



**D.D. Bainbridge**  
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# Quality and Leadership

## Helping Our Hospitals Make It Work for Them



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*Chance favors only  
the prepared mind.*

Louis Pasteur





- 1. Patient satisfaction that drives loyalty and trust*
- 2. New patient acquisition*
- 3. Patient retention*
- 4. Patient profitability*
- 5. Market domination*





*Providers face three critical market changes that will impact those outcomes:*

- 1. Pay-for-performance*
- 2. A generational shift in consumers*
- 3. Growing competition*





# Possibly the Most Important Rule in Healthcare Reform

# 1:10:100 Rule



**1:10:~~100~~ Rule**

**1,000**

**10,000**

**100,000**

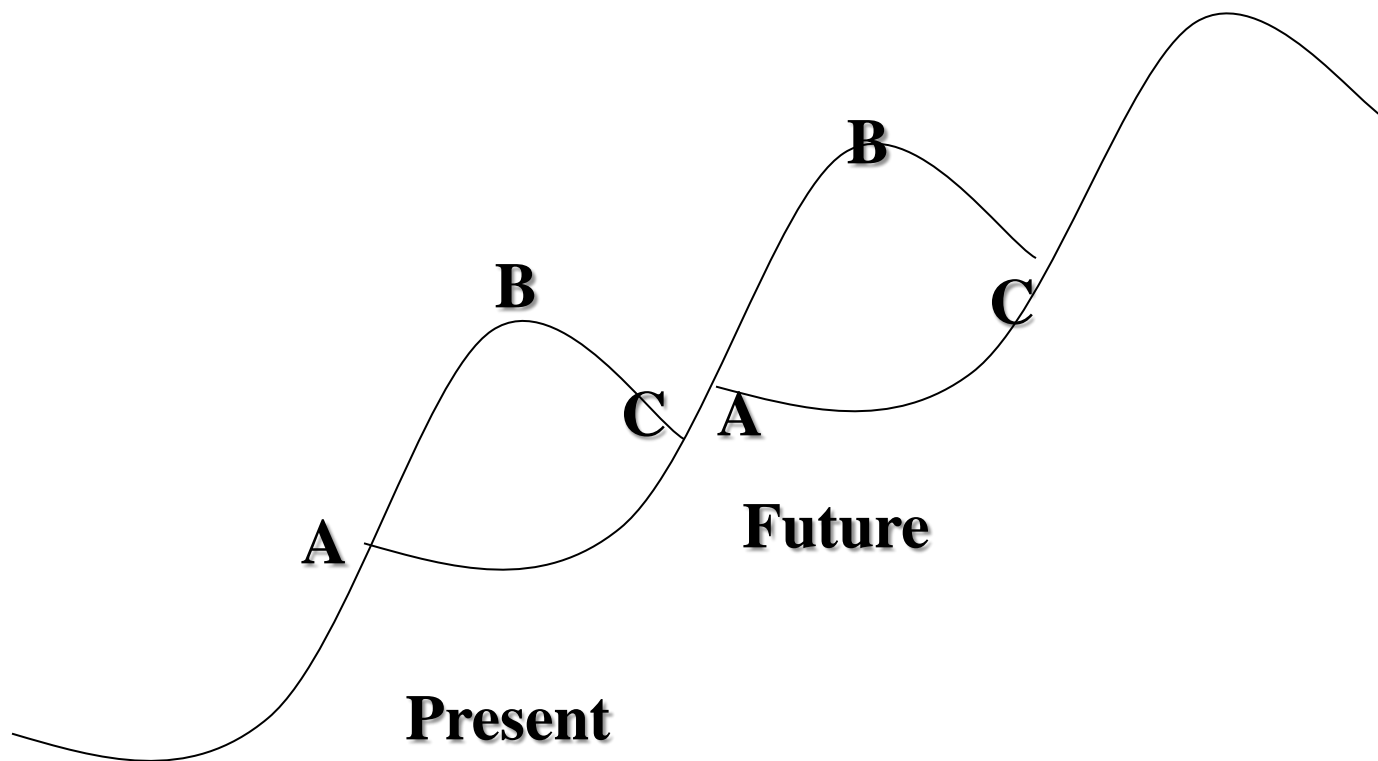


**As a technologically advancing, safety critical industry, health care has three characteristics that are constantly introducing new risk and shifting existing risk:**

