

The Chester County Hospital

The Chester County Hospital has positioned itself as one of the leading hospitals and employers in the area.

In 2006, the Hospital began an initiative to bring the highest quality of care to its patients through its Hospital of Distinction Campaign and the mobilization of 16 task forces, focusing on specific clinical areas—including fall reduction, rapid response, heart failure and central line infections—to ensure the highest national standards of excellence.

The Joint Commission, the nation's oldest and largest standards-setting and accrediting body in health care, was invited to evaluate the Hospital's performance. Conducted in June 2008, the on-site assessments in six disease management programs at the Hospital—hip replacement, knee replacement, heart failure, acute myocardial infarction, stroke and wound care—resulted in the awarding of

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Disease-Specific Care certifications and Gold Seals of Approval™ in all six categories. Each of these was evaluated against the commission's standards based on the programs' processes, the ability to evaluate and improve care and interviews with patients and staff.

“These certifications mean The Chester County Hospital does the right things and does them well for their patients,” says Jean E. Range, executive director, Disease-Specific Care Certification, Joint Commission.

With this, The Chester County Hospital has become the first in the county to receive certification from the commission and is the only hospital in Pennsylvania with six certifications. As a result of the Advanced Certification for its stroke program, the Hospital has been designated a primary stroke center.

According to Hospital COO Michael Barber, the Joint Commission certifications provide The Chester County Hospital with “an important verification of its commitment to excellence”

and more. “This achievement provides us with a valuable credential in terms of risk management.”

In addition to the medical care that patients receive at the Hospital, cost is important in determining value. When comparing charges between hospitals in similar geographic areas, as mandated by the Pennsylvania Health Care Cost Containment Council, The Chester County Hospital is the lowest-cost hospital in the county.

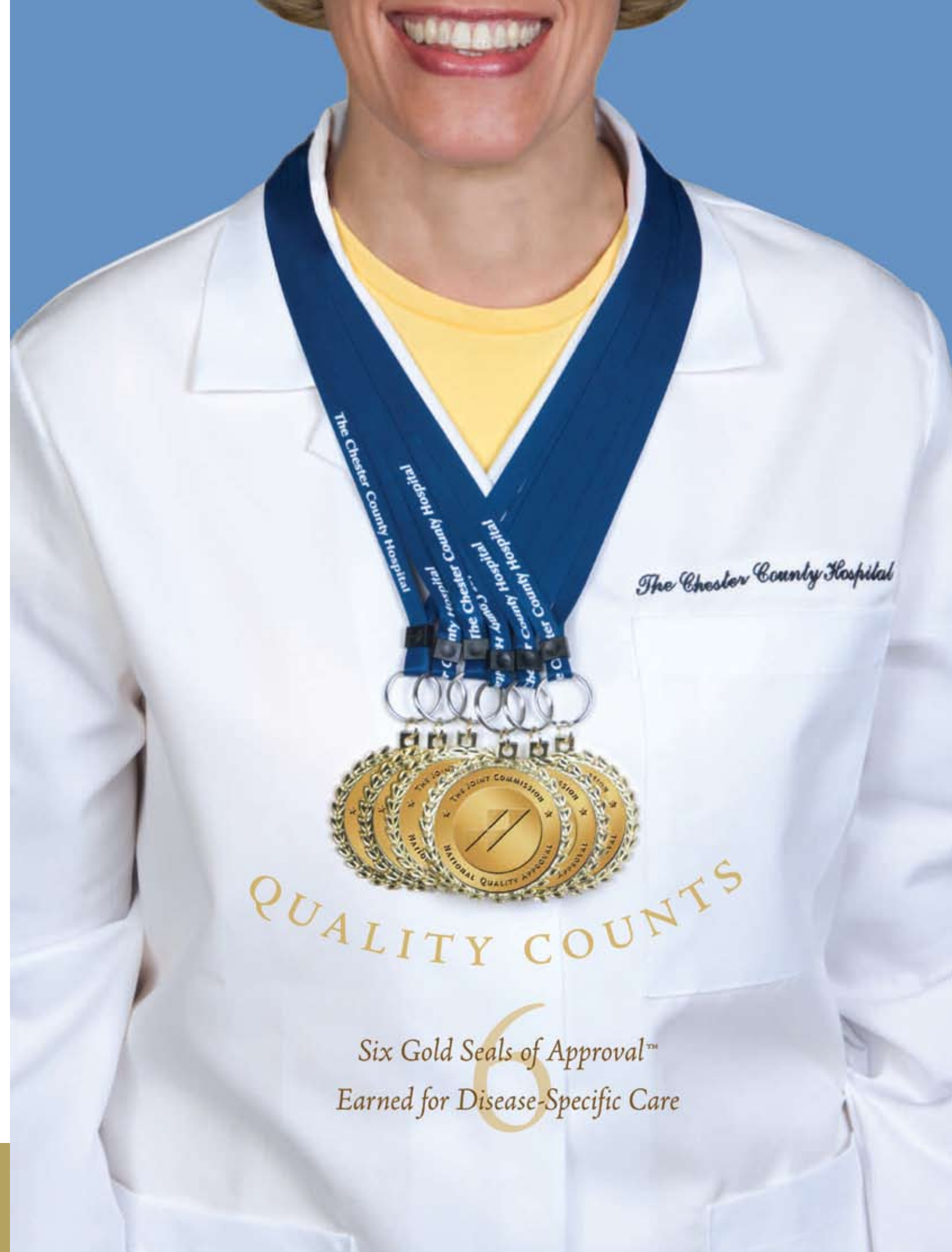
To enhance its quality of care, the Hospital has established affiliations with The Children's Hospital of Philadelphia in pediatric and neonatal care, the University of Pennsylvania Health System in cancer, radiology and radiation oncology and the Cleveland Clinic in cardiac surgery.

The Chester County Hospital's commitment to quality of care for the community it serves is also shown in the high patient satisfaction scores received and the impressive quality outcomes reported through the collection and dissemination of clinical-outcomes data. The Hospital has been acknowledged by Press Ganey, an independent vendor of patient satisfaction measures and improvement services for the healthcare industry, for achieving an inpatient satisfaction score of more than 99 percent when compared to similar hospitals in the county. This is based on patients' experiences with everyone they meet during their stay in the hospital, including employees, physicians, nurses and volunteers.

The Press Ganey surveys only confirm what the important Joint Commission certifications demonstrated. Dianne Lanham, patient safety and quality officer says, “The six Disease-Specific Care Certifications reflect the success of our approach to multidisciplinary, patient-centered care and is a wonderful external confirmation of our team environment.”

*The Chester County Hospital
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*Pictured: “The Chester County Hospital~ Good as Gold”
Photography: Courtesy of The Chester County Hospital*



QUALITY COUNTS

Six Gold Seals of Approval™
Earned for Disease-Specific Care