We strive to provide the highest-quality & safest care in the country, and to enable others to improve their care by sharing our research & best practices. Here are some fast facts about our efforts:

- We have earned multiple quality designations and awards, including repeated “A” grades from the Leapfrog Group’s Hospital Safety Score, and high rankings for quality, safety and comprehensiveness of care in 25 adult and pediatric specialties from U.S. News & World Report.

- Our effort to be “transparent” about our performance includes a website where we provide current data on more than 180 quality and safety measures, with easy-to-read explanations.

- When mistakes and near-misses occur, we make sure that patients receive apologies and appropriate compensation when appropriate – and that we learn from the experience to avoid repeating it. This “Michigan Model”, which has been copied nationwide, has contributed to improved patient safety while reducing the number of malpractice claims we face by 35 percent.

- We saved Medicare $22M in unnecessary costs and met 98% of quality and safety goals over the 5 years we participated in the Medicare demonstration project that strove to improve preventive and chronic illness care. It paved the way for the Accountable Care Organization model now in use across the U.S.

- We run 19 of the 20 statewide hospital quality improvement collaborations funded by Blue Cross Blue Shield of Michigan to improve quality and reduce costs in areas of care ranging from breast cancer and surgery to heart procedures and trauma.
  - Over 70 hospitals take part in these efforts to pool, analyze & share data on specific types of care.
  - Over a five-year period, just five of these programs have produced $597 million in health care cost savings, and have lowered complication and mortality rates for thousands of patients.

- We have received dozens of awards and recognitions for specific safety and quality achievements in preventing everything from blood clots and falls to intensive care infections. We routinely use “lean thinking” concepts adopted from the auto industry to improve processes, and teach them to others from across the U.S.

- 1.8 million Michigan residents are receiving better, more coordinated care due to a statewide Patient-Centered Medical Home project led by U-M and funded by the federal government.

- Another 120,000 Michiganders benefit from the coordinated care provided by more than 5,700 Michigan health care providers who take part in the Accountable Care Organization we founded, called POM-AC.

- 400+ faculty researchers from many areas of U-M and partner organizations have teamed up to form the U-M Institute for Healthcare Policy and Innovation, one of the nation’s largest hotbeds of research on improving health care delivery. Our hospitals and clinics serve as a test bed for many of their ideas, and their findings influence care worldwide.