



BEEBE MEDICAL CENTER
QUALITY REPORT
2010

INSIST ON QUALITY.
INSIST ON BEEBE.



Beebe Medical Center

Your not-for-profit, community-owned hospital

Lewes, Delaware ■ www.beebemed.org



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OUR MISSION

Beebe Medical Center’s charitable mission is to encourage healthy living, prevent illness, and restore optimal health with the people residing, working, or visiting the communities we serve.

OUR VISION

Beebe Medical Center will be a community-based healthcare system committed to providing high-quality, cost-effective healthcare in fulfillment of our charitable mission.

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QUALITY HEALTHCARE BENEFITS EVERYONE

Dear Community Members:

We at Beebe Medical Center are committed to the safe delivery of quality healthcare.

As a not-for-profit, community-owned organization with a local Board of Directors, we understand the needs of those who live, who work, and who visit in and around southern Delaware. They are our friends, our neighbors, and members of our families.

Beebe Medical Center facilitates and encourages a culture of safety and continual improvement, which has allowed us to receive national recognition for many of our medical and surgical programs. To continually improve our quality, and to maintain the highest standards of patient safety, we revisit and establish protocols based upon proven, best-practice guidelines; we adapt advanced and life-saving technologies; and we require our clinical team members to be knowledgeable regarding the latest medical procedures in their fields of expertise.

Some of our accomplishments over the past year include:

- For 2011, the second year in a row, Beebe Medical Center received the HealthGrades® Distinguished Hospital Award for Clinical Excellence™, putting Beebe Medical Center in the top 5% of hospitals in the nation for overall patient outcomes.
- For the fifth year in a row, 2007–2011, HealthGrades rated Beebe Medical Center No. 1 in Delaware for Overall Orthopedics and Best in the Delmarva Peninsula for Overall Orthopedics.
- HealthGrades rated Beebe Medical Center No. 1 in Delaware for Coronary Interventional Procedures in 2011.
- The Joint Commission, the organization that provides accreditation to healthcare organizations throughout the United States, certified Beebe Medical Center as an Advanced Primary Stroke Center.
- The Joint Commission also certified our hip and joint replacement programs, which are part of our comprehensive Orthopaedic Services line.
- The American Society of Metabolic and Bariatric Surgery designated Beebe Medical Center as a Bariatric Surgery Center of Excellence. The designation reflects our focus on battling obesity, a risk associated with many chronic diseases.
- The American College of Radiology (ACR) designated Beebe Medical Center as a Breast Imaging Center for Excellence. By awarding this status, the ACR recognizes breast imaging centers that have earned accreditation in all of the College's voluntary breast-imaging accreditation programs and modules in addition to the mandatory Mammography Accreditation Program.

These accomplishments reflect the commitment and dedication of our Board, our physicians, our clinical staff, and all of our employees. As you read through this 2010 Quality Report, you will see how the men and women at Beebe Medical Center work with dedication and selflessness.

We also want to take a moment to thank you for your support of Beebe Medical Center by trusting us to deliver quality healthcare, and by joining us in the effort to improve the quality of life in all of our communities.



A handwritten signature in black ink that reads "Jeffrey M. Fried".

Jeffrey M. Fried, FACHE
President/CEO

A handwritten signature in black ink that reads "William Swain Lee".

Judge William Swain Lee
Chair, Board of Directors

AWARDS

Beebe Medical Center is proud of the collective efforts of our physicians and staff to continually identify opportunities for improvement, and for focusing on quality and on producing excellent results and outcomes for our patients. This year we have continued to be recognized with several national awards that reflect our commitment to quality and safety.

For 2011, the second year in a row, Beebe Medical Center has received the **HealthGrades® Distinguished Hospital Award for Clinical Excellence™**, putting Beebe Medical Center in the top 5% of hospitals in the nation for overall patient outcomes. The award recognizes the attention to detail that has made our clinical outcomes among the best in the nation.

The study, HealthGrades Hospital Quality and Clinical Excellence, identifies those hospitals with the best overall clinical performance across all 26 medical diagnoses and procedures rated by HealthGrades. The 268 top-performing hospitals represent only 5% of the nation's hospitals, and each is designated as a HealthGrades Distinguished Hospital for Clinical Excellence™. These hospitals outperformed all other hospitals across all of the 17 mortality cohorts and six of nine complication cohorts studied from 2007 through 2009. They had a 29.82% lower risk-adjusted mortality rate and a 1.91% lower risk-adjusted in-hospital complication rate among Medicare beneficiaries compared to all other hospitals.

HealthGrades also rated Beebe Medical Center **No.1 in Delaware for Overall Orthopedics** for 2011 and **Best in the Delmarva Peninsula for Overall Orthopedics** for the fifth year in a row—2007 to 2011. Beebe Medical Center also received the following: **HealthGrades 2011 Orthopedic Surgery Excellence Award™**, **HealthGrades 2011 Joint Replacement Excellence Award™**, and the **HealthGrades 2011 Spine Surgery Excellence Award™**.

