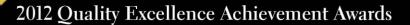
# 2012 Quality Excellence Achievement Awards Compendium

Recognizing Illinois Hospitals and Health Systems Leading in Quality and Transformative Health Care







### **OVERVIEW**

The Illinois Hospital Association's (IHA) Institute for Innovations in Care and Quality (The Institute) second annual Quality Excellence Achievement Awards recognizes and celebrates the achievements of Illinois hospitals that are committed to transforming Illinois health care through innovative approaches and best practices.

From 67 submissions representing 40 hospitals, awards were presented to a total of eight hospitals in two categories: urban and rural/critical access. The two award recipients and six finalists, who were honored at IHA's annual Leadership Summit, were selected by a panel of 30 nationally-recognized quality improvement leaders based on their achievement and progress in advancing one or more elements of the Institute of Medicine's six aims for improvement:

- Safety
- Effectiveness
- Timeliness
- Efficiency
- Equity
- Patient-centered care

To share these initiatives among members, The Institute has published this compendium that provides a synopsis of all award entries along with contact information for additional details. The compendium receives national exposure by being featured annually on the Hospitals in Pursuit of Excellence (HPOE), an AHA affiliate, website.





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2012 Quality Excellence Achievement Awards

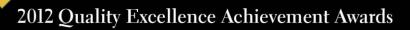


# Call for Entries May 2013 Be sure to

watch for this opportunity to be recognized and celebrated for your hospital's achievements in advancing patient care.





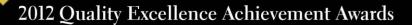




# **Award Recipients**









### **AWARD RECIPIENTS**

# **Award category—Rural/Critical Access**

### **Katherine Shaw Bethea Hospital, Dixon**

Streamlining the Intake Process of Cardiac Patients in the Emergency Department

### Award category—Urban

# **OSF Healthcare System, Peoria**

Improving Obstetrical Care Through Organizational Collaboration

The following pages contain summaries of the award recipients' projects.





2012 Quality Excellence Achievement Awards



# **Award Finalists**









### **AWARD FINALISTS**

### **Rural/Critical Access category**

# Gibson Area Hospital & Health Services, Gibson City

Reduce Medication Errors Through the Implementation of Computerized Physician Order Entry (CPOE), Medication Bar Coding and Smart Pump Technology

### **Graham Health System, Canton**

Intensive Care Management

### St. Mary's Hospital, Centralia

Reducing Readmissions CQI+ Team-Implementing Change Through the IHA Project RED Collaborative

### **Urban category**

# Advocate Hope Children's Hospital, Oak Lawn

Utilization of an Interdisciplinary Team Approach for the Care of Infants with Hypoplastic Left Heart Syndrome (HLHS)—The Ideal Quality Improvement Collaboration

# **Alexian Brothers Health System, Arlington Heights**

Improvement in Patient Safety and Quality of Inpatient Care Through Appropriate Blood Product Management

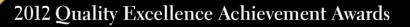
# **Holy Family Medical Center, Des Plaines**

Collaborative Approach to Reduce Health Care-Acquired Clostridium difficile Infection Rate in a Long-Term Acute Care Hospital (LTACH)

The following pages contain summaries of the award finalists' projects.









### Patient Experience

Hospital/System: Franciscan St. James Health, Chicago Heights

Contact: Bill Dwyer

Director of Quality Improvement

708-747-4000 ext. 1070

William.dwyer@franciscanalliance.org

Project Title: Creating the Ideal Outpatient Experience

Summary: The driving principle behind the Outpatient Service

Excellence Journey is excellent customer service with

every interaction.

This began with the Outpatient Team, including representatives from all outpatient areas, meeting biweekly to focus on the ideal patient experience. The goal was to engage every member of the workforce while encouraging departments to take ownership for the patient experience and giving them the tools to make it happen.

The initiatives have resulted in steady, significant patient satisfaction improvement. Overall rank improved from the 9th percentile in 1st quarter of 2008 to the 82nd percentile in 1st quarter of 2012. The improvements are also evidenced in their increased outpatient volume, better financial outlook and positive word-of-mouth in

the community.

Website: <a href="http://www.franciscanalliance.org/hospitals/chicagoheights/Pages/default.aspx">http://www.franciscanalliance.org/hospitals/chicagoheights/Pages/default.aspx</a>



