractures biceps, and that's just the beginning. His abdomen was open for several days. Pieces of his skull were temporarily removed. He spent weeks on a ventilator. In the end, he went through 28 surgeries. And yet, 18 months after the accident, there was one noticeable word missing from his record: Infection.

Hospitals are supposed to be a healing place, but on average, one out of eight patients nationally experience a potentially avoidable complication during their hospital stay. Thanks to the exceptional care of his team at Regions Hospital, Blake had come through his experience infection-free.

"As a retired nurse, one of my biggest fears for Blake was infection," says his grandmother, Jennie. "Everyone – doctors, nurses, therapists – put this needs first. I am so grateful to Regions for giving us our grandson back."



## Leapfrog Grade A

For the seventh consecutive reporting period, Regions Hospital was awarded a “Grade A” in The Leapfrog Group’s Hospital Safety Score. An “A” is the group’s top grade in patient safety. More than 2,500 U.S. general hospitals were assigned scores in spring 2015, with about 31 percent receiving an “A” grade. Regions was one of 13 Minnesota hospitals to earn an “A” grade and one of only 182 hospitals in the nation to achieve straight “A’s” since the inception of the Hospital Safety Score in June of 2012. The Hospital Safety Score is designed to rate how well hospitals protect patients from accidents, errors, injuries and infections.



## Health Heroes show commitment to quality improvement, patient safety

Announced quarterly, the Health Hero award recognizes individuals and teams who go above and beyond to make safety and quality a top priority. For example, a Good Catch by two of our Birth Center employees caught an important newborn test that had been overlooked. In another case, a nurse on our cardiology unit questioned whether the medication dispensed for one of her patients was right. She spoke up and the cardiologist changed the dosage to provide immediate relief for the patient’s symptoms.





## Preventing hospital-acquired conditions

On average, one out of eight patients nationally suffers a potentially avoidable complication during their hospital stay. These hospital-acquired conditions include things like central-line associated bloodstream infections (CLABSI), catheter associated urinary tract infections (CAUTI) and avoidable safety problems like bedsores, blood clots and accidental lung punctures.

- A collaboration between Regions Infection Prevention and Nursing Education departments and the nurses and physicians in our surgical intensive care unit have led to impressive results.
- Regions surgical intensive care unit didn't have a single central-line infection in 2014, down from four in 2013 and three in 2012.



## Code Red process identifies sepsis earlier

When it comes to treating sepsis, every minute counts. Regions Emergency Department has been working to reduce door-to-antibiotic time for patients with suspected sepsis. The new process starts at triage, where the nurse can call a Code Red Sepsis if the patient meets two or more clinical criteria and has a suspected infection. Code Red brings a physician, two nurses, an emergency room technician and a pharmacist to the patient's bedside immediately to begin testing and treatment with fluids and antibiotics. A new blood gas lactate analysis in our lab provides fast results – 90 percent in less than 10 minutes. In the most severe cases of sepsis, a critical care team is paged with a goal of admitting patients to the ICU within two hours.

## Portable robots bring new level of 'clean' to hospital rooms

As part of our commitment to providing safe, high-quality care to patients, Regions started using Xenex ultraviolet disinfection devices to clean isolation rooms. These portable robotic devices use pulsating UV light to deactivate bacteria, viruses and spores that can cause infections. Our housekeeping team uses these in conjunction with the usual discharge cleaning for an added layer of disinfectant. The process, which takes between five and 15 minutes, eliminates C. Diff, MRSA and other harmful pathogens.



## Medication reconciliation program

When patients come through the Emergency Department, they often bring a long list of prescription medications they may or may not still need. The goal of Regions medication reconciliation program is to have a pharmacist review these lists, correct errors and note interactions between drugs that could be concerning. This program launched as a pilot in June 2014 and has since expanded to cover 90 percent of Emergency Department admissions as well as direct admissions.



Our medication reconciliation pharmacists have identified errors in the EMR medication lists of **75%** of patients

Patients have had an average of three errors on their current EMR medication lists

# Experience

## ROCHELLE'S STORY

After spending three and a half weeks at Regions Hospital recovering from a stroke and several months after that continuing with her outpatient therapy, Rochelle LeTourneau knew there was a lot to love about Regions and a few things that could be better. So, she's doing something about it. Rochelle is an active member of several advisory councils and committees throughout the hospital, including our Patient and Family Advisory Council and Best Care Best Experience Steering Committee. She's also involved in Regions Peer Mentor Program and ShareGivers program, providing companionship and encouragement to other stroke survivors and their loved ones.

Some of the things Rochelle reminds the teams she is a part of is that no two patients are alike and that recovery doesn't stop just because you leave the hospital.