HealthGrades, in its 2011 rankings, also gave Beebe Medical Center's Interventional Cardiology program a **5-star rating for coronary interventional procedures**, and rated the program as **No. 1 in Delaware for coronary interventional procedures**, based upon clinical outcomes from October 2006 to September 2009. These results were achieved during the first three years of the Interventional Cardiology program.

Premier Healthcare Alliance, in the spring of 2010, recognized Beebe Medical Center as a winner of the **Premier Award for Quality (AFQ)**. Beebe Medical Center was one of 21 hospitals and three health systems of the 3,788 eligible hospitals and 346 health systems nationwide—the top 1%—that were honored with the award, which recognizes leading healthcare organizations that efficiently provide outstanding patient care and consistently set the standard in clinical excellence. The AFQ's performance-based criteria—including clinical quality outcomes, resource utilization, and clinical process indicators—measure top performers at the overall hospital level.



PATIENT SATISFACTION

Centralizing Registration

As the demand for healthcare services has grown, Beebe Medical Center has focused on streamlining the patient registration processes to improve efficiency and to provide excellent patient care, while still meeting regulatory requirements.

Patient registration is made up of complex documentation processes, depending upon patient needs, hospital services, and payer requirements. Some patients may be scheduled in advance while others need immediate care. Some patients come in for routine tests while others have emergency medical needs or may have to receive services from several different departments in a single day.



Teresa Layton, registrar for Pre-Arrival Services, schedules a patient and completes several steps in the registration process before the patient arrives for the procedure, saving time.

In 2010, Beebe Medical Center began an initiative to centralize and standardize patient registration processes throughout the organization. A multidisciplinary performance improvement team identified problem areas and developed methods to revise procedures. As a first step in the implementation process, a

“Pre-Arrival Services” standard registration process was established for all outpatient scheduling and pre-registration services. A central telephone number was created for all calls, and Patient Access team members were cross-trained to make sure they all could offer the best possible service to patients. The process already has met with a positive response from patients, according to survey results. The team is expanding the process throughout the organization and, at the same time, providing ongoing quality monitoring.

Hourly Rounds Pilot in Orthopaedic Services

Beebe Medical Center, with the goal of continually improving patient care, has instituted a pilot hourly rounds program in the Orthopaedic Inpatient Unit in which the nursing staff documents certain health information in the new Electronic Medical Record system. Each hour between 7 a.m. and 10 p.m., and every two hours between 10 p.m. and 7 a.m., nurses visit patients to assess pain and to make sure the patient is comfortable and that items such as water, the call light, and the telephone are within reach. The nurse also makes sure that the room is clean and lets the patient know that someone will be back in an hour.

The goal is to optimize patient safety, to give the patient a sense of security, and to decrease the number of times the patient needs to call for assistance.

Based on the analysis of the findings from the pilot program, improvements will be made to hourly rounds practices throughout the hospital.



- ▲ Certified nursing assistant Jennifer Holden updates a patient's status hourly on the dry erase board in each patient's room.
- ◀ Certified nursing assistant Ashley Paugh asks an orthopaedic patient if he has any needs he would like addressed.

HOSPITAL QUALITY MEASURES

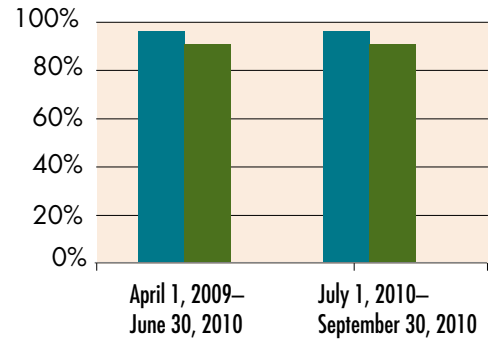
Measuring Quality at Beebe

The federal Center for Medicare & Medicaid Services (CMS) requires hospitals to report on their performance in treating patients with heart attack, heart failure, pneumonia, and those who undergo surgery (surgical care improvement). CMS uses this detailed, documented patient care information to gauge how well hospitals throughout the nation perform in these categories.

CMS then takes these measures and translates them into a rate or percentage. This allows each hospital, and all consumers, to assess a hospital's performance compared to other hospitals. These "hospital compare" measures are available on the government website www.hospitalcompare.hhs.gov.

Beebe Medical Center has established protocols that follow best practice guidelines to maintain quality patient care. According to the most recent CMS data, Beebe Medical Center's four measures were the highest for all hospitals in Delaware during the second and third quarters of 2010, Quality Insights of Delaware reported. In the following pages, we would like to share our Quality Measures results in detail during Fiscal Year 2010.

BEEBE LEADS STATE IN QUALITY MEASURES



■ Beebe Medical Center
■ Statewide for the five reporting hospitals

Quality Insights of Delaware analyzed the overall Appropriate Care Measure (ACM) data for two quarters in 2010 (represents a composite of all four Quality Measures) and found Beebe to be at above the state average for the four Quality Measures.
Data source: QIO Clinical Data Warehouse

Heart Failure

MEASURES USED TO EVALUATE PATIENT CARE FISCAL YEAR 2010 RATES*

Percent of heart failure patients given instructions to help understand and manage the symptoms of this chronic condition.

