

NEWS



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2009: A Year of Major Recognition for Outstanding Healthcare Delivery

New HealthGrades rankings culminate year of national awards and recognition for Major Hospital

SHELBYVILLE, IN – The year 2009 represented a period where Major Hospital and the practice groups in Major Health Partners received national recognition for outstanding healthcare delivery. “We are both humbled and flattered by national recognition for healthcare excellence from top research firms like HealthGrades, Thomson- Reuters and Press Ganey,” said Jack Horner, president and CEO of Major Health Partners.

“Hospitals and healthcare networks of our size don’t typically receive rankings of the magnitude that Major Hospital and its related practice groups received in 2009, which reflects the top professionalism and high performance standards of our physicians and staff.”

The national rankings demonstrate that the quality of care available at Major Hospital and the practices of Major Health Partners are equal to or exceed standards of healthcare delivery at larger hospitals in the region, according to Gene Jones, chairman of the Major Hospital Board of Directors.

“Major Hospital administrators and professionals have openly embraced formal continuous improvement standards, and these national awards truly recognize the outstanding work that our physicians, nurses and staff are doing for the people of Shelby County and southeast Indiana,” Jones said. “In the challenging environment of 21st century healthcare, they are more than getting the job done.”

The latest in a series of national awards and rankings for Major Hospital came from HealthGrades, the nation’s leading healthcare-ranking firm. HealthGrades announced in the 4th quarter that Major Hospital is among the top 10% in the nation for pulmonary care and awarded the hospital its top five-star ratings in a number of healthcare offerings, ranging from treatment for respiratory and pulmonary diseases (including pneumonia) to gastro-intestinal disorders.

As part of the new rankings, Major Hospital qualified for the HealthGrades 2010 Pulmonary Excellence Award.

The HealthGrades recognition follows a number of other significant national rankings and positive evaluations received by Major Hospital during

2009. Earlier in 2009, Major Hospital achieved top national and regional performance marks for inpatient satisfaction, according to data collected and analyzed by Press Ganey, a national healthcare consulting and research firm.

Separately this past summer, the national healthcare reporting agency Thomson-Reuters named Major Hospital as one of the top 100 hospitals in America.

“These rankings analyze independent data gathered from patients and professionals, and they are not easily won,” said Horner. “The hospital is collecting well-deserved national recognition because of the intense commitment and performance of its physicians, nurses and medical professionals.”

“As I’ve emphasized in public statements over the past year, the goal of Major Hospital is nothing less than to be the best in the region for personalized healthcare delivery, and these independent national awards demonstrate that we are advancing toward that goal,” Horner added.

The hospital, which serves as the healthcare anchor for 28 different specialty practice groups in Major Health Partners (including oncology and orthopedics), strategically renewed its long-term focus on high standards of healthcare in January 2008, according to Linda Wessic, vice president of nursing for Major Hospital.

“Following the leadership of Major Hospital, we were tasked with taking our already high standards of service delivery and dialing them up to new levels,” Wessic explained. “We asked for total commitment from our medical staff to go from good to great, and these awards show that we’re getting there.”

As part of the improvement process, top Major Hospital executives, staff representatives and medical professionals met twice a month to intensively review any and all opportunities for improvement, Horner said. “We are fortunate to have very highly trained and qualified medical professionals within Major Health Partners, and they have risen to the challenge of being the best in the region,” Horner continued.

A number of advancements have been added over the past two years to help improve patient care and quality, according to Gust Spenos, a board-certified neurologist who serves as Major Hospital’s chief of medical staff. “New positions for hospitalist physicians and other professional staff roles have been created to work directly with referring physicians and specialists to ensure that Major Hospital patients receive personalized service and the highest quality of care contributing to positive outcomes,” he said. According to Dr. Spenos, “These new positions reinforce the high standards of personalized care that defines what we call ‘the Major difference’ for our southeast Indiana operations.”

The recent rankings by HealthGrades, Press Ganey and Thomson-Reuters add to a long list of notable recognition for excellence received by Major Hospital. Among other achievements, the hospital was recognized earlier in the decade as one of America’s “most wired hospitals” by *Hospitals and Health Networks* for its early adoption and implementation of a comprehensive medical information technology system. Such systems improve patient safety and outcomes by standardizing information exchange and Major Hospital was one of the first facilities in central Indiana to deploy such state-of-the-art technology. Major Hospital also achieved peer recognition as an early adopter of telemedicine

applications in secure high-resolution image transmission and the fiber-based broadband linkage of all hospital-related physician practice groups.

“Our focus is to continue to improve on high standards of excellence in healthcare delivery for the people of Shelby County and southeast Indiana,” Horner concluded.

About Major Hospital

Major Hospital is the primary healthcare provider for Shelby County (Indiana) and serves patients and families throughout southeast Indiana through the hospital and its vertical practice groups in Major Health Partners. Founded in 1924, Major Hospital has served as regional leader in successfully delivering a wide spectrum of healthcare services, including oncology and orthopaedics. As documented by a number of national independent healthcare agencies (including HealthGrades, Thomson-Reuters and Press Ganey), Major Hospital currently enjoys a number of top national and regional rankings for excellence in healthcare delivery. Named as one of America's top 100 hospitals, Major Hospital has also secured a national reputation as one the nation's leading hospitals in health informatics. For more information, please visit www.majorhospital.org.