



FOR IMMEDIATE RELEASE

Baptist Health Care Recognized as Leading Innovator for Rapid Development of Response to COVID-19

PENSACOLA, Fla. (Dec. 10, 2020) – Baptist Health Care has been named a 2020 Leading Innovator by Press Ganey. The company’s Leading Innovators Program honors clients for rapid development and implementation of innovative approaches to addressing challenges facing the health care industry, including those brought about by the relentless spread of COVID-19. Many of the innovations developed in direct response to the pandemic have emerged as invaluable practices that will continue to transform the safety, quality and experience of care long after the crisis has passed.

In March, Baptist launched virtual safety huddles conducted with team members via Zoom. Safety huddles are daily leadership discussion platforms to discuss all that may impact patient care. During the huddles the group reviews and addresses current needs to ensure the highest level of patient care and team member support. Prior to the COVID-19 pandemic, huddles were held in person. The transition from on-site safety huddles to virtual huddles was very well received, and attendees even commented that the new style of safety huddles should continue beyond COVID-19.

“This was one of many safety innovations that arose out of the pressures of the pandemic, resulting in the discovery of new and better ways to approach safety science,” said Susan Keating, DNP, CPHRM, CPPS, executive director of clinical safety and excellence at Baptist. “I’m so proud of our resilient Baptist leaders and team members who continue to put our patients’ safety first.”

The Leading Innovators Program was created to celebrate the spirit of innovation in the face of adversity and showcase unique success stories that positively transform the delivery of care. The honor represents an important recognition from the industry leader in measuring, understanding and improving the delivery of patient-centered care.

“The caregivers and staff of Baptist Health Care touch the lives of patients and their families in profound ways,” said Patrick T. Ryan, chairman and chief executive officer, Press Ganey. “This recognition reflects their deep commitment to our shared mission to reduce suffering and improve the safety, quality and experience of care. I continue to be humbled and inspired by their heroic efforts to care for patients and their caregivers in the face of the uncertainty, stress and fear brought on by the COVID-19 pandemic. Press Ganey is proud to partner with them in this noble work, and we congratulate them on this tremendous achievement.”

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About Baptist Health Care

Baptist Health Care is a community-owned, not-for-profit health care organization based in northwest Florida that is committed to helping people throughout life's journey. The organization is a proud member of the Mayo Clinic Care Network. A 2003 Malcolm Baldrige recipient, Baptist continuously strives to be a national leader in quality and service. Baptist Health Care includes three hospitals, four medical parks, Andrews Institute for Orthopaedic & Sports Medicine, Lakeview Center and a large network of primary care and specialty physicians. With more than 7,300 employees and employed physicians, Baptist Health Care is the second largest non-governmental employer in northwest Florida.

Baptist Health Care • Baptist Hospital • Gulf Breeze Hospital • Jay Hospital • Lakeview Center • Baptist Medical Park – Nine Mile • Baptist Medical Park – Navarre • Baptist Medical Park – Pace • Baptist Medical Park – Airport • Andrews Institute • Baptist Medical Group • Baptist Heart & Vascular Institute • Cardiology Consultants • Baptist Health Care Foundation

About Press Ganey

Press Ganey pioneered the health care performance improvement movement more than 35 years ago. Today Press Ganey offers an integrated suite of solutions that enable enterprise transformation across the patient journey. Delivered through a cutting-edge digital platform built on a foundation of data security, Press Ganey solutions address safety, clinical excellence, patient experience, and workforce engagement. The company works with more than 41,000 health care facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality, and experience of care.