"We all come from different backgrounds and have different experiences," Rochelle says. "If you really want to help me heal, ask me what my life was like before I was in the hospital and what I want to get back to."

Inviting patients like Rochelle to join us as partners on advisory councils and committees is one way we're working to provide the best care and best experience possible.





## Focusing on patient experience

Best Care Best Experience continues to be a priority. In fact, several units at Regions Hospital are among the top 10 percent in patient experience nationally, and others are making large steps toward getting there. Among our top performing units are acute inpatient rehabilitation, observation and mental health.

In 2014, The Birth Center also made great progress toward improving their patient experience. Some of the changes they've made include improving access to interpreter services and focusing on bedside shift handoff. These changes, along with engagement from the leaders and employees in the Birth Center have helped decrease the number of negative post-partum comments, closed the gap in scores between white patients and patients of color and increased overall Would You Recommend results from nearly 40 percent to more than 90 percent.

## Involving patients and families in improving care

As part of our commitment to providing patient- and family-centered care, we aim to involve patients and family members in our journey to develop new programs and build new spaces. Our active patient and family advisory councils include groups focused on the overall experience at Regions Hospital, Mental Health, The Birth Center and Neurosciences. We've also invited individual patient and family partners to join smaller committees throughout the hospital. Patient Partners are now a part of our Quality and Safety committee and Best Care Best Experience steering committee. Family members are also involved with our healing arts committee and donor recognition wall committee.

## Intentional rounding proactively meets patients' needs

The most common reasons patients use their call light is for assistance to the bathroom, pain medication and to be repositioned. Intentional hourly rounding is a practice in which a member of the nursing team, either a nurse or patient care assistant, checks in with the patient about once per hour during waking hours to offer to help them to the bathroom, address pain issues, and meet any other needs. What we've found is that when patients can depend on an hourly visit, they use their call lights less because they save their questions and requests for the next visit. All nursing units at Regions Hospital participate in this practice, including mental health. The Emergency Department's version is to round on patients in the waiting room at least once per hour. When hourly rounding is done consistently and effectively, patients rate their overall experience higher.



## Reducing disparities

As a hospital we are working to improve health equity. Sydney Van Dyke, Director of Health Equity and Language Access and Dr. Miguel Ruiz, Regions Chief of Staff, are overseeing a new Health Equity Council made up of hospital employees and leading efforts to reduce identified disparities for our patients.

We are committed to delivering outstanding care to everyone and have had a significant focus on reducing disparities for patients with English as a second language as well as disparities based on race and socio-economic status. We have 93 interpreters on staff and provide that service free-of-charge to our patients.

## Regions Hospital opens expanded Cancer Care Center

In November 2014, Regions Hospital completed an expansion project that doubled the size of its Cancer Care Center. The new 19,000 square-foot space increases access to a range of holistic treatments and services, improves coordination of care and enhances the healing environment for patients and family members.

The number of exam rooms has grown from eight to 21 and the number of infusion therapy chairs from 15 to 26 – half in private rooms. There’s also a new “fast-track” area to accommodate patients with quick visits and a conference space for support groups and education classes. An improved healing environment features a variety of artwork, a mix of open and private spaces, and ergonomically-designed beds and infusion chairs with heat and massage settings to help patients feel more at home.

Cancer Care Center patient Adele says she’s seen a lot of changes in the 15 years she’s been a patient at Regions, and one of things she appreciates most is the team approach to care.

“At Regions, the team doesn’t just include the doctors and nurses,” Adele says. “It includes the people I see when I check in at the desk, the social worker, the pharmacist, the nutritionist. Most importantly, it includes me. The fact that I’m part of team makes a world of difference.”



# Research and innovation

## MARTY'S STORY

Riding motorcycles was always a hobby of Marty Martell's. One August evening, a leisurely ride on his motorcycle with his wife, April, turned one of his favorite pastimes into a nightmare.

While riding home, a car cut Marty off and he and April went flying. They were taken to Regions Hospital's Level I Adult and Pediatric Trauma Center, where Marty was treated for a traumatic brain injury (TBI).

In the past 30 years, there have been few medical advancements in treating TBIs, which can lead to brain damage or even death. At Regions, Marty's family elected to enroll him in the ProTECT III Trial, which involved an infusion of either progesterone or a placebo. Doctors then examined if the treatments were effective in limiting the amount of brain damage stemming from the injury.

Marty was in the hospital for 27 days. Throughout his recovery, he never knew if he had received the progesterone or the placebo. In December of 2014, three years after the accident, Marty and his wife attended the unbinding event where the ProTECT III results were released. There, they had the opportunity to learn if they were given the progesterone or the placebo, get questions answered by doctors, connect with other TBI patients and meet the staff that helped them through the difficult process. Marty was given the progesterone.

