



## ***Success Story: Door County Memorial Hospital/Ministry Health Care***

Door County Memorial Hospital/Ministry Health Care, a small, rural organization in Wisconsin partnered with Baptist Leadership Group in 2004 in order to become the best rural healthcare organization in the nation. At the end of 2008, key data points showed the following remarkable successes:

- patient days/outpatient visits increased by approximately 16,000
- total operating margin rose from 4.3 to 6.6 percent
- inpatient services overall rating of care grew 45 percentile ranking points

### **How did they accomplish this?**

***“When we embarked on our journey to become the best rural hospital in the United States and partnered with Baptist Leadership Group, we created an environment that supports nurses being at the patient’s bedside. One aspect of the new environment was a focus on communication by nurses and doctors through the use of two very important tools: words that work (scripting) and rounding.”*** *Jody Boes, RN, MSN, Vice President of Patient Care Services*

### **One of the Best in the Nation**

**In 2008, NRC Picker recognized Door County Memorial Hospital with the Best in Patient-Centered Care award** from the Patient-Centered Care Institute, a division of NRC Picker and National Research Corporation (NRC).

Award winners were the top performing hospitals in the country according to data from the Centers for Medicare and Medicaid Services (CMS) and the NRC Picker database of 850 hospitals.

The winning hospitals sustained excellence overall or in one of NRC Picker’s eight Dimensions of Patient-Centered Care for the duration of a 12 month period. **Door County Memorial’s outpatient surgery department was at or above the 90<sup>th</sup> percentile** in the Dimension of Respect for Patient’s Preferences, Values and Needs for well over a year. This survey category ranks second in correlation to patients’ “Likelihood to Recommend” the hospital as well as their “Overall Satisfaction.”



