

Gold Standard of Patient Care Drives Staff at San Jose's Good Samaritan Hospital

By Paul Beaupré
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When a patient comes in the doors of Good Samaritan Hospital, they should instantly be at ease knowing that they will receive the highest quality care. Those of us who work in health care answer to a higher calling to not just meet industry standards of care, but to exceed them with each and every patient interaction.

It's that philosophy that drives us at Good Samaritan, and has recently been rewarded by The Joint Commission, the leading accreditor of health care organizations in the United States. In an almost two year

process, our facility earned The Joint Commission's *Top Performer on Key Quality Measures*[®] distinction based on 2013 performance improvements in the areas of heart attack, heart failure, pneumonia, and surgical care. To earn the *Top Performer* recognition in these four areas, Good Samaritan had to achieve a cumulative performance of 95 percent or above across all of The Joint Commission's accountability measures.

It's so competitive to get this recognition today that it requires a leadership team that is honed in on surpassing industry standards. Our motto at Good Samaritan is to commit every day to improving the quality of care that patients receive and to do everything possible to enhance the patient experience while they are here. We don't pursue recognitions like The Joint Commission's because we think more patients will come to us as a result, but because it is the right thing to do and we have to hold ourselves responsible in the health care industry.

That responsibility to our patients began in 1965, when Good

Samaritan first put down roots in the Silicon Valley. The hospital has continued to grow because of our emphasis on being a service organization focused on quality for a vibrant community. This distinct focus runs deep in our organization.

As we celebrate our 50th birthday in 2015, we are also looking ahead. A \$33 million Emergency Department project will break ground this year, and we are contemplating a replacement hospital because of the potential of earthquake concerns.

Even as other health care providers set up shop down the street from us along Samaritan Drive, we are continuing to establish our position as a partner in improving care in the San Jose community and providing cutting-edge treatments, all in an effort to surpass the expected and deliver excellence to our patients. Women who are facing a high-risk pregnancy are seen safely through their deliveries at Good Samaritan. Stroke patients have access to new techniques here that increase the window of opportunity for initial treatment from three-and-a-half hours to up to ten hours. And, as we all live longer and collectively

have more diagnoses of cancer, we are improving our cancer services through Institutional Review Board (IRB) studies.

The Joint Commission, unlike other “pay for play” hospital recognitions, acknowledges organizations that meet very particular criteria. Being a *Top Performer* means that our physicians, nurses, and staff have put in a tremendous team effort to consistently and continuously focus on improving positive patient outcomes. Every part of the hospital has to work together in unison, from the maintenance staff to food service to pharmacy.

In addition to The Joint Commission’s *Top Performer* recognition, Good Samaritan has an “A” from The Leapfrog Group and has been voted a “Family Favorite” hospital for more than ten years.

Good Samaritan is 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.

Our Comprehensive Stroke Center, which has also been certified by The Joint Commission, is one of only a handful in the country not affiliated with an academic hospital. Our physician roster is highly competitive with university faculties. We are able to attract the cream of the crop from Stanford, UCSF, University of Pennsylvania, Harvard, Yale, Princeton, and University of Michigan, among others, because we are innovative and always responding to the changing needs of a patient population that is heavily rooted in new technology and always attracting young talent and growing families.

We are fortunate and thankful to receive recognitions like The Joint Commission’s because it acts as a motivator for our entire team to strive for excellence. Quality care and positive patient experience will continue to drive all that we do, and ultimately, will benefit every person who visits Good Samaritan and the overall health of the Silicon Valley.

Paul Beaupré is the Chief Executive Officer at Good Samaritan Hospital. He worked as an anesthesiologist for 22 years, during which he increasingly took on leadership roles at Good Samaritan including being elected as Chief of Staff. Dr. Beaupré then joined the senior leadership team of the hospital as Vice President of Medical Affairs, and was named CEO in 2010.

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