

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: Palliative Care

Project Title: Goals of Care Conversations as a Method of Coordinating Care: 25 Employees From Seven Departments Trained to Identify and Communicate Patients' Wishes for Hospitalization Outcomes and End-of-Life Care

Hospital/System: St. Mary's Hospital, Centralia

Summary: During 2011, the hospital joined the IHA Project Re-Engineering Discharge (RED) collaborative to reduce avoidable hospital readmissions. A Six Sigma level of 1.9 for the discharge process and medication reconciliation process showed that there was a lot of deviation. Process maps, swim lane diagrams and numerous other Continuous Quality Improvement plus tools were used to guide the team through a culture change. During an 18-month project period, new processes were implemented and the hospital opened a new department, Chronic Disease Management, to coordinate care for high risk patients to prevent readmissions for congestive heart failure, acute myocardial infarction, pneumonia, and chronic obstructive pulmonary disease.

In 2012, the hospital joined the Preventing Readmissions through Effective Partnerships (PREP) and Communication and Palliative Care (CPC) program. The CPC program was developed by the Section of Palliative Medicine at Northwestern University. The program provided expert mentoring and skills training for clinicians and health care teams to gain an indepth understanding of Goals of Care (GoC) conversations and how these open discussions represent opportunities to enhance patient choice and improve quality of life for patients with serious illness. Comparative data results revealed a 1.7% decrease in all-cause 30-day readmissions between 2011 and 2012.

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