



J. Richard Goss, M.D., M.P.H.

Medical Director, Harborview Medical Center

Director, Quality of Metrics Reporting, UW Medicine

Professor, Medicine/Division of General Internal Medicine



Harborview Medical Center: Owned by the Citizens of King County – Managed by the University of Washington

Harborview History

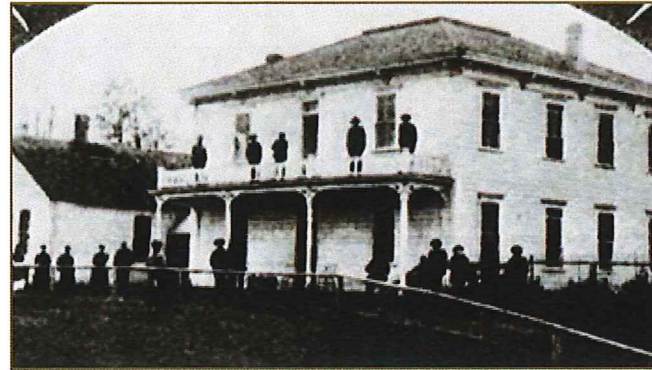
1877 1st King County Hospital

1894 KC Hospital in
Georgetown

1931 current site and new
name

1946 UW Medical School
formed

1967 UW affiliation with KC /
Harborview, emerging as a
regional and national leader
in trauma care, pre-hospital
care (Medic-I), Burn Care.





UW Medicine Patients Are First Pillars

- UW Medicine Pillars are the foundation of Patients Are First
- We have aligned our organizational goals to these Pillars, which has enabled us to create and sustain results when teamed with the other PAF approaches and tactics.
- We measure how well we are progressing in our journey to lead for the future through the lens of the Pillars and goals:

Focus on Serving the Patient/Family

Serve all patients and family members with compassion, respect and excellence.

Provide the Highest Quality Care

Provide the highest quality, safest and most effective care to every patient, every time.