# Baptist Leadership Group

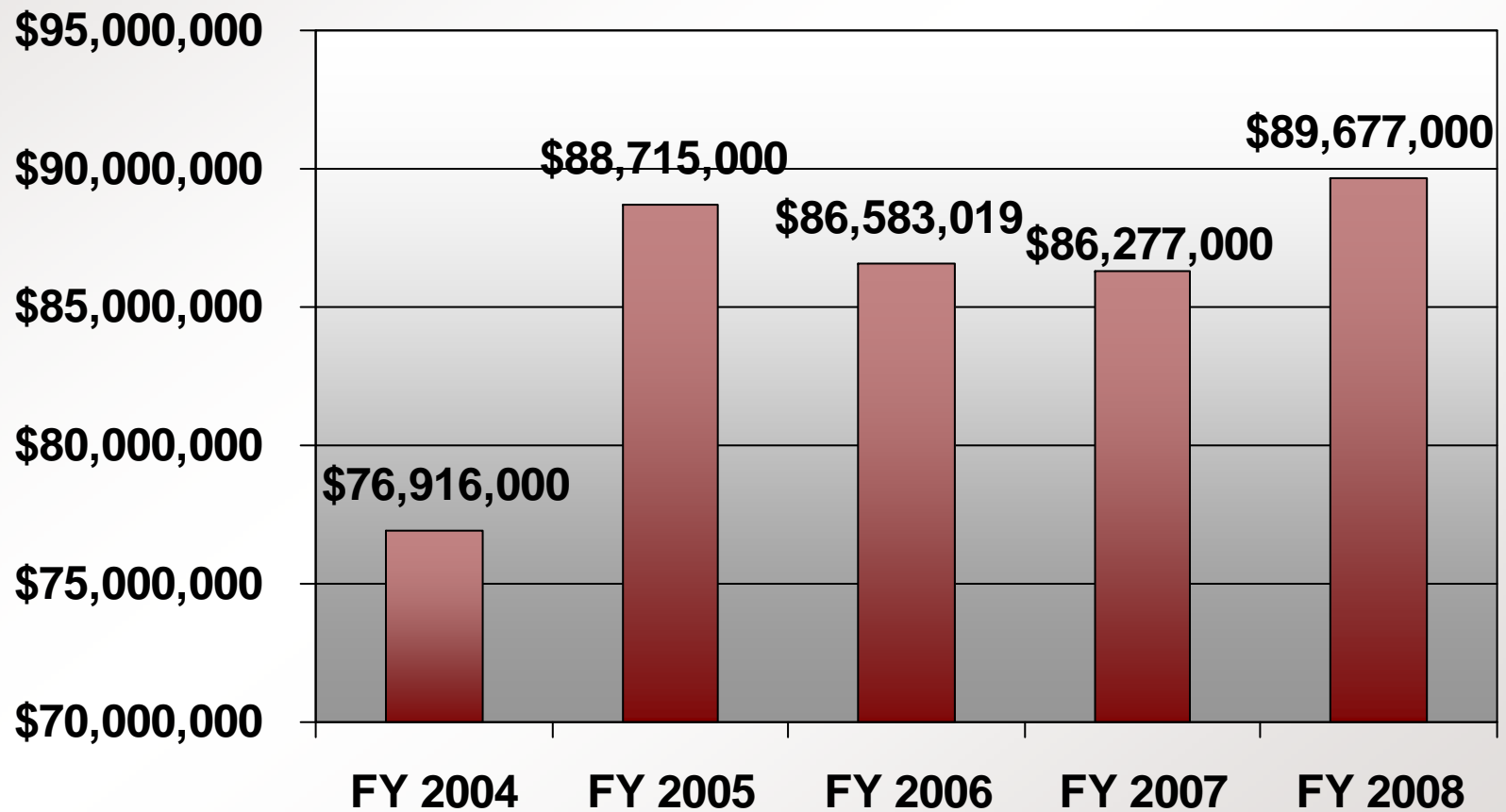
## Client Successes

## Door County Memorial Hospital



Client since 2004  
25 Bed Hospital  
Location: Sturgeon Bay, WI

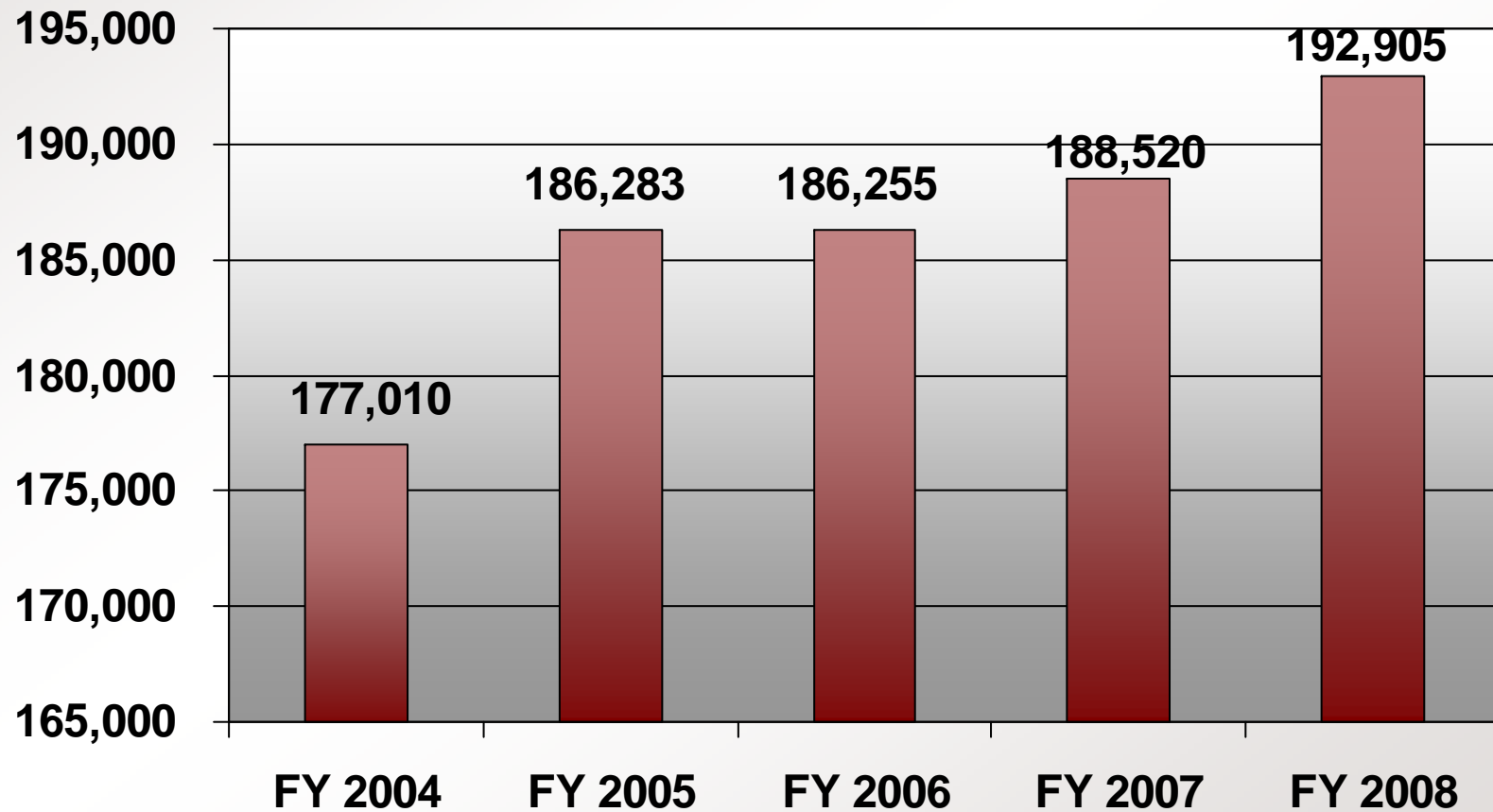