Percent of heart failure patients given an evaluation of left ventricular systolic (LVSF) function. This is a test to determine whether the left side of the heart is pumping properly.

Percent of heart failure patients given ACE Inhibitor or ARB (medications) for left ventricular systolic dysfunction (LVSD) (decreased function of the left side of the heart). These medications reduce the work the heart has to perform.

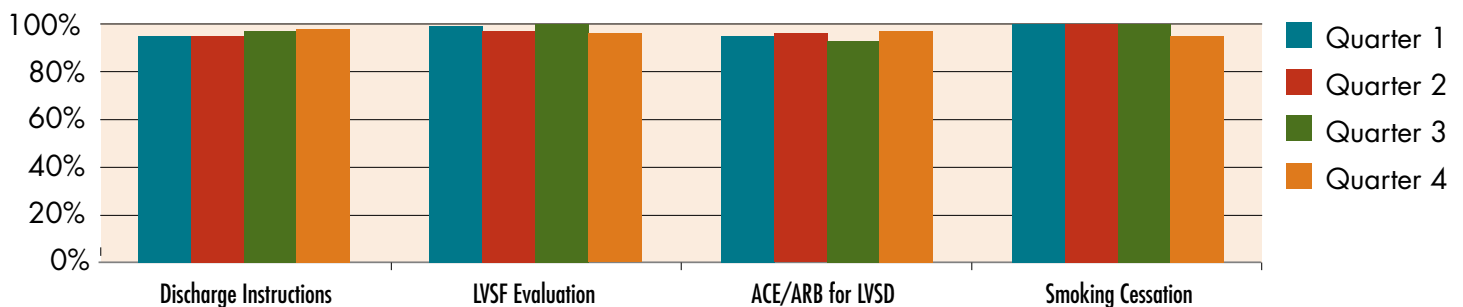
Percent of heart failure patients given smoking advice/counseling to decrease the risk of developing blood clots or heart and lung disease.

	BEEBE AVERAGE	DELAWARE AVERAGE	U.S. AVERAGE	TOP HOSPITALS
Percent of heart failure patients given instructions to help understand and manage the symptoms of this chronic condition.	97%	92%	88%	100%
Percent of heart failure patients given an evaluation of left ventricular systolic (LVSF) function. This is a test to determine whether the left side of the heart is pumping properly.	98%	99%	98%	100%
Percent of heart failure patients given ACE Inhibitor or ARB (medications) for left ventricular systolic dysfunction (LVSD) (decreased function of the left side of the heart). These medications reduce the work the heart has to perform.	95%	94%	94%	100%
Percent of heart failure patients given smoking advice/counseling to decrease the risk of developing blood clots or heart and lung disease.	98%	100%	98%	100%

Top Hospitals are the top 10 percent of hospitals nationwide.

*FY2010 = July 2009 to June 2010; Source: U.S. Department of Health and Human Services, Hospital Compare www.hospitalcompare.hhs.gov

BEEBE MEDICAL CENTER'S FISCAL YEAR 2010 QUARTERLY PERFORMANCE IN THE MEASURES USED TO EVALUATE PATIENT CARE FOR HEART FAILURE



