



**D.D. Bainbridge**  
& ASSOCIATES, Inc.

595 Lyndon Road  
Cuba, New York 14727  
Phone 716-676-3635  
Fax 716-676-2404  
darlene@ddbainbridgeassoc.com

# Quality and Leadership

## Helping Our Hospitals Make It Work for Them



D.D. Bainbridge  
& ASSOCIATES, Inc.

595 Lyndon Road  
Cuba, New York 14727  
Phone 716-676-3635  
Fax 716-676-2404  
darlene@ddbainbridgeassoc.com

*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

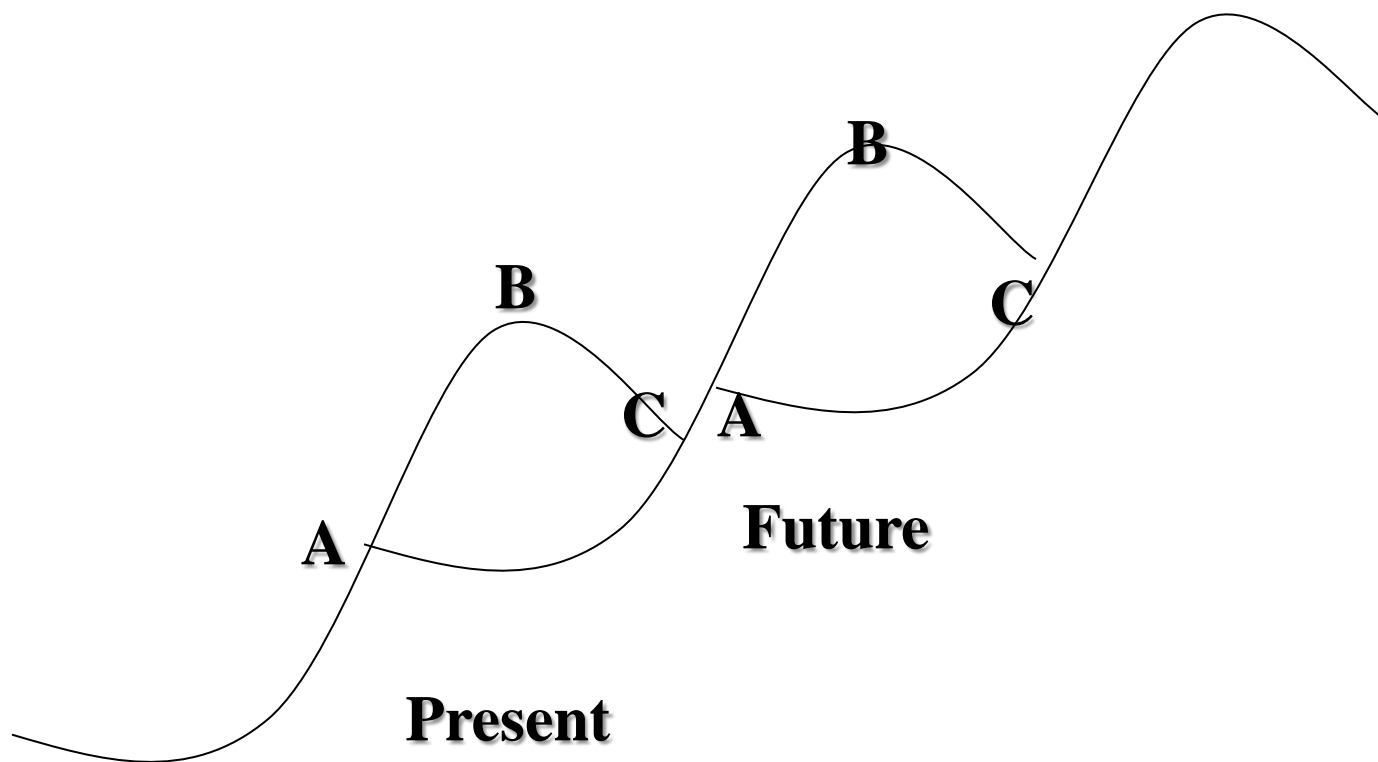


**As a technologically advancing, safety critical industry, health care has three characteristics that are constantly introducing new risk and shifting existing risk:**