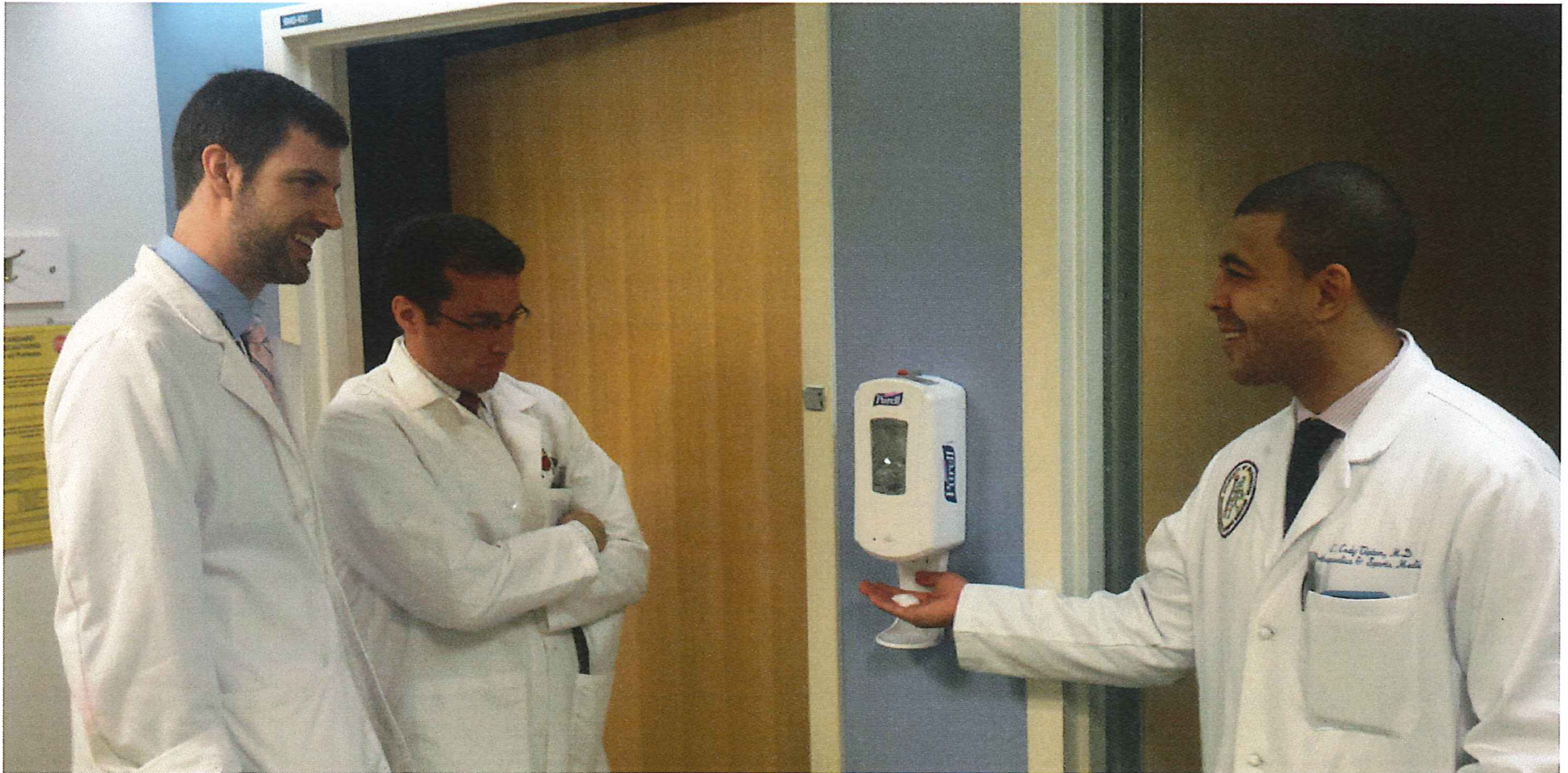
Become the Employer of Choice

Recruit and retain a competent, professional workforce focused on serving our patients and their families.

Practice Fiscal Responsibility

Ensure effective financial planning and the economic performance necessary to invest in strategies that improve the health of our patients.


Unwavering Focus on Patient Safety



Transparency Improves Results!