- **Fast paced**
- **Hypercomplexity**
- **Tight coupling**

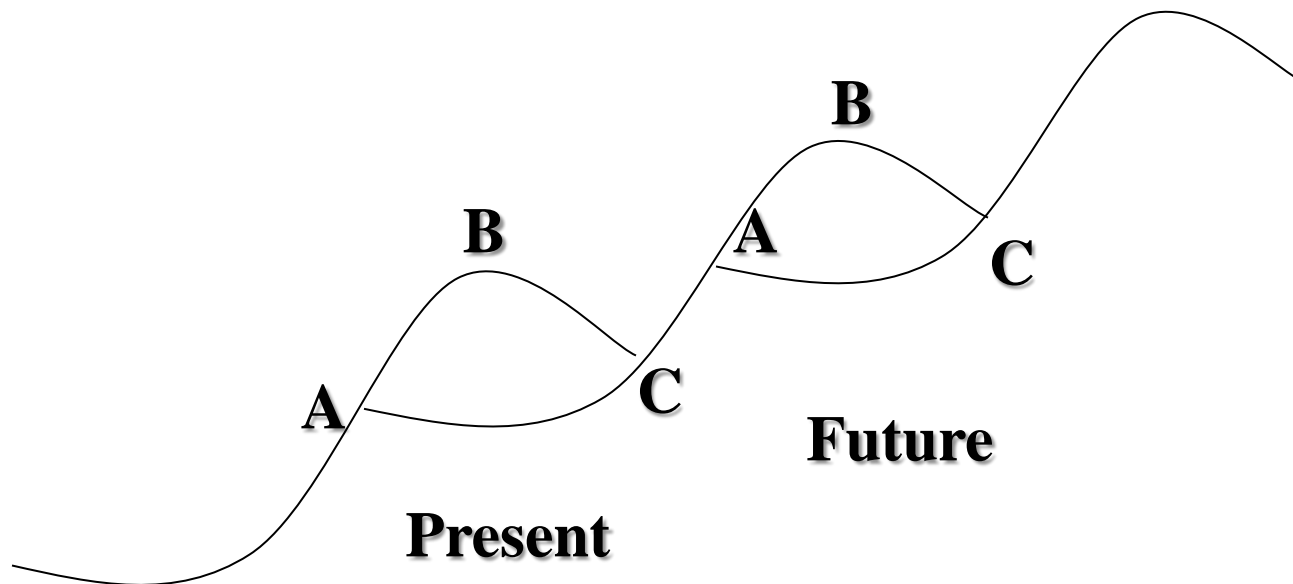


# Keeping Pace in Today's World



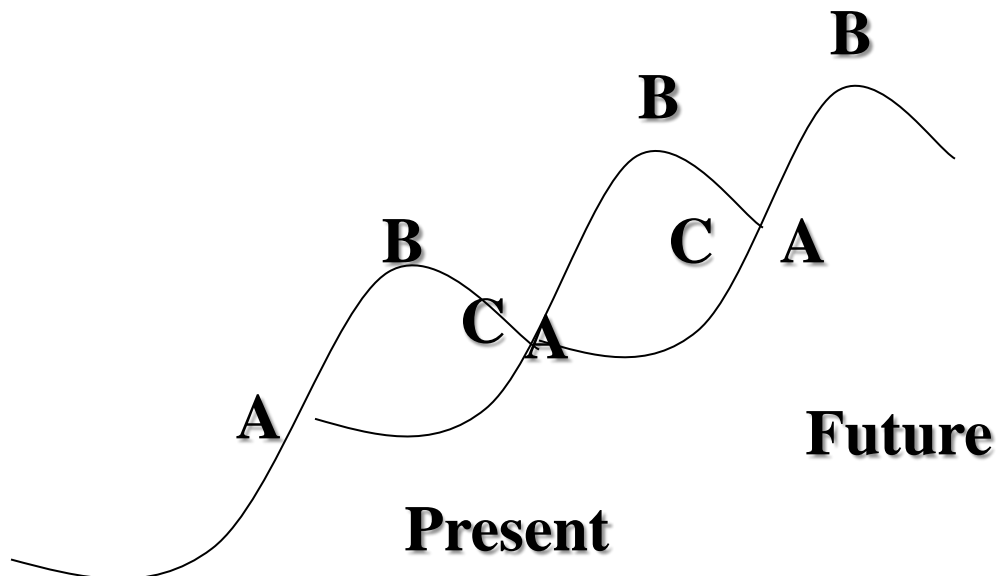