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



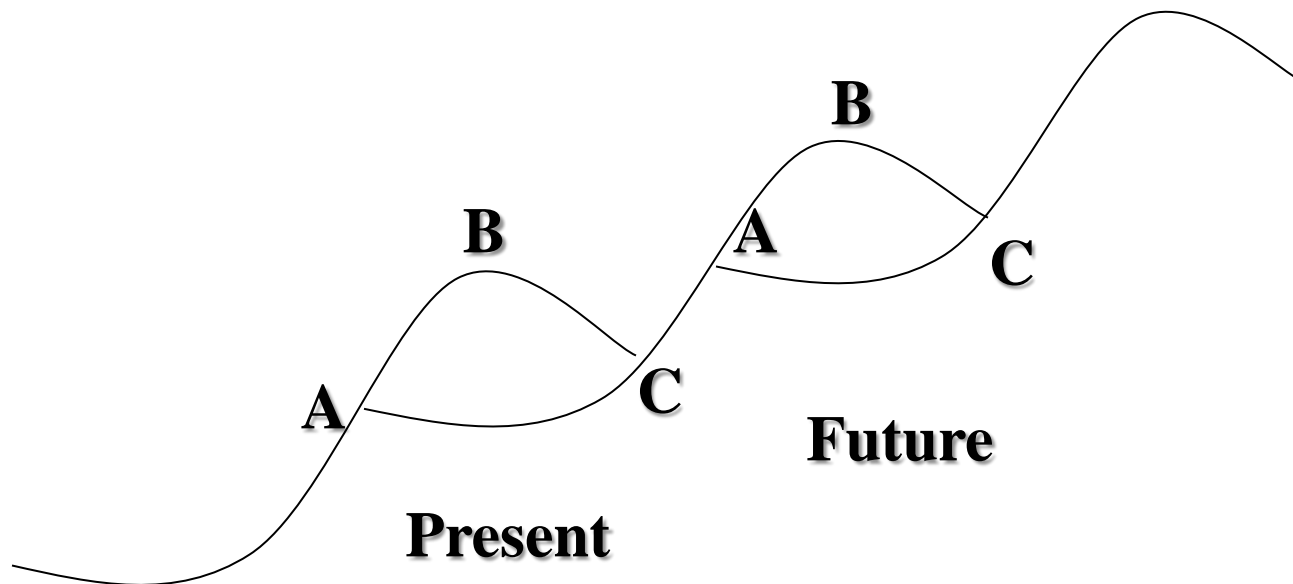
# Keeping Pace in Today's World





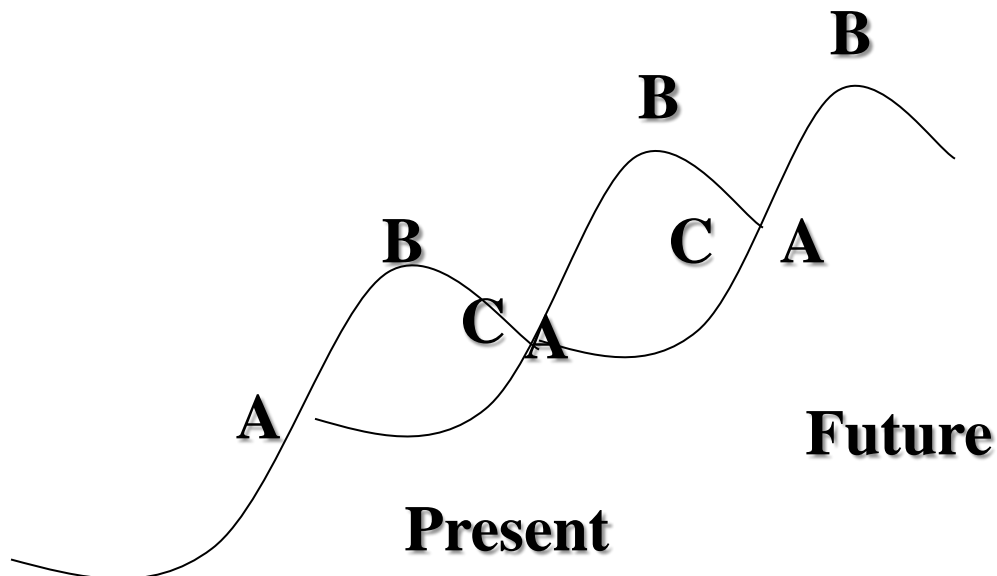