While the results of the trial did not show that the medication offered any benefit to the treatment of TBIs, Marty is glad he was able to take part and has hope researchers will find an effective treatment soon.



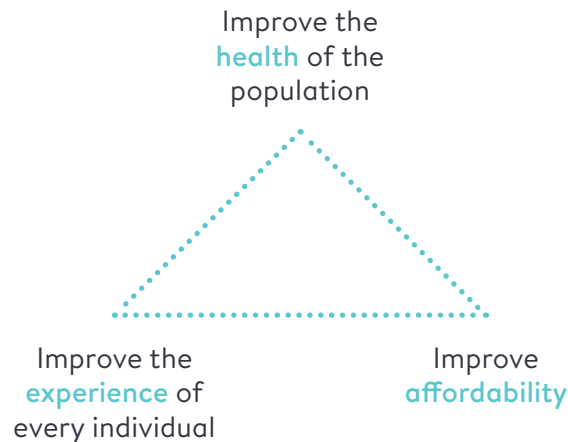


## RED Fund supports professional development for medical staff

In 2014, Regions Hospital established a Medical Staff Research, Education and Development (RED) Fund to support professional development and quality improvement. Projects are funded based on their support of the Triple Aim and/or alignment with annual department and organization-wide goals.

Recent examples of proposals supported by the RED Fund include research into potentially preventable readmissions and research on unplanned extubations in adult surgical and trauma patients.

### THE TRIPLE AIM



## Critical Care Research Center

The practice-based Critical Care Research Center at Regions Hospital conducts projects that span the patient care continuum, from the 911 call to the day the patient leaves the hospital. The CCRC focuses on understanding the work of clinicians in the critical care environment, identifying best practices and exploring innovations in care delivery.

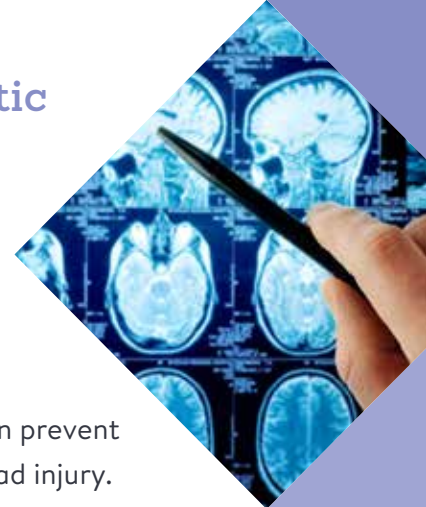
The CCRC oversees clinical research in eight specialty areas, including Emergency Medical Services, the Emergency Medicine Department, Surgical Intensive Care Unit, Medical Intensive Care Unit, the Burn Center, the Level I Adult and Pediatric Trauma Centers, the Hospital Medicine Department and General Surgery. Clinician investigators have active studies in the area of ischemic and hemorrhagic stroke, traumatic brain injury, cardiac arrest resuscitation, deep venous thrombosis prevention and pain management.

## New study hopes to find treatment for traumatic brain injuries

Last year, about 200 patients were treated for traumatic brain injuries at Regions Hospital. Despite how common these injuries are, there hasn't been a lot of improvements surrounding their treatment in the past 30 years. Regions Hospital is taking part in a study in hopes of changing that.

The study is to determine if a medication called tranexamic acid (TXA) can prevent brain damage by reducing bleeding in the brain after a life-threatening head injury. Regions is partnering with local EMS providers to immediately enroll patients aged 15 and older who experience a traumatic brain injury if they are being transported to the Regions–Gillette Level I Trauma Center. Locally, the study hopes to collect data from more than 60 patients between September 2014 and December 2015.

“Over the past 30 years there have been few advancements in the treatment of traumatic brain injuries,” says RJ Frascione, MD, Medical Director of Regions Hospital Emergency Medical Services. “Smaller trials have suggested that TXA might provide these patients with better outcomes, and we hope that this larger study will help advance the treatment of these injuries.”



## Regions Hospital studying new technology for patients in cardiac arrest

A new medical device normally used in the operating room is now being carried in several ambulances to see if there is a better way of monitoring the responsiveness of patients in cardiac arrest. The study is taking part at Regions Hospital, in collaboration with several local EMS agencies.

The “mini EEG” machines are designed to monitor brain activity in cardiac arrest patients, allowing paramedics to know if the patient is still responsive. Medical experts say having these devices in the ambulances means that patients get the best, ground-breaking technology 10, 15, sometimes 30 minutes before they arrive at the hospital.