FY2010=July 2009 to June 2010; Source: Beebe Medical Center

Surgical Care Improvement

MEASURES USED TO EVALUATE PATIENT CARE FISCAL YEAR 2010 RATES*

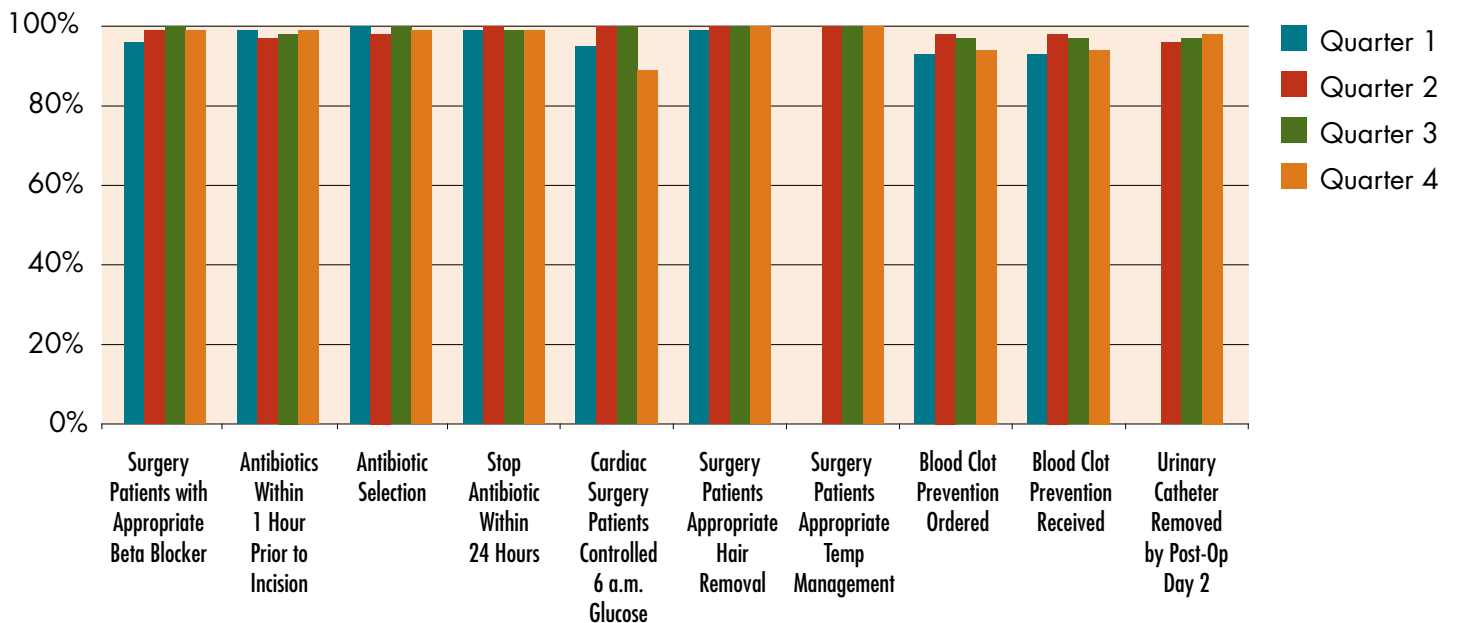
	BEEBE AVERAGE	DELAWARE AVERAGE	U.S. AVERAGE	TOP HOSPITALS
Percent of surgery patients who were taking heart drugs called Beta blockers before surgery, who were kept on the drug during the period just before and after surgery, making it less likely that they will have heart problems.	99%	95%	93%	100%
Percent of surgery patients who were given an antibiotic at the right time (within one hour before surgery) to help prevent infection.	98%	97%	97%	100%
Percent of surgery patients who were given the right kind of antibiotic to help prevent infection.	99%	99%	97%	100%
Percent of surgery patients whose preventive antibiotics were stopped at the right time.	100%	97%	94%	100%
Percent of all heart surgery patients whose blood sugar (blood glucose) was kept under good control in the days after surgery to lower the risk of infection.	96%	94%	93%	99%
Percent of surgery patients needing hair removed from the surgical area before surgery, who had hair removed using a safer method than a razor to reduce the risk of infection.	100%	100%	99%	100%
Percent of surgery patients who had blood clot prevention ordered.	96%	96%	94%	100%
Percent of surgery patients who received blood clot prevention.	96%	93%	92%	100%
Percent of patients whose urinary catheters were removed in a timely manner to reduce the risk of infection.	98%	95%	90%	100%

Top Hospitals are the top 10 percent of hospitals nationwide.

*FY2010 = July 2009 to June 2010; Source: U.S. Department of Health and Human Services, Hospital Compare www.hospitalcompare.hhs.gov

BEEBE MEDICAL CENTER'S FISCAL YEAR 2010 QUARTERLY PERFORMANCE

IN THE MEASURES USED TO EVALUATE PATIENT CARE FOR SURGICAL CARE IMPROVEMENT



FY2010=July 2009 to June 2010; Source: Beebe Medical Center

Heart Attack (Acute Myocardial Infarction)

MEASURES USED TO EVALUATE PATIENT CARE FISCAL YEAR 2010 RATES*

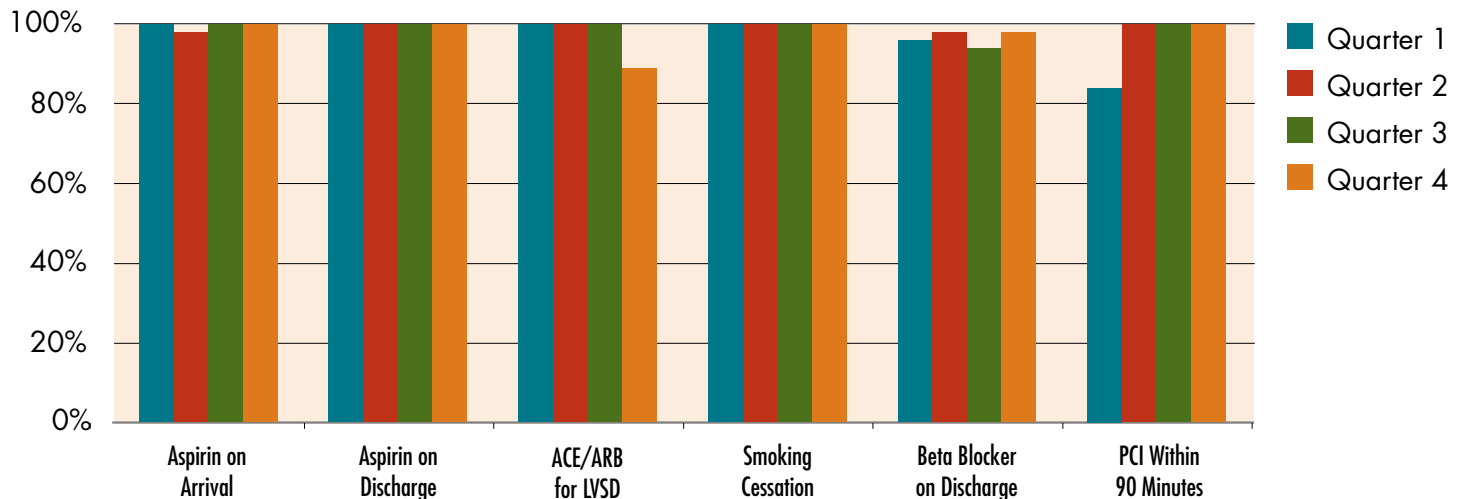
	BEEBE AVERAGE	DELAWARE AVERAGE	U.S. AVERAGE	TOP HOSPITALS
Percent of heart attack patients given aspirin at arrival; this may help reduce the severity of the attack.	100%	99%	99%	100%
Percent of heart attack patients given aspirin at discharge to reduce the risk of another attack.	100%	99%	98%	100%
Percent of heart attack patients given ACE Inhibitor or ARB (medications) for left ventricular systolic dysfunction (LVSD) (decreased function of the left side of the heart). These medications reduce the work the heart has to perform while lowering blood pressure.	97%	95%	96%	100%
Percent of heart attack patients given smoking cessation advice/counseling.	100%	100%	99%	100%
Percent of heart attack patients given Beta Blocker at discharge. This medication lowers blood pressure while treating chest pain and heart failure.	97%	98%	98%	100%
Percent of heart attack patients given Percutaneous Coronary Intervention (PCI) within 90 minutes of arrival. PCI is a procedure to open blocked blood vessels in the heart to help prevent further heart muscle damage.	92%	90%	90%	100%