# Our Time for Wise Business Decisions is Shrinking



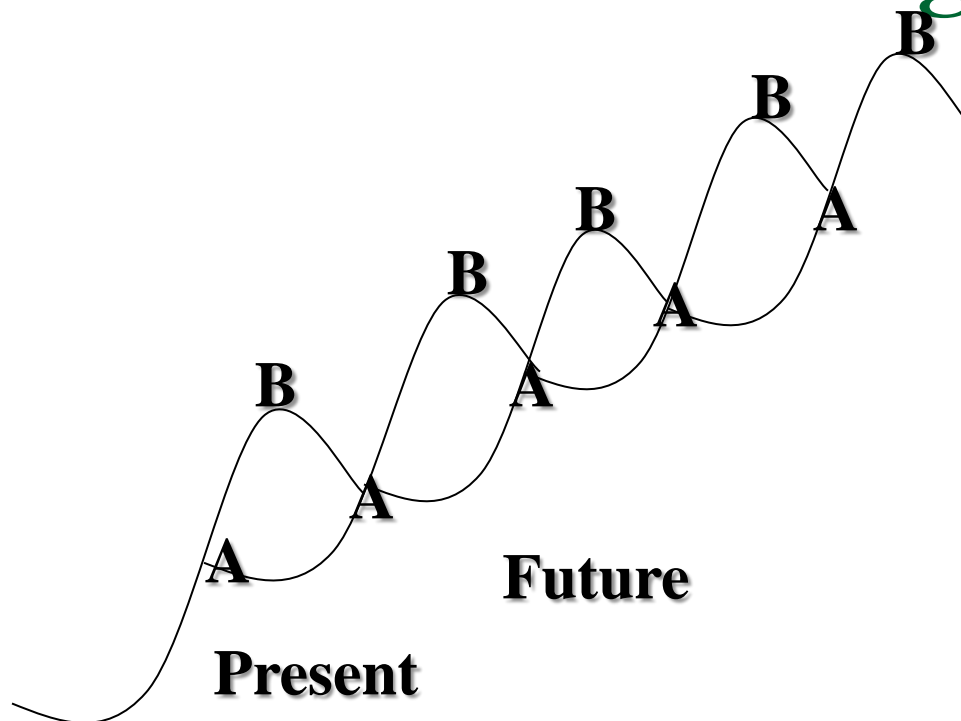


# Our Time for Wise Business Decisions is Shrinking



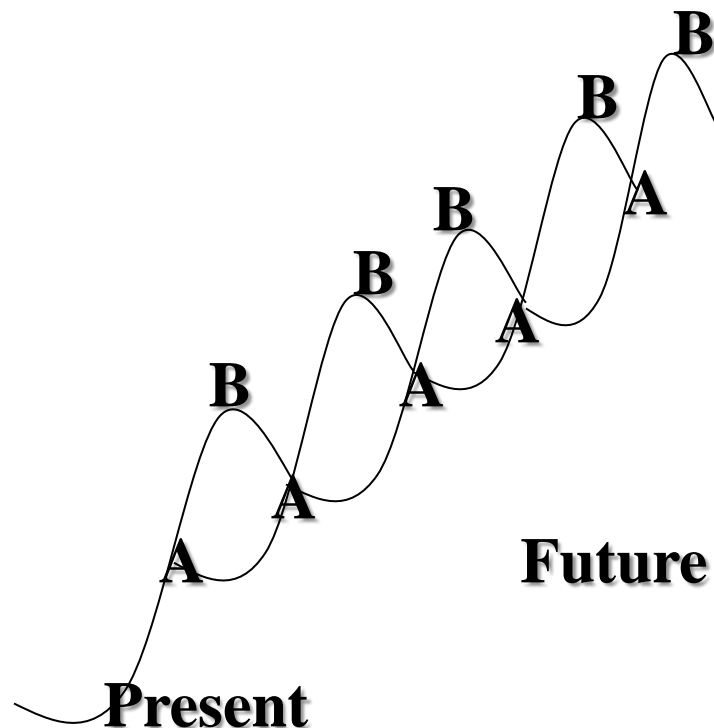