*Hudson Hospital*



*River Falls Hospital*



*Westfields Hospital*



*Osceola Medical Center*

## Geriatric Falls Prevention Project identifies key interventions to reducing falls

Our Geriatric Falls Prevention program is focused on identifying, evaluating and providing preventive measures to elderly patients who are at risk for falls. The aim of this research project was to compare outcomes at different hospitals and to identify interventions associated with reducing subsequent falls.

Four rural medical centers from western Wisconsin participated in this portion of the program, including River Falls Hospital, Hudson Hospital & Clinic, Westfields Hospital & Clinic and Osceola Medical Center. Hudson Hospital & Clinic had a significantly lower fall rate compared with the other hospitals, even after adjusting for patient characteristics such as age, gender and BMI. Interventions that appeared to be associated with reducing subsequent falls were occupational therapy, chemical dependency consultation and home safety evaluation.

Rendering courtesy of  
BWBR Architects, Inc.



B|W|B|R

## Building the future of neuroscience care and research

HealthPartners Center for Memory and Aging has become a leading institution for dementia care and research in the Twin Cities. The innovative combination of care providers and researchers gives our patients the opportunity to participate in breakthrough clinical trials, while also helping to make living with memory loss more manageable.

The research arm of the center has been located on the campus of Regions Hospital for more than 30 years and offers more Alzheimer's and dementia trials than anywhere in the state, and at all stages of the disease.

In November 2014, HealthPartners announced plans to begin construction of a new neuroscience center in St. Paul. It will be the largest free-standing neuroscience center in the Upper Midwest and one of only a few in the country. By bringing together our nationally recognized programs for stroke, spine care, dementia, Parkinson's disease, brain and spine tumors and other neurological disorders, our vision is to create a one-stop-shop for the patients in our community with neurological symptoms or disorders.

Construction on the new building will begin in mid-2015 and should be completed by early 2017.

## New drink offers an alternative to fasting before surgery

As a precautionary measure, doctors often have patients fast for up to 12 hours before a procedure to keep the stomach clean and prevent stomach contents from entering the lungs. This can result in hungry, dehydrated patients and can delay recovery.

Regions Hospital recently began piloting a new, carbohydrate-rich preoperative beverage designed to improve comfort and reduce anxiety for patients heading into surgery. Clearfast can be safely consumed about two hours prior to surgery. It hydrates, nourishes and assists in the recovery process and can improve postoperative outcomes.

“Fasting before surgery can be frustrating for patients and it doesn’t help prepare the body to recover after surgery,” says Ryan Carlson, MD, a surgeon at Regions Hospital. “Clearfast is a way to avoid fasting, to get nutrition into the body quickly and safely to promote faster healing.”

Clearfast is one component of a colon surgery improvement project focused on promoting faster recovery. Regions will evaluate patient satisfaction and health outcomes in patients using Clearfast, and could expand use of the beverage to other procedures in the future.





## About Regions Hospital

Regions Hospital is part of HealthPartners, the largest consumer-governed, non-profit health care organization in the nation with a mission to improve health and well-being in partnership with members, patients and the community. Regions Hospital is a Level I Trauma Center serving adults and children in Minnesota and western Wisconsin for more than 140 years. As a private, non-profit teaching hospital, Regions Hospital provides outstanding care in neurosciences, heart surgery, cardiology, oncology, emergency care, burn care, orthopaedic care, mental illness and more. For more information, visit [regionshospital.com](https://regionshospital.com).

Beth Heinz  
Chief Quality Officer,  
Regions Hospital



Bret Haake, MD  
Chief Medical Officer,  
Regions Hospital



# Awards and Recognition



## 'A' for Safety

One of only 90 hospitals nationwide to be named a 2015 Leapfrog Top Hospital for safety and reducing readmissions



## Top Performing Hospital

Highest quality care for heart attack, heart failure, pneumonia and surgical care



## Comprehensive Stroke

First hospital in Minnesota certified as a Comprehensive Stroke Center by The Joint Commission and the American Heart Association/American Stroke Association



## Five-Star Care

Five-Star Heart Failure Care as recognized by Healthgrades® (2012 to 2015)



## Best Care for Mom and Baby

Recognized by the Minnesota Hospital Association and the March of Dimes for reducing early elective deliveries



## Outstanding Achievement Award

One of 74 health care organizations in the country to have cancer program recognized for excellence



## Environmental Excellence

Received prestigious Top 25 Environmental Excellence Award and Top 10 Greening the OR award



## Advanced Technology

Named "Most Wired" by Hospital and Health Networks magazine six years in a row



## Equitable Care

Recognized for commitment to providing equitable, inclusive care for LGBT patients and employees



## Best Places to Work

Named the No. 1 workplace among large companies by the Minneapolis/St. Paul Business Journal



## 150 Great Places to Work in Healthcare

Recognized for efforts to improve employee engagement and support health and well-being



