

## New Analysis from Blue Health Intelligence® Highlights Crozer-Chester Medical Center as a Top Performing Facility

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The [Comprehensive Bariatric Surgery Program at Crozer-Chester Medical Center](#), a not-for-profit teaching hospital and Blue Distinction Center®, was recently recognized as a top performing bariatric program for having one of the lowest rates of potentially avoidable complications (PACs) in the country. The Crozer program, which offers minimally invasive procedures like gastric bypass, sleeve gastrectomy and gastric bands, demonstrated the best year-over-year performance in bariatric surgery based on Potentially Avoidable Complications (PAC) analysis conducted by [Blue Health Intelligence \(BHI®\)](#), the nation's premier health intelligence resource, in collaboration with Independence Blue Cross and other participating Blue Cross and Blue Shield companies.

To determine the best-performing facilities in bariatric surgery based on PAC analysis, 214 facilities were considered. During the three-year period that BHI looked at, Crozer experienced lower than average complications and exhibited excellent safety results, a low readmission rate and a competitive average cost of care. Crozer's potentially avoidable complication rate was just 0.04 percent compared to a nationwide average of 6.7 percent.

"We're very honored to have our program recognized for excellent clinical care," says Leon Katz, M.D., F.A.C.S., medical director of the Comprehensive Bariatric Surgery Program. "Crozer's bariatric surgery team is dedicated to helping people lose weight — and keep it off. Our friendly and experienced team works very hard to assist patients every step of the way, from nutrition counseling to support services after patients leave the medical center."

According to BHI, executives and clinical staff at Crozer identified various key factors in the program's success. For instance, the program design includes a team of dedicated staff and facility to address the unique needs of the patients, monthly safety committee meetings with an established high reliability culture, and clinical practice guidelines to drive increased quality. Ongoing patient support and interaction is another key factor to Crozer's demonstrated success. Distribution of e-newsletters, patient satisfaction surveys, and mentoring teams also helped to keep patients actively engaged and knowledgeable.

Crozer also has been recognized by the [Blue Cross Blue Shield Association](#) as a [Blue Distinction Center for Bariatric Surgery](#). Blue Distinction is a national designation program, developed in collaboration with the medical community to recognize those facilities that demonstrate expertise in delivering quality specialty care – safely and efficiently.

"With access to a wealth of data and with professional relationships across the health care community, Independence Blue Cross is uniquely positioned to identify and promote best practices in clinical care," says Richard Snyder, Chief Medical Officer at Independence Blue Cross. "We are pleased to contribute to BHI's effective analytics by providing claims information needed

for BHI’s analysis and comparison of leading bariatric programs across the country which can aid members when making decisions about their care. We have long supported physicians and hospitals in practicing evidence-based medicine and it is rewarding to see that Crozer-Chester Medical Center has emerged as having a very high quality bariatric surgery program.”

“BHI’s analysis of Crozer-Chester Medical Center is an example of how BHI’s analytics can help transform the healthcare system by delivering data-driven information about healthcare trends and best practices resulting in healthier lives and affordable access to safe and effective care,” said Swati Abbott, BHI CEO. “BHI congratulates Crozer for its continued efforts in delivering safe, quality care to its patients.”

## METHODOLOGY

The data used in the study was collected during a three-year period, from January 2008 through May 2011. The following criteria are used to determine the highest performing facilities based on the PAC analysis for a specific condition:

- Facilities demonstrating a culture of patient safety, as reflected by low complication rates.
- Facilities demonstrating consistent year-over-year results.
- A minimum of 60 cases were required to have been performed during the three-year period, with at least 20 cases each year.

## TOP PERFORMING FACILITY ATTRIBUTES

BHI, in collaboration with Independence Blue Cross, interviewed the executives and clinical staff at Crozer to uncover key success factors that lead to the development of best practices and policies that deliver quality care to patients.

## QUALITY FOCUS

### Monthly Safety Committee Meetings

- Reviews all significant events, near misses, and root cause processes.
- Evaluates results by facility and across the System. Shares all results and learning’s at the Board level.
- Encourages staff in the preoperative arena to report safety defects and near misses.
- Awards a “Great Catch of the Quarter” to recognize the most impactful detection of a safety opportunity to address as an organization.

### Clinical Practice Guidelines

- Complies with established national guidelines recognized by professional organizations.
- Proactively mitigates complications, specifically DVT risk, by following best-in-class techniques and guidelines including using compression boots and administering proven preoperative blood thinners.

