

Caring For Our Consumers 2019 Performance



Texas Health's consumer-focused strategy is designed to incorporate the best practices of care delivery to help consumers live their best lives. Read more about our strategies and programs in our [Social Purpose Report](#). Here is a summary of our 2019 goals and progress.

Focus Area	Goals	2019 Progress
Consumer Experience	Achieve top decile performance.	Continued engaging consumers about their health and well-being using a variety of visual, digital and print tools both during and following their visits with us.
Safe, Reliable and Quality Care	Zero preventable harm and to deliver quality, coordinated and reliable care systemwide.	Reduced serious safety events by 18.4% and catheter-associated urinary tract infections by 57%.
Seamless and Convenient Care	Help consumers manage out-of-pocket healthcare costs.	Made it possible for consumers at wholly owned hospitals to consolidate their invoices, set up a payment plan and manage bills from one online location.
Caring and Proactive Care	Deliver an exceptional consumer experience in every interaction.	Trained nurse managers to use a digital rounding app that allows them to quickly document and address patient and family needs.

2019 Recognitions

- Texas Health Fort Worth earned the Joint Commission's Gold Seal of Approval and the American Heart Association's Heart-Check mark for consistently treating heart attack patients with science-based guidelines.
- Six hospitals received the American College of Cardiology's NCDR Chest Pain- MI Registry Performance Achievement Award for quality heart attack care.
- Seven hospitals were recognized by the American Heart and American Stroke Association for advanced care of heart attack and stroke.
- Nine hospitals earned high marks on Hospital Compare, the Centers for Medicare and Medicaid Services' ratings that track performance on common conditions and patient satisfaction.
- Two hospitals were redesignated as Magnet® hospitals by the American Nurses Credentialing Center for quality patient care and nursing excellence.
- Two hospitals received the TMF Hospital Quality Improvement Silver and Bronze Awards for quality initiatives that improve outcomes and performance.
- Five hospitals retained the American Nurses Credentialing Center's Magnet Recognition for high standards for nursing excellence.
- *U.S. News & World Report* ranked three hospitals among the five best in Dallas-Fort Worth in its 2019-20 Best Hospitals report.

Highlights



Consumer Experience

- Improved our consumer survey administration and reporting process in accordance with the Centers for Medicare and Medicaid Services' guidelines.
- Surveyed consumers who used DispatchHealth, our affiliate who provides mobile urgent care services, and learned 95% of respondents thought very highly of the service and would recommend it to others.



Safe and Quality Care

- Created a systemwide safety event review and reporting policy that reinforces our safety culture and goals and provides guidelines for managing safety issues.
- Prevented 3,838 harm events from reaching patients by using Error Prevention Tools and sharing safety findings and learnings across the health system.



Seamless and Efficient Care

- Redesigned TexasHealth.org to make it easier for consumers to find the information and resources they need.
- Completed a multiyear implementation of CareConnect One, which integrates registration, clinical care, billing, medical records and self-service functions into one online platform. This allows patients to have all of their Texas Health information in one location - MyChart.
- Piloted a centralized scheduling service at Texas Health Family Care clinics, which offers online scheduling, text reminders and online chat features.

PERFORMANCE METRICS

	2015	2016	2017	2018	2019
HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS): INPATIENT SURVEY (% top box*)					
Rate hospital 0-10	77.5%	77.1%	77.5%	77.3%	76.4%
Recommend the hospital	78.9%	79.3%	79.4%	79.0%	78.1%
Nurse communication	79.0%	80.2%	81.0%	81.9%	81.3%
Staff responsiveness	67.7%	68.3%	69.7%	71.8%	70.5%
Doctor communication	81.5%	82.3%	83.2%	83.4%	82.7%
Cleanliness	77.2%	75.1%	75.1%	75.0%	73.6%
Quietness	65.0%	64.7%	65.5%	66.3%	65.4%
Medicine communication	65.1%	64.5%	65.4%	66.0%	64.9%
Discharge information	88.4%	88.0%	88.5%	88.3%	87.5%
Care transitions	57.2%	57.4%	59.1%	59.8%	58.2%
CLINICIAN AND GROUP CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CG CAHPS) SURVEY (% top box*)					
Overall doctor rating 0-10	86.1%	91.4%	88.3%	88.7%	88.9%
Recommend this provider office	91.5%	86.4%	92.4%	92.5%	92.7%
Physician communication quality	93.3%	93.3%	94.1%	94.0%	93.9%
Office staff quality	91.3%	91.9%	92.8%	93.2%	93.5%
Access to care	78.7%	79.6%	80.5%	79.8%	81.0%
Care coordination	75.9%	76.0%	76.9%	76.5%	76.5%
AMBULATORY SURGERY (% top box*)					
Facility rating 0-10	89.5%	91.0%	89.2%	89.2%	89.6%
Recommend the facility	88.2%	89.3%	88.4%	87.6%	87.9%
Communication	92.1%	92.2%	92.0%	92.2%	92.5%
Facility/personal treatment	96.7%	97.8%	97.4%	97.3%	97.5%
Discharge	82.9%	84.2%	95.3%	95.6%	95.7%
QUALITY MEASURES					
Average length of stay (days)	N/A	5.0	4.6	4.5	4.5
Clostridium difficile infections	**	1.37	1.00	0.77	0.61
Catheter-associated urinary tract infections (CAUTIs)	**	1.14	1.26	0.98	0.44
Central-line-associated bloodstream infections (CLABSIs)	**	0.70	0.73	0.57	0.68
All-cause readmission rate	N/A	N/A	0.86	0.95	0.92
Overall mortality observed/expected	N/A	N/A	0.80	0.76	0.77
Sepsis mortality rate	11.23%	10.12%	9.07%	8.06%	7.07%

* The percentage of patients who have given Texas Health the best response possible. ** Texas Health used a different measurement tool so direct comparisons cannot be made.