



# 2011

## MISSOURI QUALITY AWARD RECIPIENT

### University of Missouri Health Care

University of Missouri Health Care touches the lives of Missourians from every county in the state.

The health system consists of more than 50 primary and specialty clinics and a comprehensive network of specialty hospitals, including University Hospital, Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center and Women's and Children's Hospital, all in Columbia, and Missouri Rehabilitation Center in Mount Vernon.

Our network of hospitals and clinics is staffed by University Physicians, the largest multispecialty medical group practice in mid-Missouri. As one of the state's premier academic medical centers, we collaborate closely with our academic partners: MU's School of Medicine, Sinclair School of Nursing and School of Health Professions.

In fiscal year 2011, we recorded 540,835 clinic visits, cared for 22,011 hospital patients and delivered 1,634 babies. Our medical, health professional and support staff includes more than 6,000 employees.

Our foundational programs consist of critical care, emergency medicine, primary care and women's and children's health. Our signature programs consist of behavioral health, cancer, cardiovascular medicine, neurosciences, orthopaedic surgery, and trauma and acute care surgery. We are one of three Level I trauma centers in the state that is nationally recognized by the American College of Surgeons' Committee on Trauma as providing the highest level of care to trauma victims.



We are guided by six columns of excellence: community, finance, growth, people, quality and service. Through our commitment to each of these areas, we carry out our mission to improve the lives of Missourians.

University of Missouri Health Care promotes an organizational culture of patient- and family-centered care with an emphasis on the guiding principles of respect, sharing, partnership and engagement. To see our hospitals and clinics through the eyes of our patients and their families, we created a Patient and Family Advisory Council comprised of patients and family members. Input from the council guides our decisions, such as designing our new Children's Hospital with sleeper chairs or couches in each patient room for a parent to spend the night.

#### OUR MISSION

University of Missouri Health Care's core mission is to advance the health of all people, especially Missourians. Through exceptional clinical service, University of Missouri Health Care supports the education and research missions of the University of Missouri.

#### OUR VISION

Through discovery and innovation, University of Missouri Health Care will be the health system that people choose for exceptional service and exemplary health care.



**STROKE**

Our leaders have created a training initiative focused on hardwiring workforce best practices. This includes training staff on guiding principles of patient- and family-centered care and best practices for interacting with patients and families. Training began in the fall of 2010 and continues with more than 50 videos starring our staff for specific areas in which employees interact with patients and families. More videos continue to be produced, with the latest videos featuring physicians.

Health care is an ever-advancing field, with experts discovering new and better treatments that save and improve patients' lives. University of Missouri Health Care has taken a leadership role in improving the quality of health care. We take patient safety very seriously and have focused our efforts on making a difference where it matters most, such as monitoring clinical outcomes and using data to measure quality.



**PATIENT- AND FAMILY-CENTERED CARE**

We've introduced new technologies, and MU Health Care is one of the nation's "Most Wired" health systems, according to the 2011 Most Wired Survey released in the July issue of Hospitals & Health Networks magazine. The survey recognizes the top 100 hospitals in the country that are making progress in the adoption of health information technology. Our innovative partnership with Cerner Corporation has resulted in major advancements in the adoption of electronic medical records (EMR) throughout the health system. We achieved Stage 6 in the EMR Adoption Model by HIMSS Analytics, a national company that evaluates hospitals' progress in transitioning to paperless medical records.

We invest in our future through ongoing facility improvements to upgrade and expand our facilities. Our strategic financial plan incorporates our \$280 million master facilities plan. In 2010, we opened a freestanding orthopaedic facility, the Missouri Orthopaedic Institute. In 2011, we completed consolidation of our pediatric services at Women's and Children's Hospital. Our patient care tower, currently under construction, will open in 2013. It will be located on the north side of University Hospital and include Ellis Fischel Cancer Center.



**NEONATAL INTENSIVE CARE UNIT**

As one of the largest employers in Columbia, we take our responsibility as a community partner seriously, always working to improve the health of the communities we serve. A few examples of the ways we reach out to the community, along with our academic partners, includes our childhood obesity clinic, diabetes education, cancer screening services van, Safe Kids program and a number of targeted health screenings and educational seminars.

**FOR MORE INFORMATION, PLEASE CONTACT:**

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