Top Hospitals are the top 10 percent of hospitals nationwide.

*FY2010 = July 2009 to June 2010; Source: U.S. Department of Health and Human Services, Hospital Compare www.hospitalcompare.hhs.gov

BEEBE MEDICAL CENTER'S FISCAL YEAR 2010 QUARTERLY PERFORMANCE

IN THE MEASURES USED TO EVALUATE PATIENT CARE FOR HEART ATTACK



FY2010=July 2009 to June 2010; Source: Beebe Medical Center

Pneumonia

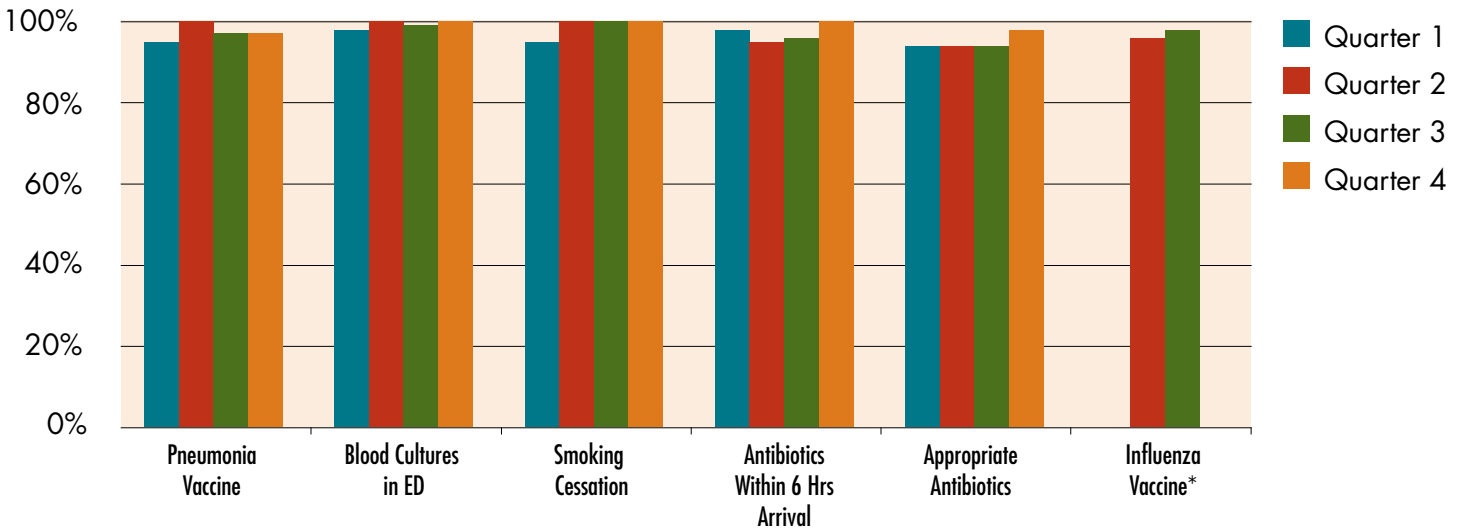
MEASURES USED TO EVALUATE PATIENT CARE FISCAL YEAR 2010 RATES*

	BEEBE AVERAGE	DELAWARE AVERAGE	U.S. AVERAGE	TOP HOSPITALS
Percent of pneumonia patients assessed and given pneumococcal vaccination. This vaccination may help prevent or lower the risk of complication of pneumonia.	97%	91%	93%	100%
Percent of pneumonia patients whose initial Emergency Department blood culture was performed prior to the administration of the first hospital dose of antibiotics. A blood culture is a test to identify what type of bacteria caused the pneumonia.	99%	94%	96%	100%
Percent of pneumonia patients given smoking cessation advice/counseling. Smoking increases a person's chances of getting pneumonia or other chronic lung diseases.	99%	100%	97%	100%
Percent of pneumonia patients given initial antibiotic(s) within six hours of arrival. Early treatment with antibiotics can cure bacterial pneumonia and reduce the possibility of complications.	97%	94%	95%	100%
Percent of pneumonia patients given the most appropriate initial antibiotic(s).	95%	90%	92%	99%
Percent of pneumonia patients assessed and given influenza vaccination during flu season to protect them from another lung infection and to help prevent the spread of influenza (flu). (Offered during flu season only, October through March.)	98%	87%	91%	100%

Top Hospitals are the top 10 percent of hospitals nationwide.