### COMMITMENT TO THE BARIATRIC SURGERY PROGRAM

- Employs the latest in technology and equipment—the surgeon plays a key role in the selection of new equipment.
- Uses an intraoperative robotic arm to precisely secure the laparoscopic camera throughout the entire procedure.
- Captures the patient’s medical history and medical records electronically and ensures they are accessible preoperatively, intraoperatively and postoperatively to all clinicians and team members.
- Operates a dedicated bariatric surgery unit with physical structures and clinical teams customized to meet patient needs (e.g., floor-mounted toilets, large doorways and sensitivity training for all team members).
- Maintains a 3:1 patient-to-nurse ratio in the step-down unit until the patient is discharged.
- Schedules patients’ one week and one month post-surgical follow up appointments prior to discharge.

### HIGHLY COMMITTED, DEDICATED CARE TEAM

- Team member assigned to every patient, to provide consistent, focused care and attention throughout the entire spectrum of care from preoperative workup through long-term follow up.
- Multi-disciplinary team, including surgeon, nurse case manager, nutritionist, behavioral health professionals and other specialists based on the patient’s specific needs, review patients’ progress at a weekly and monthly case conference.
- Preoperative care and planning begins three months prior to surgery to ensure patients are physically and mentally prepared for the procedure. Preoperative patient wellness screenings and evaluations include:
  - Extensive psychological evaluations with a bariatric-specific focus, including depression and anxiety.
  - Wellness screening as appropriate to age and gender, including prostate, mammogram, Pap and pregnancy. All tests must have negative results prior to surgery.
  - Lifestyle screening for tobacco use. Smoking cessation programs are provided, if needed, and must be successfully completed prior to surgery.
- Integrated database, including medical records, tracks multiple care and outcome metrics to allow the team to identify unexpected outcomes quickly preoperatively, intraoperatively and postoperatively.
- Surgeon attends international and national conferences to gain insight on and incorporate cutting-edge findings, trends, results and outcomes into the program.

### ONGOING PATIENT SUPPORT AND INTERACTION:

- Provides coordination of care assistance for patients who are traveling by identifying the nearest Bariatric Center of Excellence and working with the medical facility to provide appropriate care if needed.
- Utilizes patient satisfaction surveys to provide valuable program feedback.
- Organizes annual reunions to provide ongoing support.
- Delivers e-newsletters to provide patients with additional education and encouragement.
- “Bariatric Ambassadors” and “Bariatric Buddies” coaching and mentoring teams provide initial and ongoing support.

## ABOUT CROZER-CHESTER MEDICAL CENTER

Crozer-Chester Medical Center is a 424-bed not-for-profit, tertiary-care teaching hospital in Upland, Pa. The medical center is part of the Crozer-Keystone Health System, the largest employer and health care provider in Delaware County, which is located west of Philadelphia. Crozer features the county's only trauma and burn centers, a regional cancer center, a regional kidney transplant center, a Level III intensive care nursery and advanced outpatient, surgical and acute care services. For more information, visit [www.crozerkeystone.org](http://www.crozerkeystone.org).

## ABOUT INDEPENDENCE BLUE CROSS

Independence Blue Cross is the leading health insurer in southeastern Pennsylvania. Nationwide, Independence Blue Cross and its affiliates provide coverage to nearly 3.1 million people. For 74 years, Independence Blue Cross has offered high-quality health care coverage tailored to meet the changing needs of members, employers, and health care professionals. Independence Blue Cross's HMO and PPO health care plans have consistently received the highest ratings from the National Committee for Quality Assurance. Independence Blue Cross is an independent licensee of the Blue Cross and Blue Shield Association. Like us on [Facebook](#). Follow us on Twitter [@ibx](#).

## ABOUT BLUE HEALTH INTELLIGENCE®

Blue Health Intelligence (BHI®) is the nation's premiere health intelligence resource, delivering data-driven insights about healthcare trends and best practices, resulting in healthier lives and more affordable access to safe and effective care. BHI accesses healthcare claims data from more than 110 million individuals nationwide, collected over seven years, in a safe, HIPAA compliant and secure database. The resulting conformed, reliable data set has the broadest, deepest pool of integrated medical and pharmacy claims, reflecting medical utilization in every ZIP code. Blue Health Intelligence (BHI) is a trade name of Health Intelligence Company, LLC. BHI is an Independent licensee of the Blue Cross Blue Shield Association