# Our Time for Wise Business Decisions is Shrinking





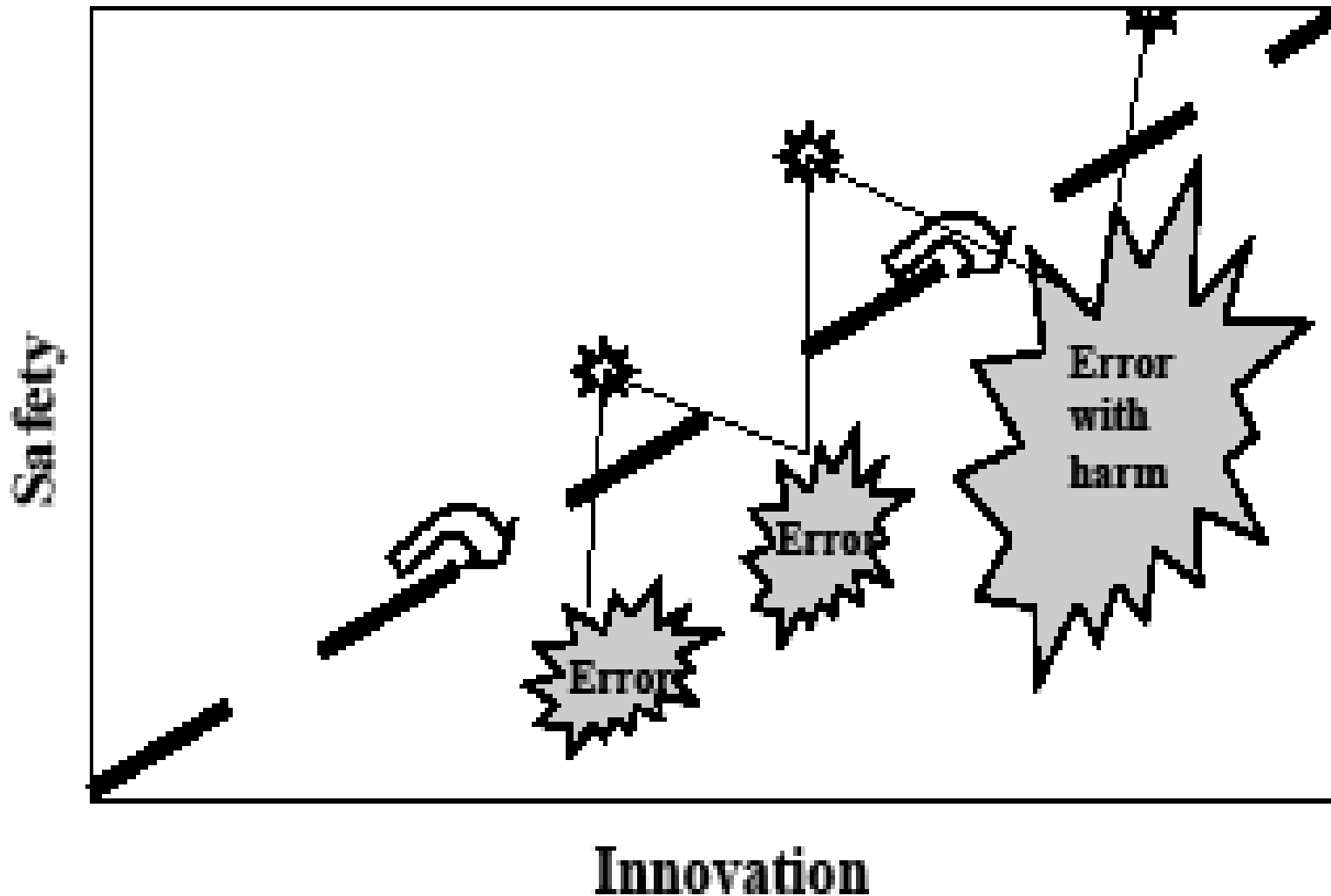
# Our Time for Wise Business Decisions is Shrinking