UW MEDICINE | KEEPING EVERYONE SAFE

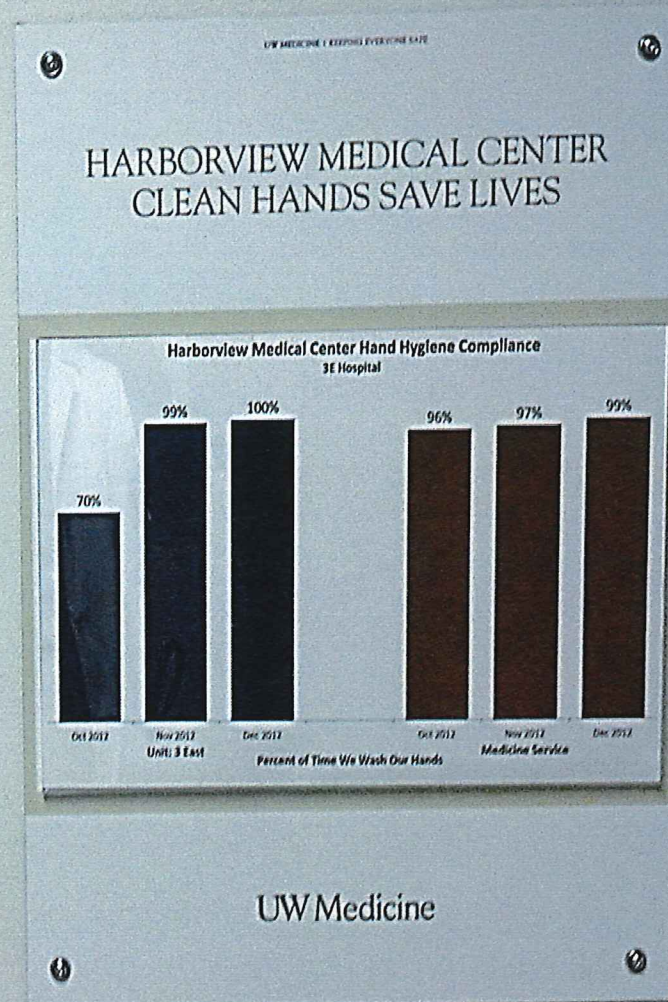
CLEAN HANDS SAVE LIVES



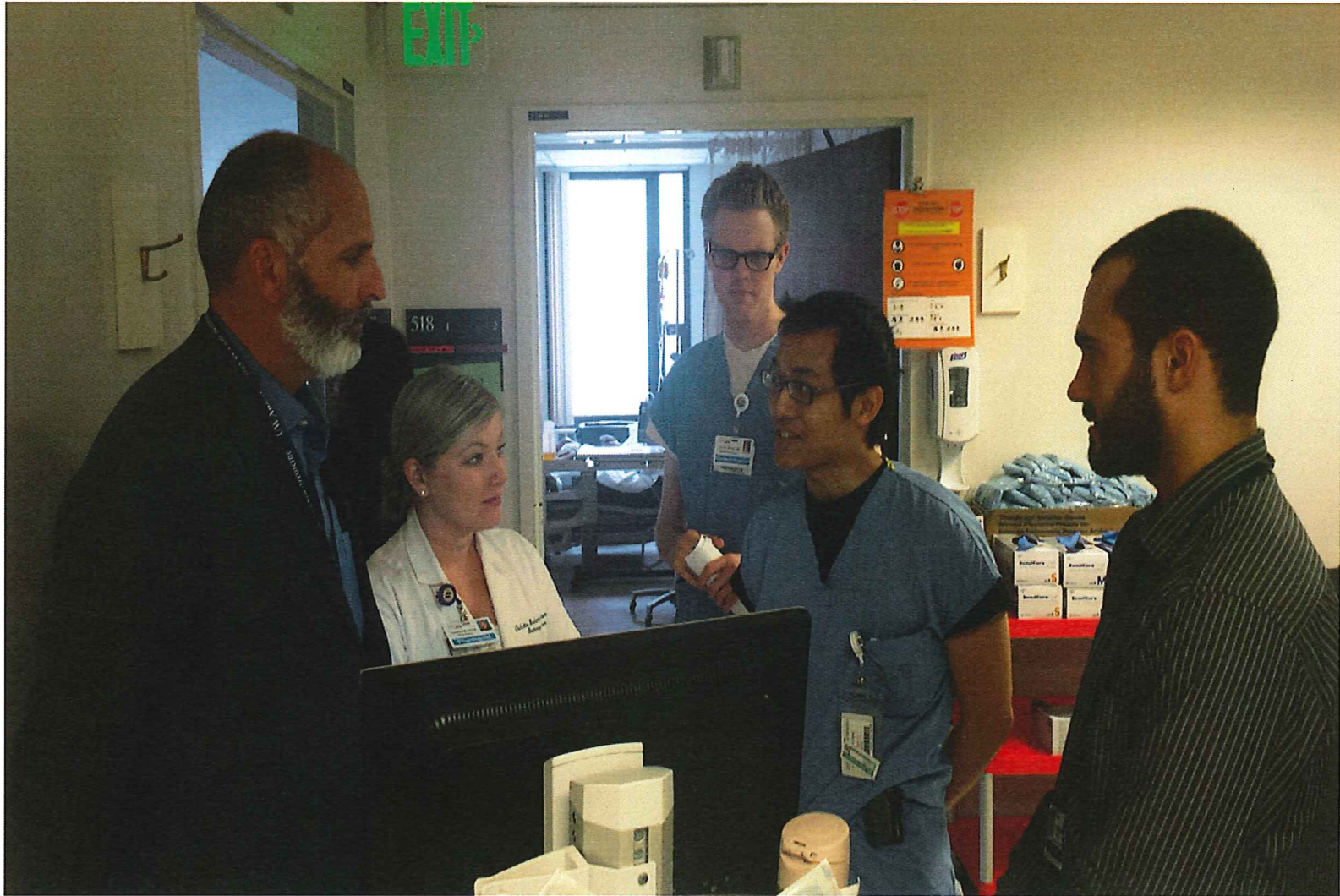
Virginia Broudy, M.D. Laura Hewcomb
Nurse Manager

Preventing infections is in our hands. Everyone. Every time.