*FY2010 = July 2009 to June 2010; Source: U.S. Department of Health and Human Services, Hospital Compare www.hospitalcompare.hhs.gov

BEEBE MEDICAL CENTER'S FISCAL YEAR 2010 QUARTERLY PERFORMANCE IN THE MEASURES USED TO EVALUATE PATIENT CARE FOR PNEUMONIA



*Performance recorded during flu season: October–March
 FY2010=July 2009 to June 2010; Source: Beebe Medical Center

QUALITY INITIATIVES

First Annual Quality and Safety Awards

Beebe Medical Center instills an environment of quality, safety, and best practices through encouraging and rewarding employees for their initiative and involvement in process improvement efforts.

In 2010, Beebe Medical Center hosted the first annual Quality and Safety Awards to honor three multidisciplinary teams for their success in improving patient care protocols, which in turn either improved outcomes according to measurement rates reported by the Center for Medicare & Medicaid Services or were otherwise shown to advance the quality and safety of patient care.

The three teams and their members, as well as a summary of their projects, follow:

■ VASCULAR ACCESS TEAM

Kathy Cannatelli, *Team Leader*

Toni Gallegan, Clara McNichol, Jill Riley, Karen Williford

Beebe Medical Center's Vascular Access Team was developed to improve patient safety and decrease the risk of bloodstream infections. Nationally, 48% of patients in intensive care units need a central line to receive the numerous medications, fluids, and blood required to provide care. Traditional central venous catheters are associated with an infection rate of 5.3% per 1,000 central venous catheter (CVC) days. The Vascular Access Team initiated a best practices protocol to use peripherally inserted central catheters (PICC) because they meet the needs

of the patients and have a lower risk of complications. Only staff that have received specialized training and demonstrate competency can insert and care for the PICC catheters. The team follows the Institute for Healthcare Improvement, Centers for Disease Control and Prevention, and the Infusion Nurses Society guidelines and standards. Physicians and hospital staff were educated on the advantages of PICC catheters and utilizing a specialized team. Catheter-associated bloodstream infections decreased by nearly 75% between 2008 and 2009 at Beebe Medical Center from 2 per 1,000 CVC days to 0.6 per 1,000 CVC days. The Vascular Access Team is focusing on improving patient outcomes and satisfaction by instituting an early admission vascular access assessment program for all patients admitted to Beebe Medical Center.

■ HEART CODE TEAM

Rita Jackson, *Team Leader*

Lynn Amey, Alan Barnes, Sussex County EMS, Karen Bartuski, Kirk Blackburn, Dr. Kevin Bristowe, Susan Bunting, Kathy Cannatelli, Dr. Mouhanad Freih, Brian McCarthy, Fran Needham, Loretta Ostroski, Denise Pecora, Dr. Ehtasham Qureshi, Beth Richardson, Cary Rutherford, Linda Sapienza, Ann Smith, Ron Webster, Eileen Wimsatt

For the optimum outcome when a patient is having a heart attack (myocardial infarction), it is critical to reopen the blocked artery in less than 90 minutes from the time the patient arrives at the hospital, according to the American College of Cardiology



▲ Vascular Access Team

◀ Both the patient and the procedure nurse, Toni Gallegan, RN, CRNI, employ maximum barrier precautions when undergoing a vascular access procedure.



▲ Heart Code Team

◀ A patient's cardiac arteries are examined during a cardiac catheterization prior to placing a stent.

Guidelines. Beebe Medical Center's multidisciplinary Heart Code Team worked to develop a protocol that would allow the hospital to meet this guideline and, at the same time, offer the best care possible to the patient.

Coronary arteries can be opened through coronary interventions performed by an interventional cardiologist in the Catheterization Lab. Before a patient gets to the lab, several medical professionals can be involved, including Emergency Department staff and physicians, a critical care nurse practitioner, as well as first responders such as paramedics.

As a result of the team's work, the median "door to balloon time" at Beebe Medical Center is 59 minutes, which is better than the American College of Cardiology's recommendation/guideline of 90 minutes. The team continues to measure and assess data following each Heart Code occurrence with the goal of improving the process.

