

A HAT TRICK Mercy scores

Mercy made reducing readmission rates a strategic goal—and that effort paid off with three measurable results that have garnered national recognition!

Patients who return to a hospital within a month of being treated and discharged present one of our country's most prevalent and costly healthcare concerns.

Mercy's impressive scores were based on data from the Centers for Medicare and Medicaid Services in three clinical areas: heart attack, heart failure and pneumonia.

Heart Attack 30-Day Readmission Rate:

- National Rate: 19.9%
- Mercy Medical Center: 16.6% (# 1 in Iowa)
- Hospitals in the nation that performed better than the national rate: 36 out of 4,520

Heart Failure 30-Day Readmission Rate:

- National Rate: 24.5%
- Mercy Medical Center: 20.6%
- Hospitals in the nation that performed better than the national rate: 180 out of 4,787

Pneumonia 30-Day Readmission Rate:

- National Rate: 18.2%
- Mercy Medical Center: 15.2% (# 1 in Iowa)
- Hospitals in the nation that performed better than the national rate: 88 out of 4,834

The low readmission rates earned the attention of two national healthcare

organizations, The Advisory Board Company and The Commonwealth Fund. These two entities are dedicated to improving performance and quality in healthcare, and they are seeking Mercy's expertise for research they're conducting on hospitals with low readmission rates. This type of research is particularly significant as healthcare reform focuses on ways to improve efficiency and quality.

The Advisory Board Company interviewed Mercy experts and incorporated the strategies and "best practices" that contribute to Mercy's low readmission rates in a case study. The Board was particularly interested in the factors that may contribute to these results, such as pre- and post-discharge transition management, chronic care management and infection/complication reduction.

The Commonwealth Fund, a private healthcare foundation that promotes a high performing healthcare system for all, highlights Mercy as one of the "high performing" hospitals in case studies featured on its "Why Not the Best?" website (www.whynotthebest.org).

The Mercy Touch® magazine is published as a community service for the friends and patrons of Mercy Medical Center, 701 10th St. SE, Cedar Rapids, IA, (319) 398-6011.

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