

2013 COMPENDIUM

Delivering Quality with Distinction

2013 Quality Excellence Achievement Awards

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





Delivering Quality with Distinction

Overview

The Illinois Hospital Association (IHA) Institute for Innovations in Care and Quality's (The Institute) third annual Quality Excellence Achievement Awards—*Delivering Quality with Distinction*—celebrates Illinois hospitals and health systems' transformational achievements utilizing the Institute for Healthcare Improvement's Triple Aim philosophy:

- Enhancing the patient experience;
- Improving population health; and
- Reducing health care costs.

Building upon previous years, 104 projects from 57 hospitals and health systems were submitted this year. IHA appreciates the expertise and commitment demonstrated by our members as well as our judging panel of 29 nationally-recognized quality improvement leaders, who carefully reviewed and scored each application. This year, three awards were presented, one in each of the following categories: Health Care System, Rural/Critical Access Hospital, and Urban Hospital.

To share these initiatives among members, The Institute has published this compendium that provides a synopsis of all project 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

Opens Spring 2014

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

AWARD CATEGORIES

- Health Care System
- Rural/Critical Access
- Urban

New in 2014: The Tim Philipp Award

A passionate advocate for quality improvement and patient-centered care, Tim Philipp, who died in May 2013 after a long battle with cancer, spearheaded the work of IHA's Quality Awards. His work was greatly influenced by his unique perspective as a nurse, teacher and cancer patient. The *Tim Philipp Award for Excellence in Palliative Care* will honor excellence and innovation in palliative care.



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Care Coordination: Readmissions

Project Title: Knowledge and Empowerment Across the Continuum For Effective Disease Management and Reduction of Readmissions

Hospital/System: St. Joseph's Hospital, Breese

Summary: A gap analysis was conducted. Key themes emerged in this analysis such as inadequate preparation for self-management of medical conditions and gaps/concerns across the continuum including: communication, medication reconciliation, and variations in knowledge sets of caregivers. Through continued research, observations and work sessions, the following strategies for change were identified and implemented: development of a care path to guide members of the hospital team in preparing the patient and family for discharge; resource materials; weight logs; diet information; appointment calendar; red/yellow/green zone magnets for home display and a reference for family members, primary care physicians and office staff, nursing homes, assisted living centers, and home health agencies.

Teach-back methodology has been taught across the organization to better assure patient and caregiver understanding of important information. Colleagues are invited to participate in readmission huddles. Partners in Caring introductory meetings were held for area home health agencies, assisted living centers and nursing homes. A physician champion educated hospital medical staff, at large. Visits were made to area meal sites to educate staff on reduction of sodium content in meals served at senior citizen sites and meals on wheels programs. Collaboration led to co-sponsored community education programs. The improvements in processes and assessment skills have resulted in measurable successes including a reduction in readmissions and overall first admissions to the hospital.

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