



# Baptist Leadership Group

Patient Centered Excellence

## Success Story - Grays Harbor Community Hospital, Aberdeen, Washington

- Went from regularly losing \$1 million per month to regularly making \$1 million per month in operating net revenue
- Improved operating income from 1.5 percent at the start of their journey in 2006, to 8.3 percent today
- Went from next to last in the state of Washington to the upper third for Clinical Quality Scores
- Reduced the number of patients who left without being seen in the Emergency Department from 4.5 percent to 2 percent or less
- Reduced fall rates from 5.5 percent to 2 percent per patient days and length of stay has been reduced to 3.2 days

Impressive? Yes, and the healthcare industry sat up and took notice.

- **2008** -- received **the HealthGrades Outstanding Patient Experience Award** for achieving the top 15% in perceptual quality for patient satisfaction
- **2009** -- named a [Top Leadership Team in Healthcare](#) by HealthLeaders Media