■ COMPUTERIZED MEDICATION ADMINISTRATION TEAM

- Lynn Misener, *Team Leader*
- Kathy Podbesek, *Team Leader*
- Will Allen, Mike Burget, Michael Fraundorfer, Kim Kenton, Lynnette Klopp, Linda Mitchell, Pam Muchmore, Sam Roberts, Marsha Rogers, Donna Williamson

Medication safety is of critical importance, and a hospital is continually focused on making sure that patients are administered the correct medication. The team focused on creating an automated protocol to help ensure that the right medication is administered at the right time and in the right dosage by using the hospital's new electronic medical record system. A bar-coding system was developed with bar code strips created for patient wristbands and all medication containers. Three software systems were installed to manage and document medication administration.

Results included a decrease in the time it takes to process a medication order and an improvement in the way that medications are given to patients.

Beebe Medical Center has adopted this new process and continues to monitor its progress with a goal of making further improvements in the future.

(L) Computerized Medication Administration Team

(R) Bar codes on patient wristbands ensure proper medication.



INFECTION PREVENTION

Preventing Surgical Site Infections

Most patients who have surgery do not develop an infection. At Beebe Medical Center, our surgical site infection rate is less than 1%. That means fewer than one out of every 100 patients who have surgery develop an infection. A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Studies show that 1% to 26% of surgical wounds become infected.*

Common symptoms of surgical site infection include:

- Redness and pain around the area of the surgery
- Fever
- Drainage of cloudy fluid from the surgical wound

Most surgical site infections can be treated with antibiotics. The antibiotic used depends on the bacteria (germs) causing the infection. Sometimes patients may need another surgery to treat the infection.

Our team of doctors, nurses, and other healthcare professionals always uses the following best practices to prevent surgical site infections.

- Cleaning their hands and arms up to their elbows with an antiseptic agent just before surgery.
- Wearing special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.

- Cleaning the skin at the site of the surgery with the skin prep recommended by Centers for Disease Control (CDC) to provide the best protection to kill germs.
- Giving antibiotics, when recommended, before surgery starts. The antibiotic is generally timed to be stopped within 24 hours after surgery. The continuation of an antibiotic after surgery is usually not recommended.
- Removing hair, if necessary, immediately before surgery using electric clippers.

We also educate our patients about how they can help prevent surgical site infections:

- Tell your doctor about medical problems you have. Health problems such as allergies and diabetes could affect your surgery and your treatment.
- Do not shave near where you will be having surgery since it may cause irritation of your skin and make it easier for an infection to develop.
- Make sure that your healthcare providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub. If you do not see your healthcare providers clean their hands, please ask them to do so.
- Do not let your family or friends touch the surgical wound or dressing.
- Have family and friends clean their hands with soap and water or an alcohol rub before and after their visits.
- Clean your hands before and after caring for the surgical wound, and make sure you understand how to care for your wound before you leave the hospital.
- Have a clean bed ready for your return home and avoid having pets in close contact with your surgical wound.
- Have your surgical wound checked by your healthcare provider if you have any symptoms of infection, such as redness and pain at the surgery site, drainage, or fever.
- Stop smoking.
- Monitor your blood glucose if you are diabetic. Strict control of blood glucose will lower your risk of infection.

**Referring to National Healthcare Safety Network data 2009 report, using pooled mean values. Rectal surgery is the highest risk at 26%. Many procedures carry risks slightly less than 1%.*



OR tech Maureen Mason demonstrates thorough scrubbing techniques.

ELECTRONIC MEDICAL RECORD



Beebe Electronic Medical Record means Quality. Safety. Efficiency.

In 2010, Beebe Medical Center continued to implement electronic medical record technology throughout the medical center. The system is replacing paper documentation with computerized recordkeeping. This means that patient information—whether it is gathered when a patient registers in the hospital, receives an X-ray or a lab test at a Beebe satellite outpatient facility, or is treated in the hospital—will be easily accessible when the treating physician, nurse, or other clinician needs it.

The system improves communication between the multidisciplinary team of healthcare providers caring for the same patient because accurate information is immediately available and accessible via computer from anywhere. Its ability to instantaneously capture patient data in a single place fosters quality, safety, and efficiency in patient care.

To assure the accuracy of the electronic medical record system, Beebe Medical Center formed multidisciplinary teams of highly trained computer professionals, nurse informaticists who bridge the communication between technology and hands-on

patient care, and unit representatives who know the daily needs of the nurses and other clinicians who use it. Physicians, who also input and read patient information through the computer, are involved in the planning and development of the system. Its accessibility to them from their computers and private offices continues to be tested and perfected.



Linda Mitchell, RN, scans the patient's bar code bracelet, and uses the mobile computer to compare medications accurately with bar code medication delivered by Beebe's pharmacy.

An oversight team, the Guiding Coalition, made up of Information Technology, medical professionals, and members of the Beebe Medical Center executive staff meets every other week to monitor usage and implementation progress so that any necessary process improvements can be made.



- ▲ Donna Williamson scans all manufacturers' medication information from the bar code into the automation robot. As an additional safety measure, Sam Roberts, RPH, MS, Director of Pharmacy, compares bar-coded information.
- ◀ Beebe's Pharmacy automation robot, overseen by Donna Williamson, CPHT, picks up and dispenses bar-coded medication, an important quality measure.

CERTIFICATIONS

In the continuing commitment to provide the highest-quality healthcare to our patients, individual departments at Beebe Medical Center, together with multidisciplinary teams, have achieved certifications and accreditations that reflect optimum performance.