# Our Time for Wise Business Decisions is Shrinking



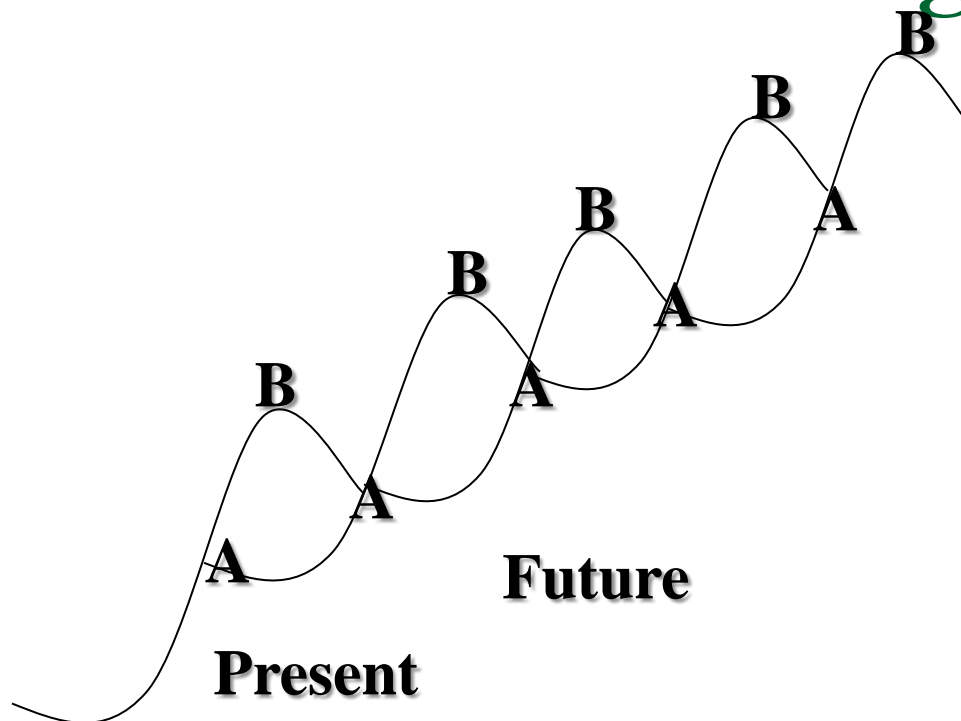


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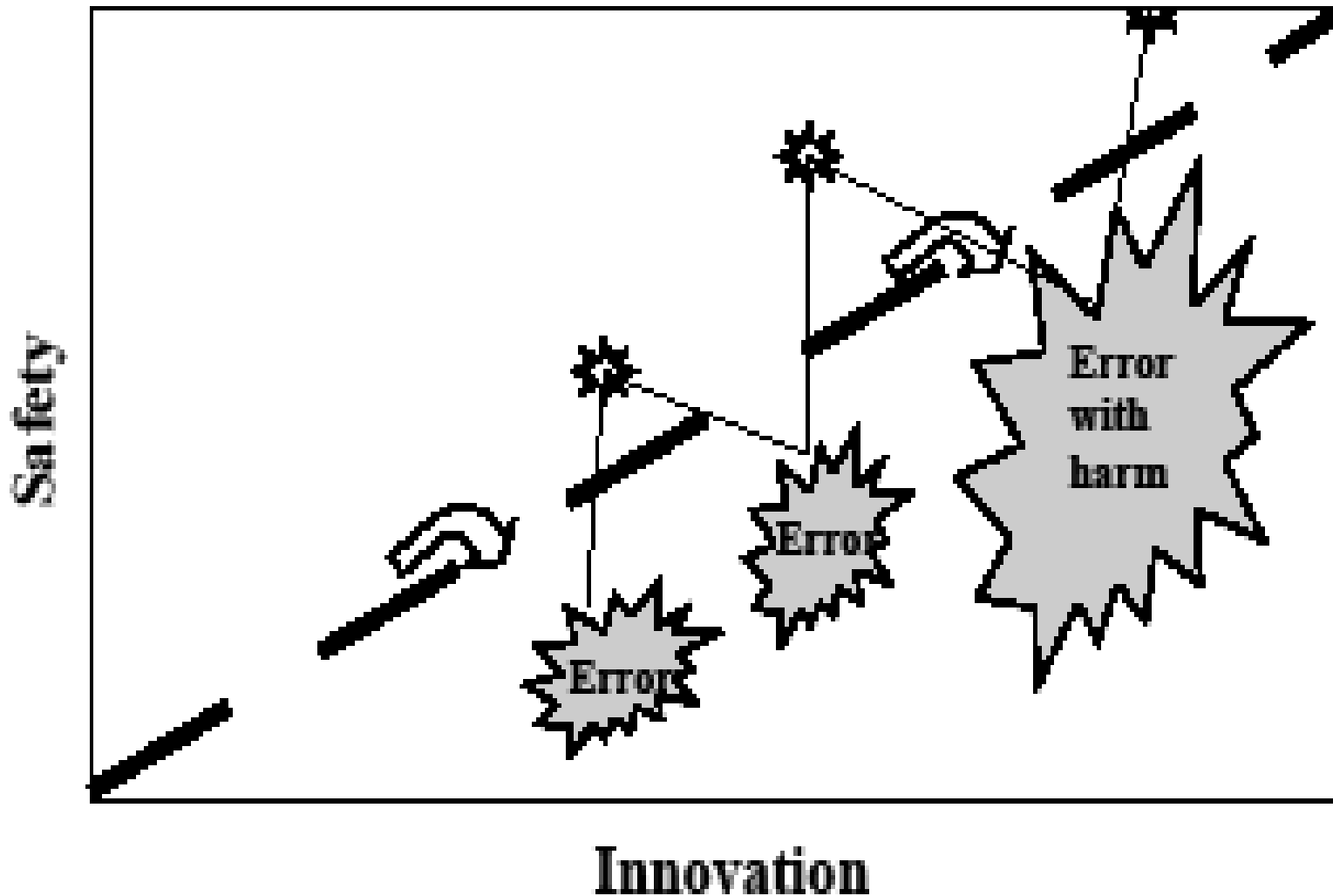


