

Shore Memorial scores high on quality

NASSAWADOX – The latest patient care scores released by a state agency reflect Shore Memorial Hospital’s commitment to quality.

The Virginia Hospital & Healthcare Association reported that SMH provided the right care at the right time to 96 percent of its heart attack, pneumonia and heart failure patients, exceeding the state goal of 94 percent.

Other hospitals in Virginia averaged only 91 percent.

“Our scores demonstrate that nothing is more important to us than quality of care,” hospital President and CEO Joe Zager said.

Shore Memorial provided antibiotics at the right time to 88 percent of its surgical patients, compared to a rate of 82 percent through the state, according to VHHA.

“It’s all about putting the patient first,” Quality Director Sharon Angle said. “We’ve been working on key quality measures here since 2003. We try to stay ahead of the curve and implement new initiatives before we’re required to.”

Increasingly, quality is being promoted and measured in health care. Key steps championed by the government ensure that patients undergoing surgery or suffering from heart failure, pneumonia or heart attack get the right care at the right time – every time. Results are tracked and eventually published on the Internet. The Hospital Compare site operated by the Department of Health & Human Services is a prime example.

Angle encourages patients to check out Shore Memorial Hospital’s scores. “We’ve consistently performed above state and national averages,” she said.

Find quality data online at www.hospitalcompare.hhs.gov.