In 2010, **Beebe Medical Center received certification from The Joint Commission as an Advanced Primary Stroke Center.** The Joint Commission is an independent organization that accredits and certifies healthcare organizations and programs throughout the nation.

The certification means that Beebe Medical Center provides a nationally recognized standard of care that fosters the best possible outcomes for stroke sufferers. It also means that Beebe Medical Center is ready and able to treat stroke patients twenty-four hours a day, seven days a week.

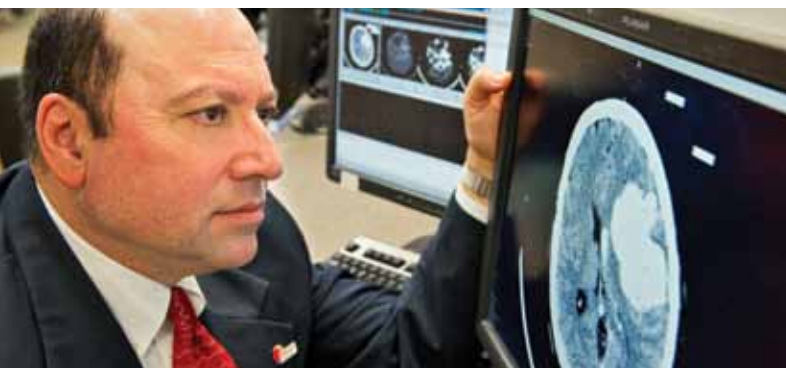
The Joint Commission also awarded Beebe Medical Center disease-specific certifications in hip and knee replacement surgical programs. The certifications mean that these two joint replacement programs at Beebe Medical Center have met the highest national standards and guidelines that can significantly improve outcomes for joint replacement patients.

In early 2011, **The American College of Radiology (ACR)**

designated Beebe Medical Center as a Breast Imaging Center for Excellence. By awarding facilities the status of a Breast Imaging Center of Excellence, the ACR recognizes breast imaging centers that have earned accreditation in all of the College's voluntary breast imaging accreditation programs and modules in addition to the mandatory Mammography Accreditation Program.

The breast imaging services at Beebe Medical Center are fully accredited in mammography, stereotactic breast biopsy, breast ultrasound, and ultrasound-guided breast biopsy. Peer-review evaluations determined that Beebe Medical Center has achieved high practice standards in image quality, personnel qualifications, facility equipment, quality control procedures, and quality assurance programs.

The Intersocietal Commission for the Accreditation of Nuclear Medicine Laboratories, in the fall of 2010, granted accreditation to Beebe Medical Center Nuclear Cardiology in the area of Myocardial Perfusion Imaging. Myocardial perfusion imaging is a nuclear stress test that assesses the pumping function and the blood flow of the heart. Cardiologists are able to detect the presence of cardiovascular disease and may also discover important



Advanced Primary Stroke Center



Breast Imaging Center for Excellence



Disease-specific certifications in hip and knee replacement surgical programs

information regarding the occurrence of future heart attacks. Nuclear medicine is a medical specialty that is used to diagnose and treat diseases. These diagnostic procedures help gain medical information that might otherwise not have been learned.

The Accreditation Committee of the College of American Pathologists (CAP) awarded Beebe Medical Center accreditation.

The federal government recognizes the CAP Laboratory Accreditation Program, begun in the early 1960s, as being equal to or more stringent than the federal inspection program. The various sections of the laboratory included in the accreditation are:

- Anatomic and Clinical Laboratories
- Point-of-Care Testing Laboratory
- Blood Gas Laboratory
- Medical Office Building Laboratory at Tunnell Cancer Center
- Specialty Care, Inc., Lab (Perfusionists Program, OR)
- Millville Emergency Department Laboratory

The American Society of Metabolic and Bariatric Surgery and the Surgical Review Corporation in 2010 designated Beebe Medical Center as a Bariatric Surgery Center of Excellence.

This designation means that Beebe Medical Center offers a sophisticated weight-loss program that includes surgical options

and meets the highest standards of quality and safety as set down by the American Society of Metabolic and Bariatric Surgery. The designation acknowledges Beebe Medical Center’s commitment to battling obesity and associated diseases, including heart disease, diabetes, high blood pressure, high cholesterol, osteoarthritis, and sleep apnea.



The American Association of Diabetes Educators (AADE) in June 2010 named Beebe Medical Center’s “Diabetes Self-Management Education” program an accredited diabetes education program. The Beebe Medical Center program has been recognized by the American Diabetes Association (ADA) since August 2000.

The AADE accreditation allows Beebe Medical Center to provide education in as many as 10 different sites without additional applications and fees. This permits residents in and around Delaware and Maryland increased access to critical diabetes education services.



The Accreditation Committee of the College of American Pathologists (CAP) awarded Beebe Medical Center accreditation.



Bariatric Surgery Center of Excellence



Diabetes Self-Management Education



Beebe Medical Center

Your not-for-profit, community-owned hospital

424 Savannah Road ■ Lewes, Delaware
302-645-3300 ■ www.beebemed.org

With photography by Kevin Fleming