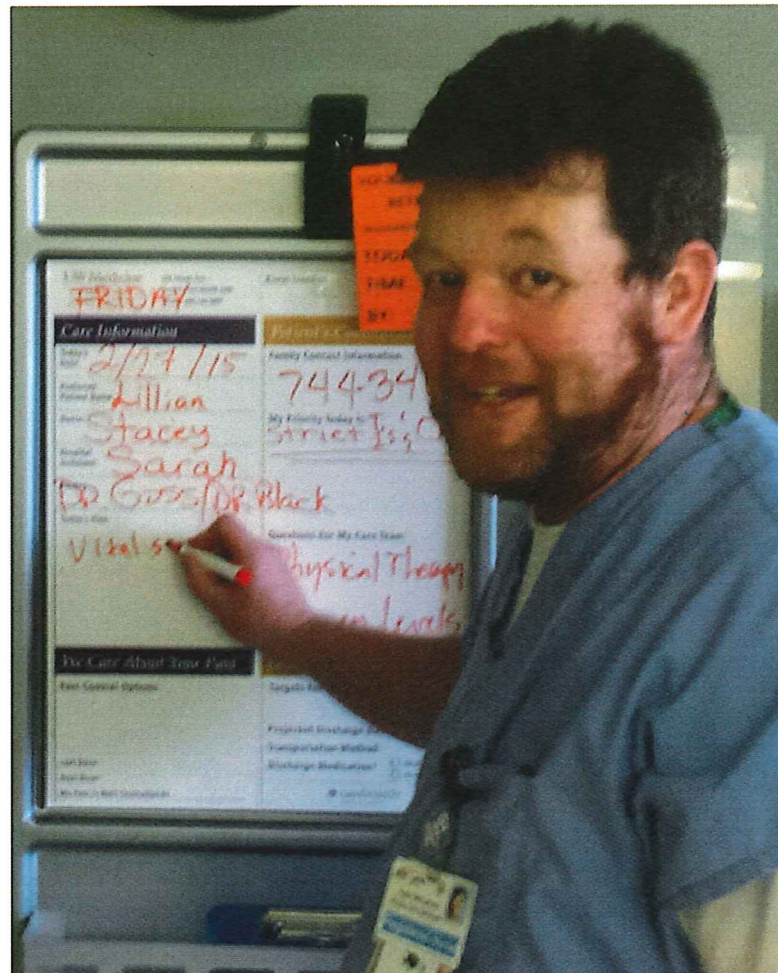
UW Medicine



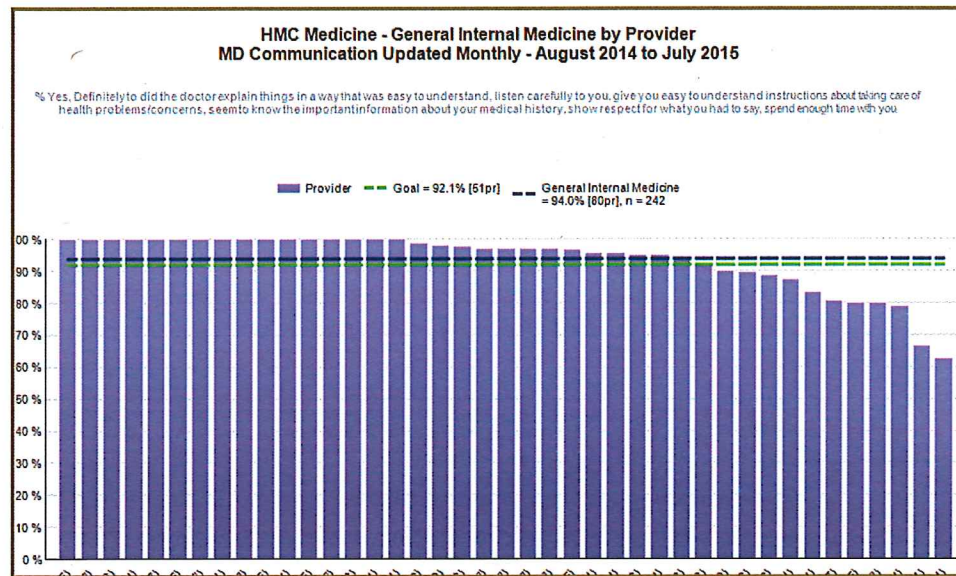
TeamSTEPPS for enhanced safety in team communication



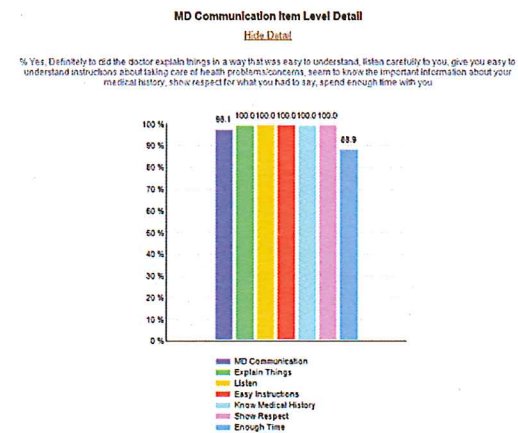
Communicating with Patients and Families