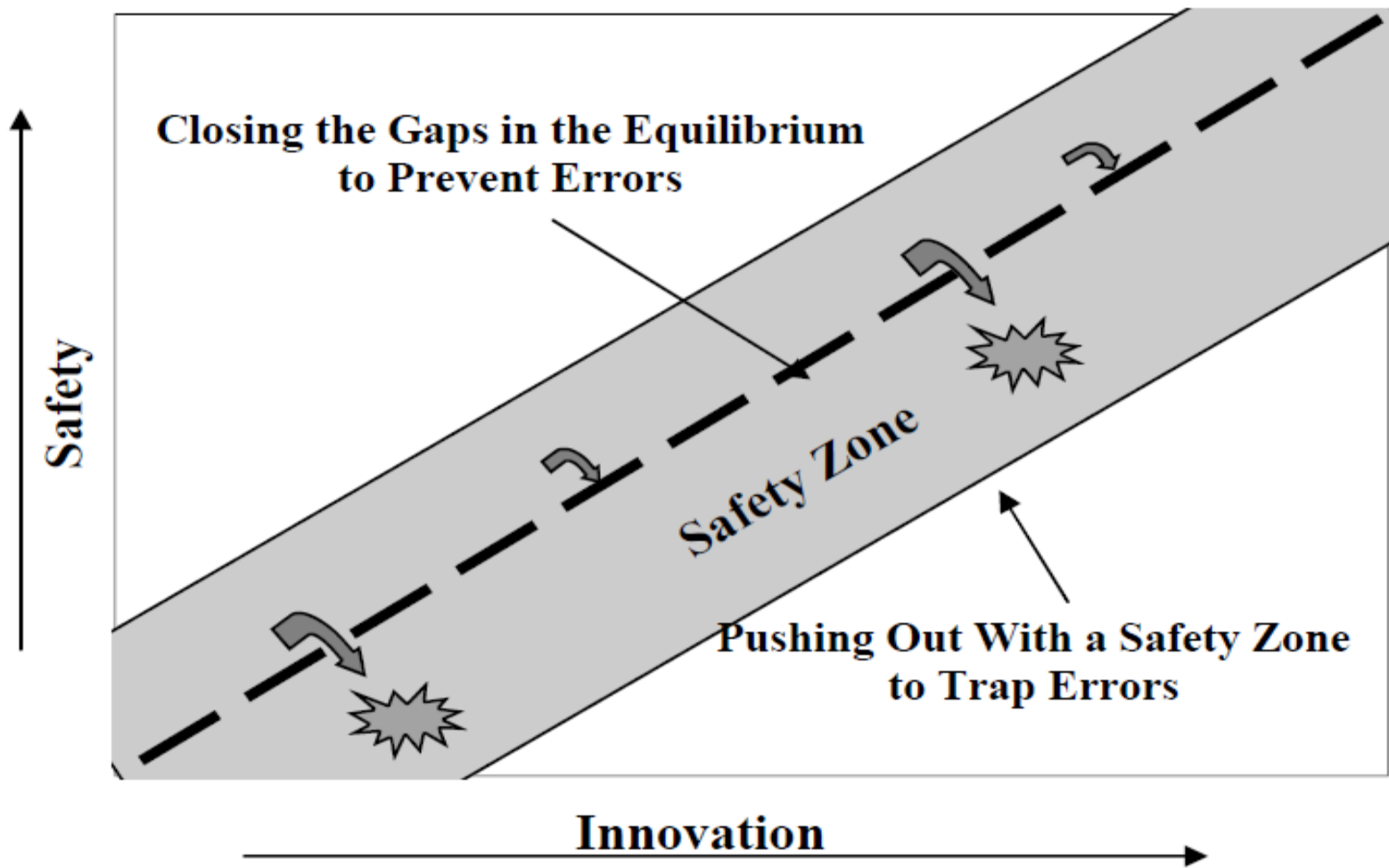


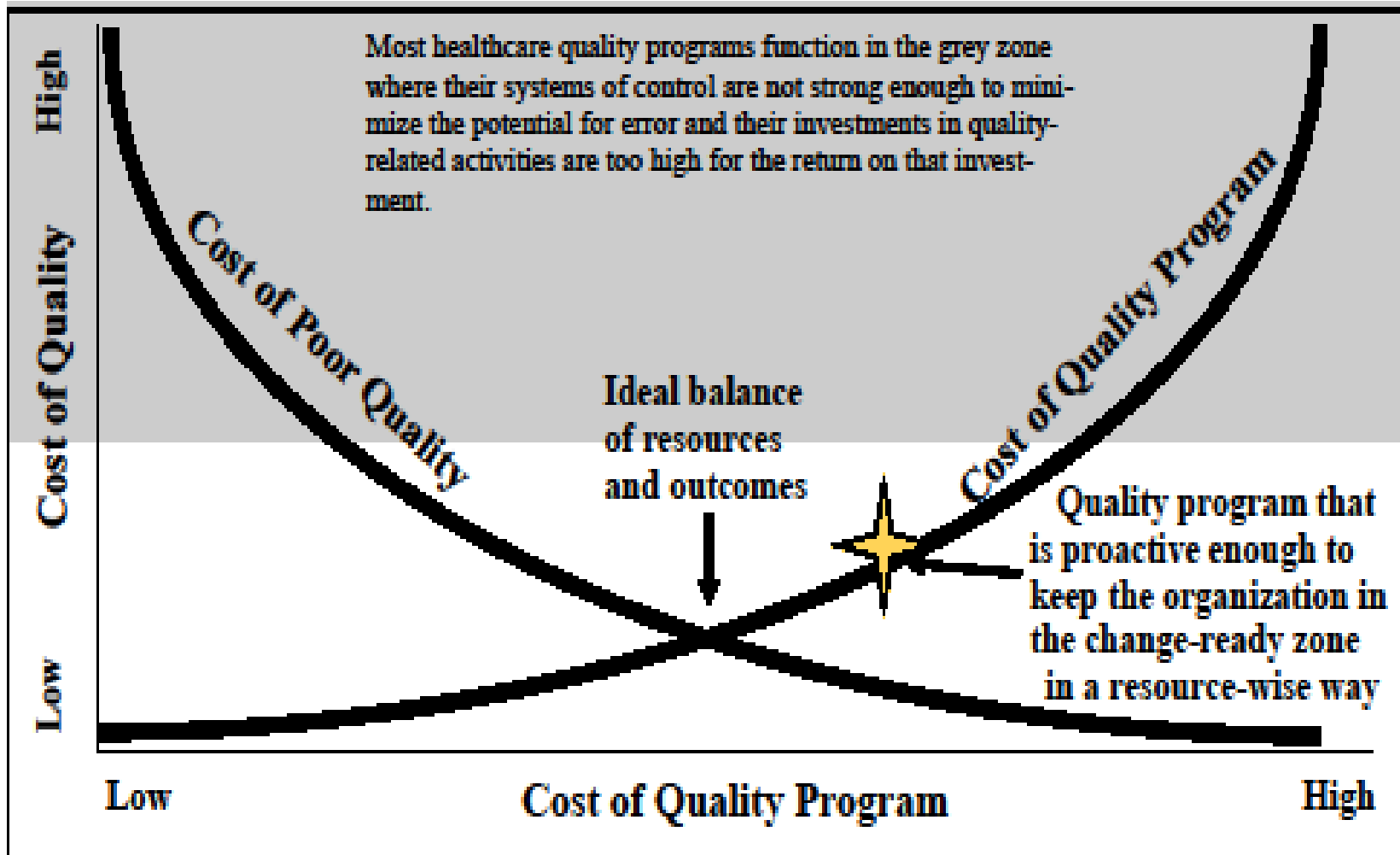


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