

50 Years of Prioritizing Patient Safety at San Jose's Good Samaritan Hospital

By **Lyn Garrett**
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This year marks the 50th anniversary of Good Samaritan Hospital. Rather than simply celebrating all of our accomplishments over the years, we are taking this occasion to look forward and renew our focus on delivering compassionate and cutting-edge care that prioritizes the quality of care and experience of each patient we encounter.

Today, patients have so many choices when it comes to their health care. Certainly they are seeking out physicians and nurses who have proven track records and

extensive, elite level training, along with access to 24/7 caregivers. However, a style of care delivery that elevates the human connection between patients and caregivers must also take precedence. Our Silicon Valley community patient base in particular, which has so many innovators in technology and other fields making new discoveries everyday right in our backyard, requires a hospital that does all of this while also keeping up with their fast-paced lifestyles.

In the coming months, patient experience will be the centerpiece of exciting new renovations in the Good Samaritan Hospital Emergency Department and common areas. We are also deepening our technology offerings so patients can easily access their health records, find out ER wait times through their mobile devices, and obtain the status of friends or family members who are getting treated at our hospital via texted updates. At the same time, our award-winning specialty service offerings including our Women's & Children's Center, Comprehensive Stroke Center, Heart Rhythm Center and our Cancer Care program, are continuing to grow and adapt to the changing needs of our community.

Since our founding in 1965, the staff at Good Samaritan Hospital has consistently worked together to improve the quality of clinical care and enhance our patients' safety. That mission was recently recognized by our second consecutive "A" Hospital Safety Score, which is administered by The Leapfrog Group, a national, nonprofit hospital safety watchdog. This "A" grade is one of the most meaningful honors a hospital can achieve, and one of the most valuable indicators for patients looking for a safe place to receive care.

This particular recognition is culled from publicly recorded Medicare data in addition to a separate, comprehensive survey that we fill out annually. Everything matters in this survey, from how physicians order medications using Computerized Physician Order Entry (CPOE) to how our ICU is staffed to surgical outcomes. Achieving consecutive "A" levels means that we are all committed to quality and safety practices with each and every patient interaction.

It's that attitude that has helped us garner numerous other accolades.

Earlier this year, Good Samaritan Hospital received the Top Performer on Key Quality Measures® by *The Joint Commission*, the leading accreditor of health care organizations in the United States. Our facility is also one of only ten hospitals nationwide to be awarded the Outstanding Achievement Award from the American College of Surgeons Commission on Cancer four consecutive times, and we have been voted a “Family Favorite” hospital for more than ten years by the readers of Bay Area Parent Magazine.

Safety and other core measures led our Joint Replacement Program to be the first in Northern California to be part of the Marshall Steele network of top performing programs. Good Samaritan’s results are benchmarked against 250

hospitals in the nationwide network, and include information related to pain, activity and experience data. Further, our Weight Loss Surgery Program is nationally accredited as an American Society for Metabolic and Bariatric Surgery (ASMBS) Center of Excellence since 2005. Our center has gone through onsite inspections that are focused on safety and proficiency.

Qualifying for and receiving these honorable citations requires engagement from the entire Good Samaritan Hospital staff, and starts with goal setting laid out by our CEO, Paul Beaupré, MD. And while we are proud of our nationally recognized achievements, what matters more is that our community looks to us as a highly reliable partner in keeping their families and friends healthy and strong.

In our community hospital setting, our physicians who come from Harvard University, Stanford University, Yale University, University of Michigan and other institutions across the country are continuing to successfully innovate while treating patients as people with the highest quality health care. Maintaining that goal will keep us fresh and motivated for the next 50 years and beyond.

Lyn Garrett is the VP, Quality Management at Good Samaritan Hospital. She has worked in the quality management field for 17 years and is certified by the National Association for Healthcare Quality. She joined Good Samaritan in 2011, and had previous roles at Stanford Hospital and Long Beach Memorial Medical Center.

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