



Challenges and successes in patient safety, quality and satisfaction

Modern Healthcare

Since the landmark report *To Err is Human* shook up the industry in 1999, healthcare has been on a bumpy road to improving quality and safety.

Hospital mortality

251,000

Annual estimated deaths due to medical errors, the third-leading cause of death in the U.S.

Source: BMJ

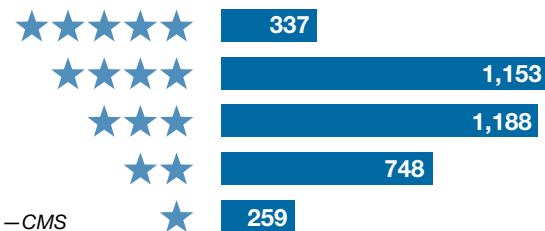
8.9%

Percentage of physicians saying they had made a medical error in the previous three months. Within that group, **1.5%** of physicians believe the error resulted in a patient's death

—Annals of Surgery, 2009

Patient satisfaction

Star ratings for patient experience among 3,685 acute-care hospitals reporting to the CMS



Primary care

24%

of primary-care physicians say their practices are not equipped to manage care for patients with multiple chronic conditions

—Commonwealth Fund

84%

say they aren't prepared to manage care for patients with severe mental health problems

31%

of primary-care physicians say they're notified when a patient is discharged from the hospital or seen in an ER

Infection

21%



Drop in healthcare-acquired conditions from 2010 to 2015

125,000

Patient deaths averted as a result

—HHS' Agency for Healthcare Research and Quality

500,000

C. difficile infections among patients annually

15,000

Deaths annually attributable to the infections

—Centers for Disease Control and Prevention, 2015



54%

Drop in invasive MRSA infections that began in hospitals between 2005 and 2011

—JAMA, 2013