## Patient Revenue increased 17%





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25 Bed Hospital  
Location: Sturgeon Bay, WI

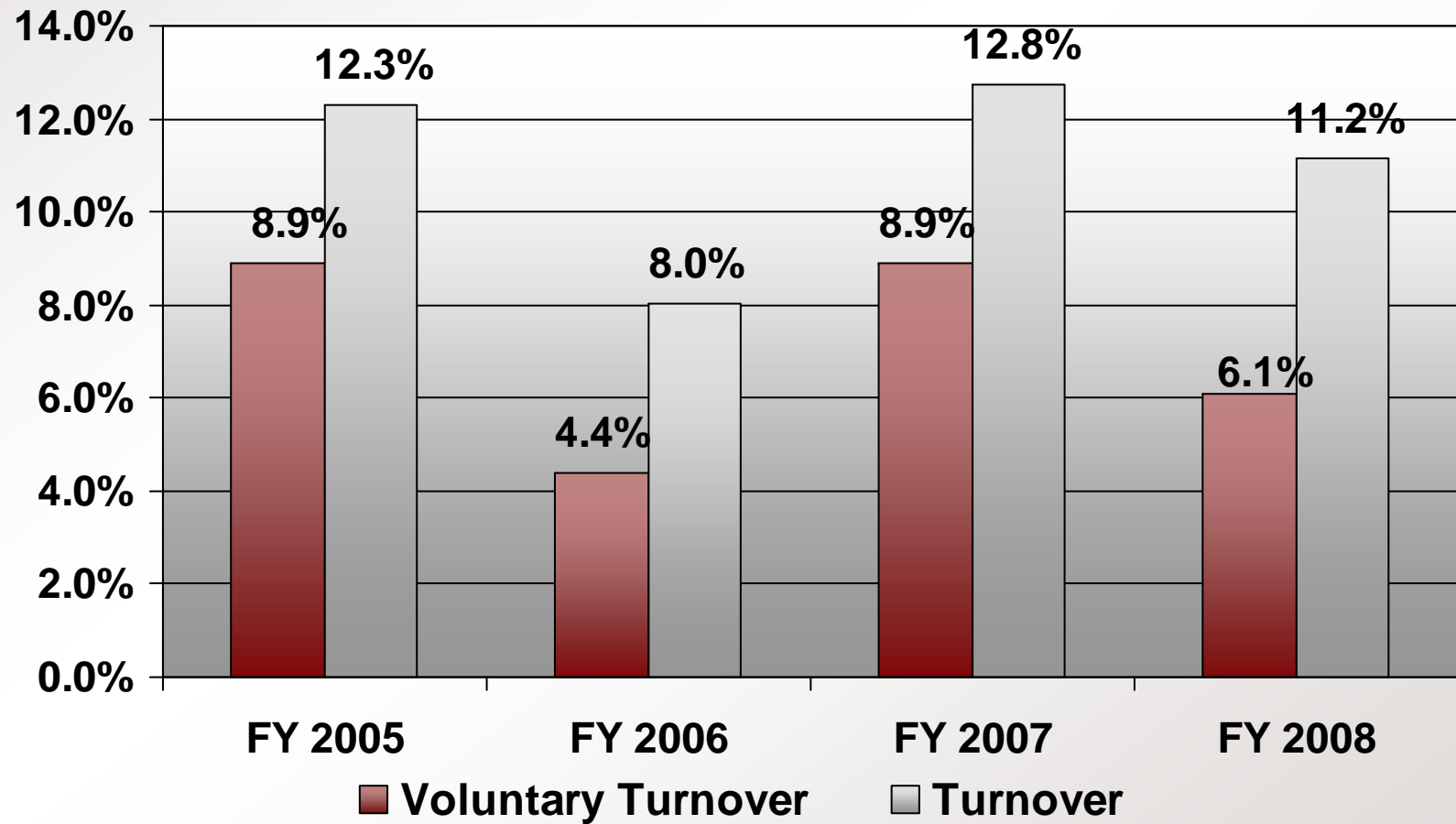
## Patient Days/Outpatient Visits increased by 9%.





