



Maryland  
Hospital Association

## QUALITY MATTERS HOSPITALS PROTECTING PATIENTS

Maryland's hospitals are committed to delivering the safest and highest quality health care in the nation. This commitment includes the ceaseless pursuit of “better” – better doctor-patient relationships, better coordination among hospitals and other care providers, better understanding of patients' needs, and ultimately, better health for all Marylanders.

In transforming health care, hospitals are moving from being responsible for separate episodes of care to taking care of the whole patient, moving outside the hospital's walls in order to take advantage of community-based resources and innovative partnerships with other providers. This way, we can address people's health *before* they need a hospital.

But, as this transformation progresses, one thing remains constant: the foremost priority of hospitals is to provide high quality care.

Maryland's hospitals have made impressive strides as they work to provide the safest, highest-quality care in the nation:

- **Reducing Readmissions** – Maryland's hospitals have reduced readmissions rates faster than the rest of the nation, with Medicare readmissions reductions outpacing those across the country for four years in a row. In Maryland, readmissions are down more than 12% over the past five years.
- **Reducing Complications and Infections** – Maryland's hospitals reduced potentially preventable complications by nearly 50% between 2013 and 2016, eliminating more than 13,000 potentially preventable complications.
- **Protecting Moms and Babies** – The March of Dimes recognized Maryland as the first state to see 100% of its birthing hospitals reduce the rate of early elective deliveries to less than 5% for 6 consecutive months; in the past decade, Maryland's infant mortality rate has declined by more than 22%.
- **Medication Safety** – To help curb the state's epidemic of opioid abuse, 100% of Maryland's hospitals have agreed to strict emergency department guidelines for prescribing opioids.
- **Strengthening Patient Partnerships** – 90% of acute care hospitals offer an online portal so patients can access medical records from their own computers; 80% of acute care hospitals offer unlimited visiting hours.

