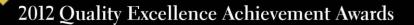
2012 Quality Excellence Achievement Awards Compendium

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.







2012 Quality Excellence Achievement Awards

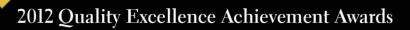


Call for Entries May 2013 Be sure to

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





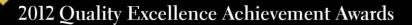




Award Recipients









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.





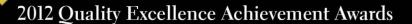
2012 Quality Excellence Achievement Awards



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

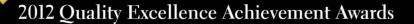
Holy Family Medical Center, Des Plaines

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: Rush-Copley Medical Center, Aurora

Contact: Diane D. Homan, MD

Vice President, Quality & Patient Safety Officer

630-978-6208

Diane.Homan@rushcopley.com

Project Title: Health Literacy: Initiative to Advance Patient-Centered

Care

Summary: A team was created to ensure that all patients regardless

of race, ethnicity, language, disability, and sexual

orientation received the same level of care.

A gap analysis identified additional translation resources were needed for sign language as well as infrequently used languages; race and ethnicity data needed to be collected using a more reliable method; documentation of preferred language for health care was needed to help staff tailor patient care; and communication to patients

regarding resources available was lacking.

After implementing changes, interpretation usage hours increased 73% from baseline period with a gradual increase over a 12-month period. Preferred language for health care needs was documented in the medical record and compliance has gradually improved from 84% to present rate of 99% over a 10-month period, and sustained for most recent six months at 99%.

Website: http://www.rushcopley.com