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25 Bed Hospital  
Location: Sturgeon Bay, WI

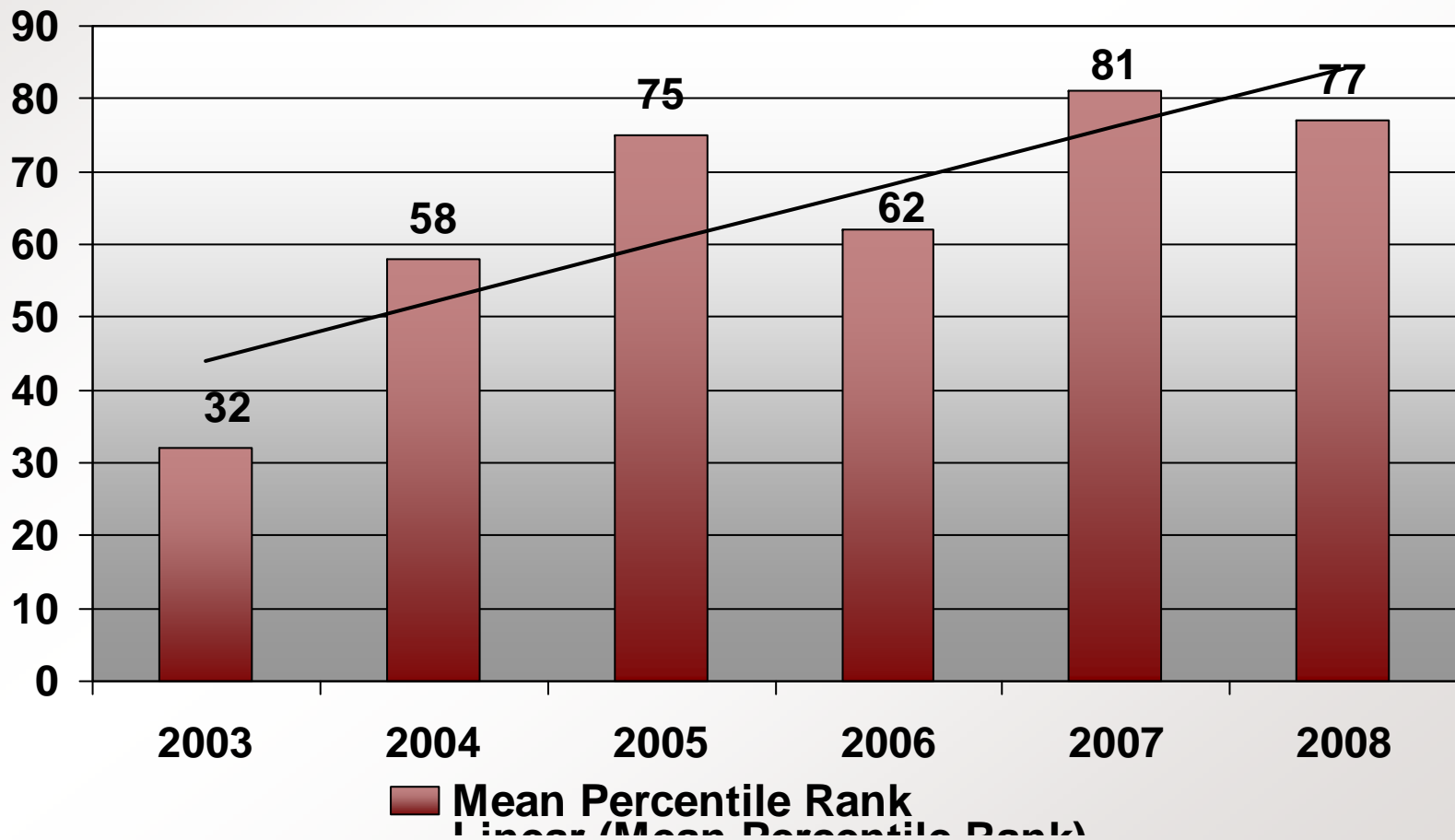
## Reductions in Voluntary Turnover and Total Turnover