Incorporating Patient Feedback



HMC OP CG-CAHPS Survey Results Updated Monthly - August 2014 to July 2015
Goss, J Richard (General Internal Medicine)



Leapfrog Safety Score HMC

Spring 2014

Harborview Medical Center (50-0064)
325 Ninth Avenue, Seattle, WA 98104

HOSPITAL SAFETY SCORE	
My Score	My Letter Grade
3.187	A
More Information	

Spring 2015

Harborview Medical Center (500064)
325 Ninth Avenue, Seattle, WA 98104

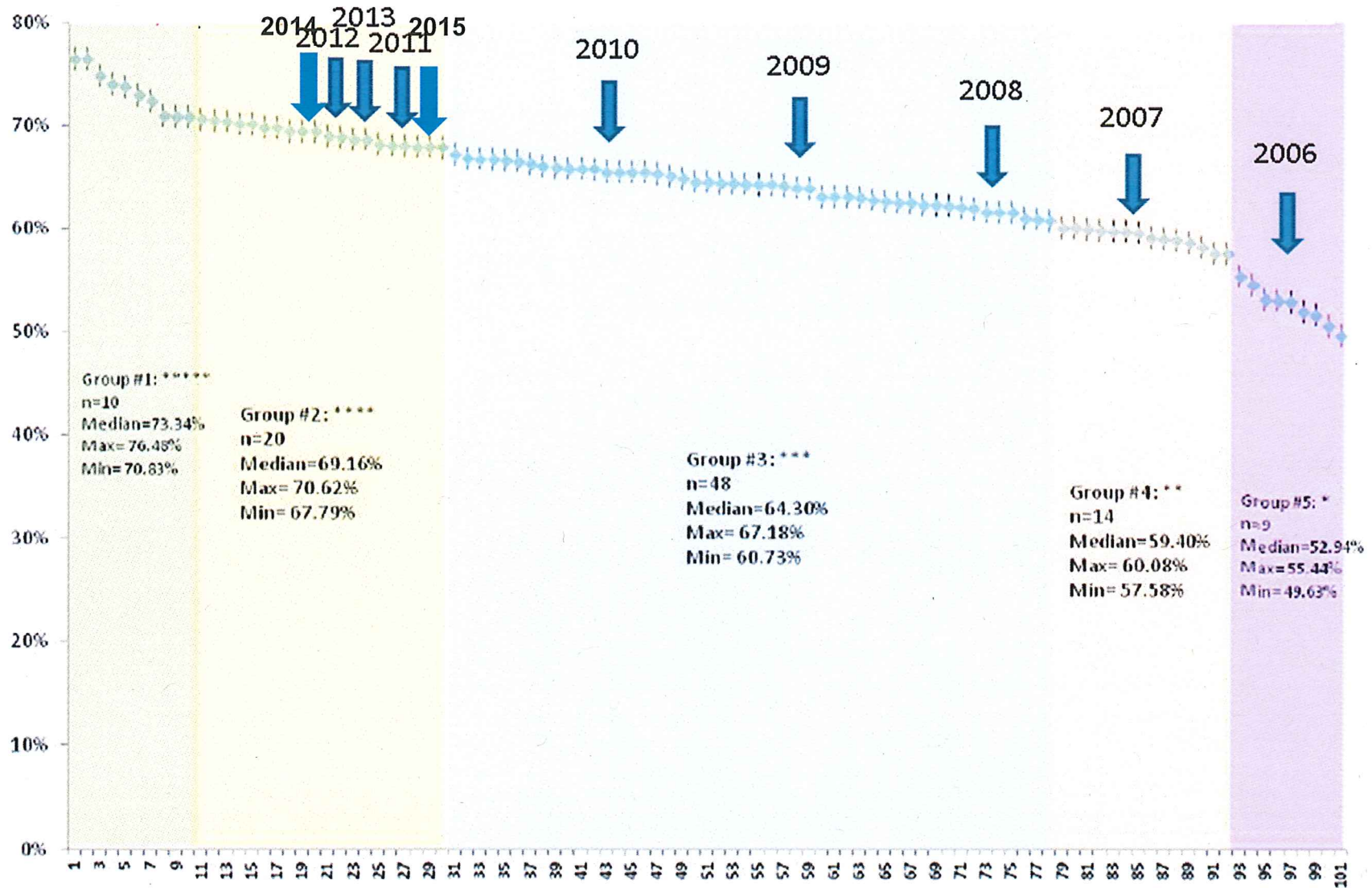
HOSPITAL SAFETY SCORE	
My Score	My Letter Grade
3.2413	A
More Information	

