

# Reinventing Health Care

## *A Message from America's Hospitals*

America's hospitals are working smarter every day. Faced with the daunting challenge of delivering better, safer care at the same time they tackle costs, hospitals are aggressively amassing knowledge and forging new connections. And they are putting it all to work for patients.

**Hospitals have tapped into the expertise of industry to identify safer and more efficient ways to deliver care.** It's allowed them to develop checklists so that caregivers consistently take the right steps, backed by science. A recent report found participating hospitals consistently delivering every critical aspect of care measured for heart attack, heart failure and pneumonia patients more than 96 percent of the time.

**By reengineering the way clinicians work together with their patients, hospitals have dramatically reduced some preventable infections.** More than 1,000 hospitals participating in one project reduced central



Rich Umbdenstock  
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line-associated blood stream infections in adult intensive care units by 40 percent over four years, saving more than 500 lives and \$34 million in health care costs. Similar techniques are being used to help patients avoid trips and falls and to make hospi-

tals safer for patients, their families and workers.

**Drawing on the knowledge of the retail distribution and customer service sectors, hospitals are using bar codes to track medications and tests, and electronic health records to share knowledge and prevent duplication of services.** About 90 percent of hospitals now use technology to check for drug interactions and allergies when medications are ordered, a major step in cutting medication errors.

Innovation, coordination and continuous improvement in the quality of care — that's how America's hospitals are reinventing health care.

## America's hospitals are leading the way

To read more success stories of quality health care improvements in hospitals, go to: [www.aha.org](http://www.aha.org)



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