Client since 2004  
25 Bed Hospital  
Location: Sturgeon Bay, WI

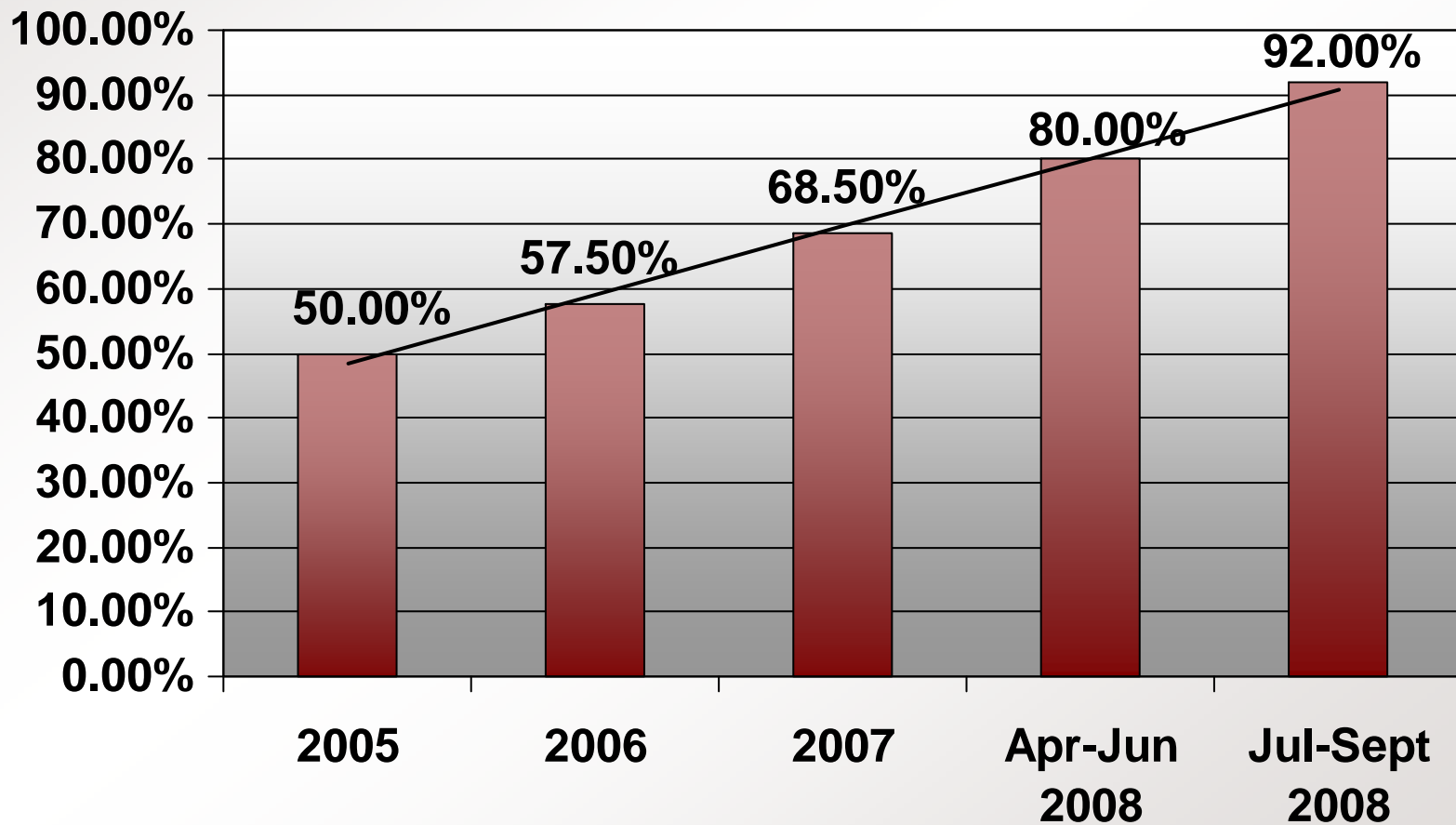
## Inpatient Satisfaction increase from the 32<sup>nd</sup> to 77<sup>th</sup> percentile





Client since 2004  
25 Bed Hospital  
Location: Sturgeon Bay, WI

## Improved Congestive Heart Failure % Discharge Instructions from 50% to 92%



■ Mean Percentile Rank    — Linear (Mean Percentile Rank)



Client since 2004  
25 Bed Hospital  
Location: Sturgeon Bay, WI

# Improved Overall Job Satisfaction

