

DELIVERING QUALITY WITH DISTINCTION

2012 Quality Excellence Achievement Awards Compendium

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



The Institute
for Innovations in
Care and Quality



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2012 Quality Excellence Achievement Awards



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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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.

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Award Recipients

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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.

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Award Finalists

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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.

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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: <http://www.franciscanalliance.org/hospitals/chicagoheights/Pages/default.aspx>