



News

Hospital celebrates major year

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Staff report

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Major Health Partners ended 2009 with plenty to brag about as new services were offered, several building projects completed and awards were collected.

Major Hospital and the practice groups in Major Health Partners received national recognition for outstanding health-care delivery in 2009. The latest in a series of national awards and rankings for Major Hospital came from HealthGrades, the nation's leading health care-ranking firm.

HealthGrades announced in the fourth quarter that Major Hospital is among the top 10 percent in the nation for pulmonary care and awarded the hospital its top five-star ratings in a number of health-care offerings, ranging from treatment for respiratory and pulmonary diseases, including pneumonia, to gastrointestinal disorders.

As part of the new rankings, Major Hospital qualified for the HealthGrades 2010 Pulmonary Excellence Award. The HealthGrades recognition follows a number of other significant national rankings and positive evaluations received by Major Hospital during 2009. Earlier in the year, Major Hospital achieved top national and regional performance marks for inpatient satisfaction, according to data collected and analyzed by Press Ganey, a national health-care consulting and research firm.

"We are both humbled and flattered by national recognition for health-care excellence from top research firms like HealthGrades, Thomson- Reuters and Press Ganey," said Jack Horner, president and CEO of Major Health Partners.

"Hospitals and health-care networks of our size don't typically receive rankings of the magnitude that Major Hospital and its related practice groups received in 2009, which reflects the top professionalism and high performance standards of our physicians and staff."

According to Gene Jones, chairman of the Major Hospital Board of Directors, the hospital views the national rankings as proof that the quality of care available at Major Hospital and the practices of Major Health Partners are equal to or exceed standards of health-care delivery at larger hospitals in the region.

"Major Hospital administrators and professionals have openly embraced formal continuous improvement standards, and these national awards truly recognize the outstanding work that our physicians, nurses and staff are doing for the people of Shelby County and southeast Indiana," Jones said. "In the challenging environment of 21st-century health care, they are more than getting the job done."

In addition, during the summer of 2009, the national health-care reporting agency Thomson-Reuters named Major Hospital as one of the top 100 hospitals in America.

"These rankings analyze independent data gathered from patients and professionals, and they are not easily won," said Horner. "The hospital is collecting well-deserved national recognition because of the intense commitment and performance of its physicians, nurses and medical professionals."

"As I've emphasized in public statements over the past year, the goal of Major Hospital is nothing less than to be the best in the region for personalized health-care delivery, and these independent national awards demonstrate that we are advancing toward that goal," Horner added.

The hospital, which serves as the health-care anchor for 28 different specialty practice groups in Major Health Partners, including oncology and orthopedics, strategically renewed its long-term focus on high

standards of health care in January 2008, according to Linda Wessic, vice president of nursing for Major Hospital.

"Following the leadership of Major Hospital, we were tasked with taking our already high standards of service delivery and dialing them up to new levels," Wessic explained. "We asked for total commitment from our medical staff to go from good to great, and these awards show that we're getting there."

As part of the improvement process, top Major Hospital executives, staff representatives and medical professionals met twice a month to intensively review any and all opportunities for improvement.

"We are fortunate to have very highly trained and qualified medical professionals within Major Health Partners, and they have risen to the challenge of being the best in the region," Horner stated.

The hospital has added a number of advancements over the past two years to help improve patient care and quality, according to Gust Spenos, a board-certified neurologist who serves as Major Hospital's chief of medical staff.

"New positions for hospitalist physicians and other professional staff roles have been created to work directly with referring physicians and specialists to ensure that Major Hospital patients receive personalized service and the highest quality of care contributing to positive outcomes," he said. According to Spenos, "These new positions reinforce the high standards of personalized care that define what we call 'the Major difference' for our southeast Indiana operations."

The recent rankings by HealthGrades, Press Ganey and Thomson-Reuters add to a long list of notable recognition for excellence received by Major Hospital. Among other achievements, the hospital was recognized earlier in the decade as one of America's "most wired hospitals" by Hospitals and Health Networks for its early adoption and implementation of a comprehensive medical information technology system. Such systems improve patient safety and outcomes by standardizing information exchange, and Major Hospital was one of the first facilities in central Indiana to deploy such state-of-the-art technology. Major Hospital also achieved peer recognition as an early adopter of telemedicine applications in secure high-resolution image transmission and the fiber-based broadband linkage of all hospital-related physician practice groups.

"Our focus is to continue to improve on high standards of excellence in health-care delivery for the people of Shelby County and southeast Indiana," Horner concluded.

The hospital significantly upgraded its patient services in orthopedic care with the opening in July of the 25,000-square-foot, \$7.2 million, state-of-the-art ReNovo Orthopaedics Center. By combining the practices of Major Sports Medicine, SportWorks Rehabilitation Center and Family Orthopaedics and Rehabilitation Center (FORCE) into one facility, patients are able to take care of most of their orthopedic needs, from surgery to rehabilitation, at a single location.

"With the Boomer generation moving into the time when orthopedic care becomes very important, this new center represents a good strategic move to meet the changing needs of our community," board chairman Jones said.

Horner added that the center also serves the growing need for work and sports-related rehabilitation.

According to Shelbyville Mayor Scott Furgeson, "With the center's top surgeons, physicians and rehab professionals, there will be no need to drive to Indianapolis for service."

The opening of the Benesse Oncology Center Healing Gardens in June also provided a valuable extra for many patients and their families dealing with cancer treatment.

Angela Gill, Major Hospital Foundation executive director, said that medical research demonstrates that patients exposed to the beauty of nature often experience improved clinical outcomes. The calming qualities of the garden's five water features, separate areas for meditation and privacy — including an American Indian-styled kiva pit, a sensory garden with special butterfly-attracting plants and the artistic labyrinth — are just some of the features of the new garden that is open to the public.

"I don't have cancer," said Wendy Jefferson while sitting on a bench in the Benesse Healing Gardens, "but I can still enjoy the beauty and peace of this garden. And if I ever do have cancer or someone in my family does, I like knowing that this place is here for me and my loved ones."

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