Fall 2014

Harborview Medical Center (50-0064)
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HOSPITAL SAFETY SCORE	
My Score	My Letter Grade
3.2368	A
More Information	

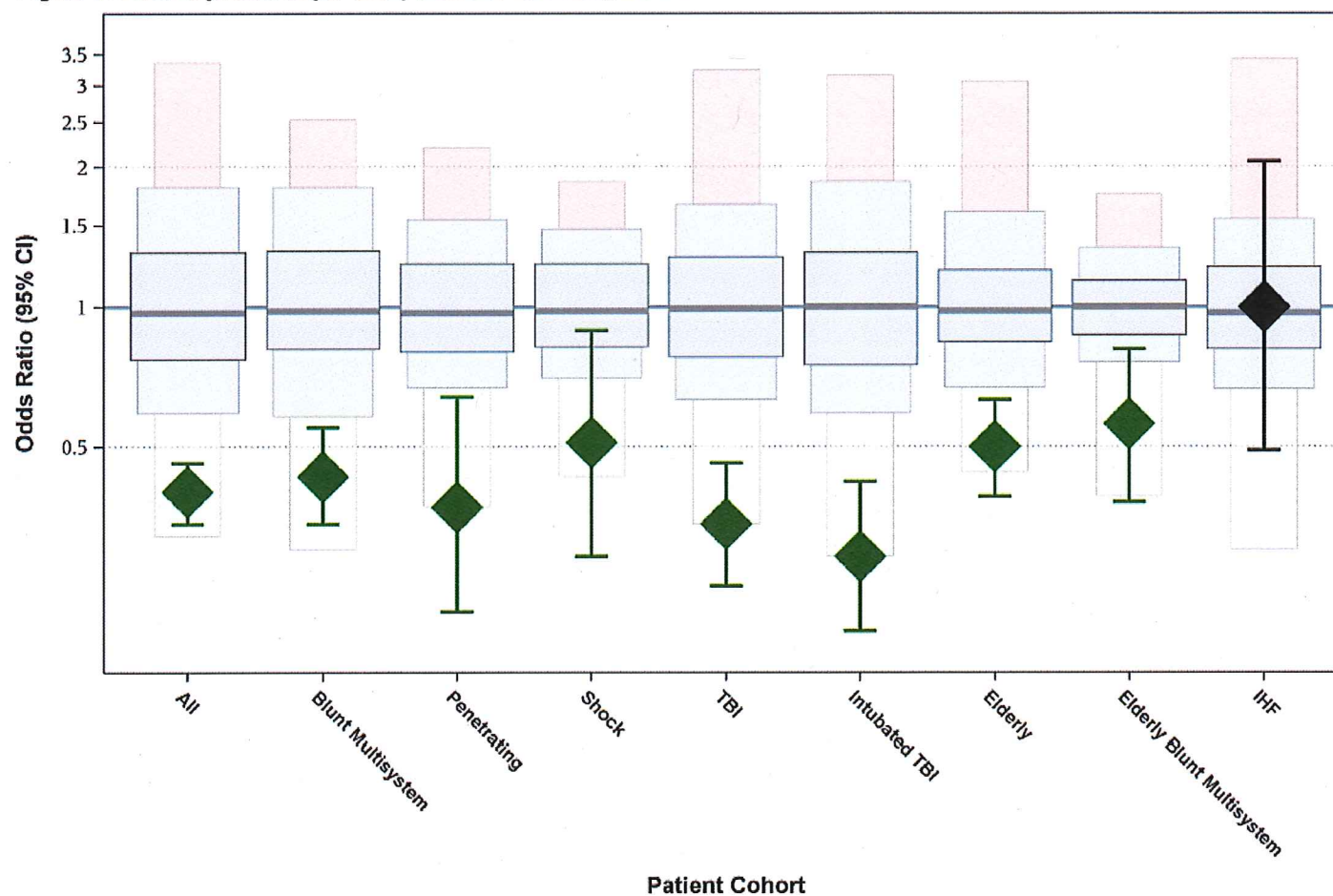
UHC Yearly Ranking Comparison



Trauma Quality Improvement Program Report

October 2013
TQIP Benchmark Report
TQIP Report ID: 178

Figure 3: Risk-Adjusted Major Complications Including Death





Who are you?

Are you a good
physician?

Do you care?

WRIHC 2014

Exceptional Care Without Exception