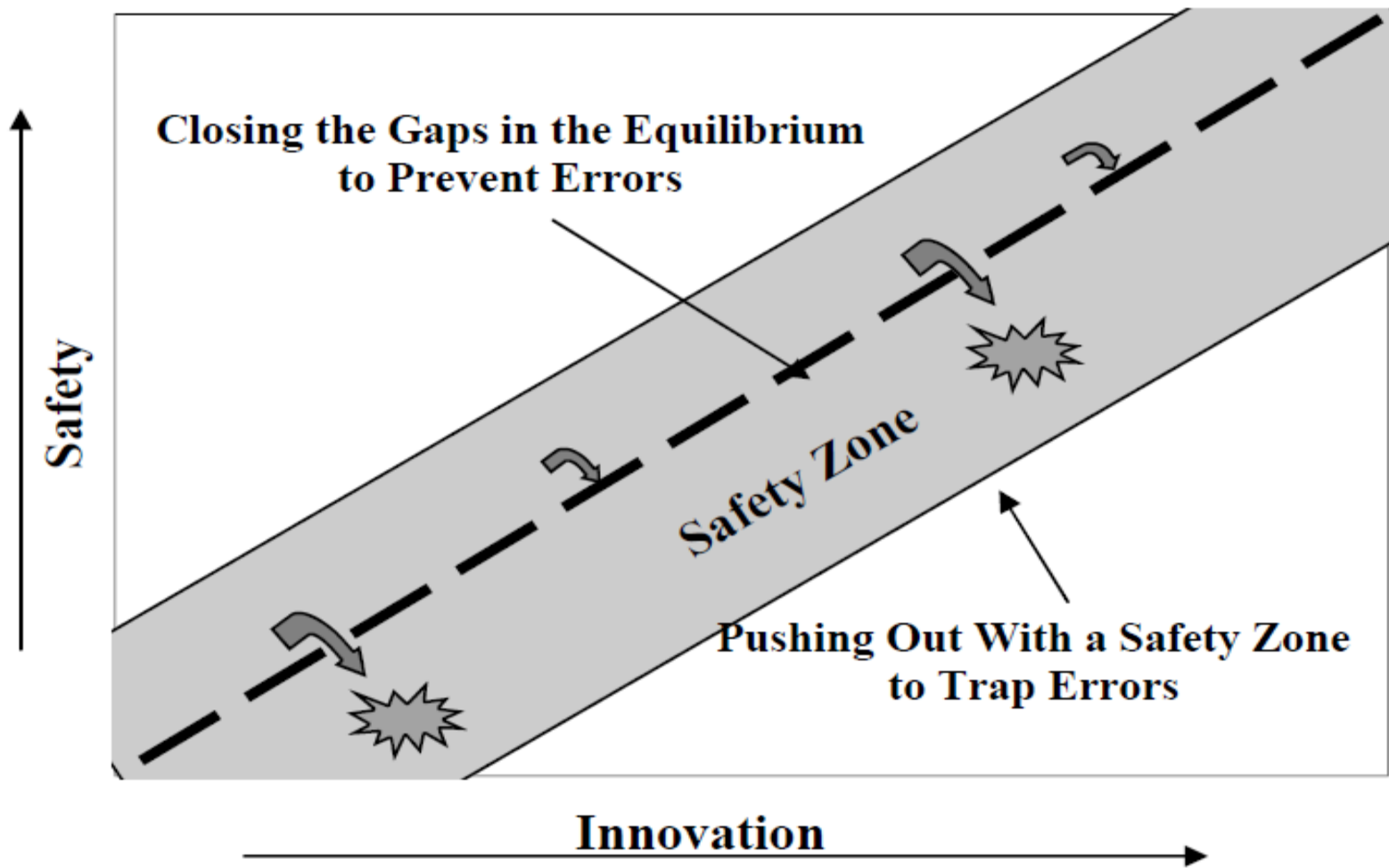


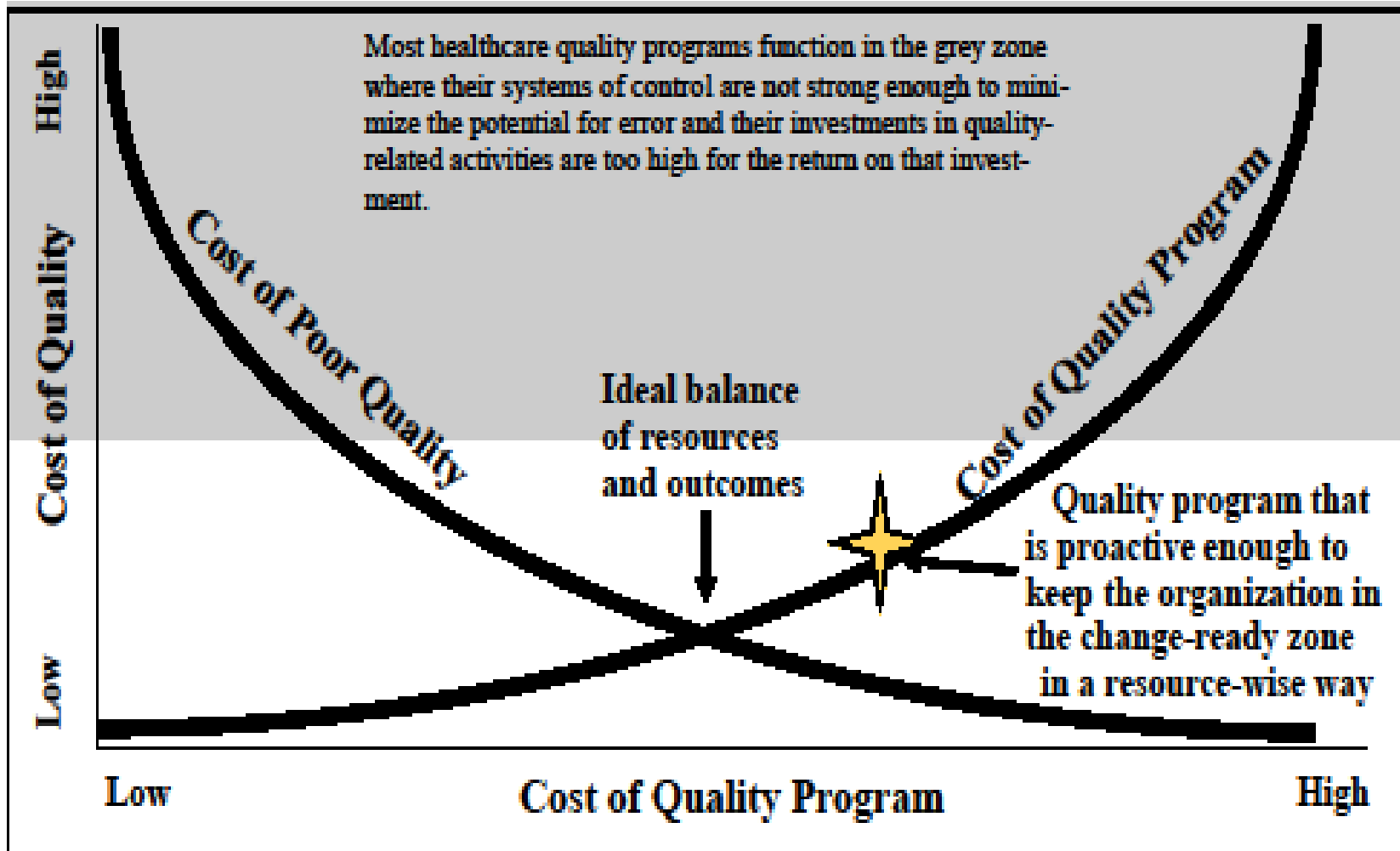


# D.D. Bainbridge & ASSOCIATES, Inc.

595 Lyndon Road  
Cuba, New York 14727  
Phone 716-676-3635  
Fax 716-676-2404  
darlene@ddbainbridgeassoc.com









# D.D. Bainbridge & ASSOCIATES, Inc.

595 Lyndon Road  
Cuba, New York 14727  
Phone 716-676-3635  
Fax 716-676-2404  
darlene@ddbainbridgeassoc.com

